



Board of Directors Meeting AGENDA

March 25, 2026 –12:00 PM

Mission

CareerSource Capital Region connects employers with qualified, skilled talent and Floridians with employment and career development opportunities to achieve economic prosperity in Gadsden, Jefferson, Leon and Wakulla Counties.

Vision

Florida will be the global leader for talent.

Values

1. Business-Driven
2. Continuous Improvement
3. Integrity
4. Talent Focus
5. Purpose-Driven

In Person Board Meeting Location: 2601 Blair Stone Road, Building C, Ste 200, Tallahassee, FL 32301

Join Zoom Meeting: <https://us02web.zoom.us/j/82653558174?pwd=NHZnRkJPa2JXRmdQVG45OTI4RytDQT09>

Meeting ID: 826 5355 8174

Meeting Passcode: 045122

One tap mobile [+13052241968](tel:+13052241968).,[82653558174#](tel:+13052241968) US [+13092053325](tel:+13092053325).,[82653558174#](tel:+13092053325) US

I. Call to Order – Cindy Lavoie

II. Mission Moment

III. ¹Public Notice – This is a public meeting, after motion and second, and after board member discussion, the public is invited to comment with a 3-minute limit and 12-minute overall limit.

IV. Introduction of New Board Members

Verbal

- Antonio Jefferson, Gadsden County
- Daniel Jones, Gadsden County

V. Consent Agenda

Action Item I¹

Note: If any Board member believes any item on the consent agenda requires discussion or a separate vote, the Board member may request that the item(s) be removed from the consent agenda and placed on the regular agenda for consideration.)

- Meeting Minutes – December 17, 2025 Pages: 1-2
- Executive Committee – Cindy Lavoie
 - Staff In-Service Training Day Request – April 13, 2026
 - Financial Services and Grant Management Contract (Ratification) Pages: 3-7
- Finance Committee – Amber Tynan
 - Budget Amendment 2025-2026 Page: 8
 - Prior Approval Transfer Request Form - WIOA Adult & DW Pages: 9-10
- Strategic Policy & Planning Committee – Erin Gillespie Pages: 11-66
 - Workforce Services Request for Proposals (RFP)

VI. 2024-2025 Audit Report – James Moore & Co., P.L.

Action Item II¹

Pages: 67-109

¹ After motion and second, and after board member discussion, the public is invited to comment with a 3-minute limit and 12-minute overall limit.

VIII. One-Stop Operator (OSO) RFP –Tandria Edwards	Action Item III¹	Pages: 110-143
IX. Request for Subsequent Local Workforce Development Area Designation –Tandria Edwards	Action Item IV¹	Pages: 144-146
X. Request for Permission to Serve as a Direct Service Provider –Tandria Edwards	Action Item V¹	Pages: 147-154
XI. Chief Executive Officer Report – Keantha B. Moore	Verbal	
XII. Workforce Services Provider Quarterly Report – Kandisha Franklin	Verbal	Pages: 155-157
XIII. OSO Quarterly Report – Kevin Harrington	Verbal	Pages: 158-165
XIV. Senior Director ROPC Report – Tandria Edwards	Verbal	Pages: 166-228
XV. Senior Director BES Report – Trish Yahn	Verbal	Pages: 229-232
XVI. Adjourn		

The following items were approved or ratified by the Executive Committee since the last board meeting² and are included in the packet for transparency and informational purposes:

- Interim CFO Services Contract (Indelible) Pages: 233-240
- Financial Services and Grant Management RFQ Pages: 241-244
- Big Bend Minority Chamber of Commerce MOU Pages: 245-247
- CSCR Administrative Plan Pages: 248-333

The following items are included in the packet for informational purposes only:

- Revenue & Expense Statement 2025-2026 (Unrestricted) Informational Item I Page: 334
- Revenue & Expense Statement 2025-2026 Informational Item II Pages: 335-353

Next Meeting

June 24, 2026

² Per the CSCR Bylaws, “The Executive Committee shall have and exercise the authority of the full Board of Directors between meetings of the Board of Directors on items that cannot wait until the next Board meeting.”

MINUTES

Board of Directors Meeting

12/17/2025

12:00 PM

Attendees: Amber Tynan, Beth Cichetti, Byron Wade, Cindy Lavoie, Corrie Melton, Erin Gillespie, Kevin Vaughn, Louis Dilbert, Maria Mead, Martina McDowell, Mike Temple, Wayne Jennings

Staff & Guests: Amy Correia, Janice Beahn, Jaselyn Hicks (Mission Moment), Jamela Reeves, Jim McShane, Keantha Moore, Kevin Harrington, Khari Harrison, Nick Maddox, Ramsey Olivarez, Tameka Thomas, Tandria Edwards, Trish Yahn

Recording: Jamela Reeves

Welcome – Cindy Lavoie

Meeting called to order by Cindy Lavoie @ 12:10p.m.

Meeting Minutes – September 24, 2025

Action Item I

Pages: 1-2

Motion to approve by Amber Tynan, seconded by Kevin Vaughn; all in favor

Consent Agenda

Action Item II¹

Finance Committee – Amber Tynan

- Budget Amendment 2025-2026

Page: 3

Motion to approve by Amber Tynan, seconded by Kevin Vaughn; all in favor

Nominating Committee – Kevin Vaughn

Page: 4

- Pending Board Member Application – Antonio Jefferson, Gadsden County
- Pending Board Member Application – Daniel Jones, Gadsden County
- Vacancy – WIOA (Veteran Organization)

Governance Committee – Kevin Vaughn

Pages: 5-67

- Board Member General Policy Manual
- Elected Officials Consortium General Policy Manual

Nominating Committee – Beth Cichetti

- **2025-2027 CareerSource Capital Region Board Member Officers² Action Item III¹** Verbal
- 2025-2027 Chair – Cindy Lavoie
- 2025-2027 Vice Chair – Erin Gillespie

- 2025-2027 Secretary – Louis Dilbert

Motion to approve by Kevin Vaughn, seconded by Martina McDowell; all in favor

Chief Executive Officer Reports – Jim McShane

Pages: 68-69

– Keantha B. Moore

Verbal

Meeting adjourned by Cindy Lavoie @ 12:37p.m.

Note: The following items are included in the packet for informational purposes only:

- *Workforce Services Provider Quarterly Report – C2 Global Professional* Pages: 70-84
- *One Stop Operator Report – Kevin Harrington* Pages: 85-92
- *Senior Director ROPC Report – Tandria Edwards* Pages: 93-97
- *Senior Director BES Report – Trish Yahn* Pages: 98-102
- *Revenue & Expense Statement 2025-2026 (Unrestricted) – Janice Beahn* Page: 103
- *Revenue & Expense Statement 2025-2026 – Janice Beahn* Pages: 104-121

Accounting and Grant Management Services Agreement

1. Parties

This Accounting and Grant Management Services Agreement ("Agreement") is entered into by and between Big Bend Jobs and Education Council, Inc. d/b/a CareerSource Capital Region ("CSCR") and Suncoast Workforce Board, Inc. d/b/a CareerSource Suncoast ("CSS"). CSCR and CSS are collectively referred to as the "Parties" and individually as a "Party".

CSCR: CareerSource Capital Region
2601 Blair Stone Road
Building C, Suite 200
Tallahassee, Florida 32301

CSS: CareerSource Suncoast
3660 N. Washington Blvd.
Sarasota, Florida 34234

2. Term

This Agreement is effective February 23, 2026 through June 30, 2026, and can be reviewed for renewal annually, for three additional one-year periods.

3. Agreement Amount & Invoicing

CSCR shall reimburse CSS for staff salaries and benefits associated with the provision of services pursuant to this Agreement for all direct charges associated with the Scope of Work.

This contract shall not exceed \$63,995. Such rate is based on a monthly rate not to exceed \$15,126 and a prorated weekly rate not to exceed \$3,491. In the event of renewal, the Agreement amount may be examined by both Parties to determine if the amount should change.

CSS shall submit invoices monthly by the 20th calendar day following the end of the month for which services were performed. Each invoice must detail hours worked and services rendered. Invoices shall contain detail sufficient for audit thereof. Invoices are due and payable within 30 days of receipt by CSCR.

Reasonable business and travel expenses incurred in the performance of the Scope of Work shall be reimbursed in accordance with CSCR policies.

Should any tasks fall outside of the Scope of Work, such as significant process reengineering or system migration beyond standard fiscal operations, they will be identified and these costs will be paid directly by CSCR to CSS (or the appropriate vendor) upon mutual agreement.

CSS and CSCR may also partner for a group rate for employee benefits. After mutual agreement, CSS would then bill CSCR monthly for their employees' cost share.

4. Scope of Work

CSS will perform comprehensive fiscal operations and grant management services to support CSCR. The duties fall into five primary categories.

A. Core Accounting and Financial Operations

- 1) Maintain accounting records in MIP and other financial systems, to include Microix.
- 2) Perform general ledger maintenance, monthly closings, and account reconciliations.
- 3) Review and approve invoices, checks, and ACH batches at CSCR's direction, with no independent disbursal authority.
- 4) Transmit ACH batches to financial institutions as authorized by CSCR.
- 5) Manage accounts payable and receivable processes.
- 6) Perform cash draw requests in SERA, including review, documentation, and submission.
- 7) Input and reconcile cash receipts in the accounting system.
- 8) Conduct bank reconciliations and ensure timely resolution of variances.
- 9) Ensure safeguarding of assets, including proper handling of prepaid assets.
- 10) Maintain document retention and audit-ready files.
- 11) Process payroll accurately and on schedule.

B. Fiscal Reporting and Budget Development

- 1) Prepare quarterly budgets, forecasts, and updates for all funding streams.
- 2) Complete SERA financial reporting, including monthly and quarterly submissions.
- 3) Prepare GAAP-compliant financial reports, including balance sheets, income statements, and cash flow analysis.
- 4) Support Board and committee reporting as needed.
- 5) Assist in preparing the annual organizational budget.

C. Grant Management, Compliance and Internal Controls

- 1) Maintain strong internal controls consistent with GAO Green Book or COSO frameworks.
- 2) Ensure expenditures are allowable, allocable, necessary, and reasonable.
- 3) Maintain and update CSCR's cost allocation plan.
- 4) Prepare and update the indirect cost rate plan and required supporting documentation.
- 5) Provide fiscal technical assistance to subrecipients.
- 6) Support procurement documentation for allowable financial transactions.
- 7) Maintain compliance with 2 CFR 200, WIOA, TANF, SNAP E&T, Wagner-Peyser, and state policies.
- 8) Maintain conflict-of-interest and administrative firewalls where appropriate.

D. Monitoring and Audit Support (As Needed)

- 1) Assist with FloridaCommerce monitoring, including collecting documents and responding to inquiries.
- 2) Support the annual Single Audit and any additional required audits.
- 3) Help prepare responses and corrective action plans for any findings.
- 4) Maintain accessible, audit-ready documentation as required under 2 CFR 200.337 (right of access).

E. Capacity Building and Transition Support

- 1) Provide training, coaching, and documentation to support the onboarding of a future CFO and fiscal staff.
- 2) Participate in process improvement and modernization efforts.
- 3) Provide transition plans for future internalization of fiscal functions.

5. CSCR Responsibilities

CSCR shall be responsible for all the following:

- 1) Retain all fiscal agent and grant recipient authority.
- 2) Direct all disbursements and financial approvals.
- 3) Provide access to systems, organizational documents, and staff necessary to perform services.
- 4) Ensure timely response to CSS's information requests.
- 5) Designate a primary point of contact for coordination and approvals.
- 6) Provide workspace and resources (when on-site) and CSCR-issued equipment when necessary.

6. Independent Contractor Status

The Parties acknowledge the CSS is engaged as an independent contractor, not as an employee, agent, joint venture or partner of CSCR. Neither Party shall have any authority, whether expressed or implied, to assume, create, or incur any obligation or liability whatsoever on behalf or in the name of the other, without the express written consent of both Parties.

7. Termination

Either Party may terminate this MOU for convenience when it is in their best interest by giving 30 days' written notice pursuant to Section 8 (Notice), unless a lesser time is agreed upon by both Parties.

8. Notice

All notices required to be given to CSCR under this Agreement shall be sufficient when emailed to Keantha B. Moore, CEO at keantha.moore@careersourcecapitalregion.com or mailed to:

CareerSource Capital Region
2910 Kerry Forest Pkwy, D4-273
Tallahassee, FL 32309
Attn: Keantha B. Moore, CEO

All notices required to be given to CSS under this Agreement shall be sufficient when emailed to Joshua Matlock, jmatlock@careersourcesc.com or mailed to:

CareerSource Suncoast
3660 N. Washington Blvd.
Sarasota, Florida 34234
Attn: Joshua Matlock, President/CEO

9. Assignment

This Agreement may not be assigned by either Party with the prior written consent of the other Party, which, because of the nature of the Parties' respective obligations under this Agreement, may be declined by such Party for any reason or no reason whatsoever.

10. Indemnification

Each Party shall indemnify and hold harmless the other from and against any claims, damages, or liabilities arising out of its own negligent acts, errors, or omissions in connection with this Agreement.

11. Confidentiality

The Parties agree to abide by all applicable federal, state, and local laws and regulations regarding confidential information, including, but not limited to: 20 CFR part 603, 45 CFR section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38. Each Party will ensure that the collection and use of any information, systems, or records that contain personally identifiable information ("PII") and other confidential/exempt information will be limited to purposes that support the activities described in this Agreement and will comply with applicable law. Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential information needs to be shared amongst the Parties for the Parties' performance of their obligations under this Agreement, and to the extent that such sharing is permitted by applicable law, any required data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals.

12. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Florida without regard to choice of law principles.

13. Entire Agreement

This Agreement represents the entire understanding between the Parties and supersedes all prior discussions or proposals. This Agreement may be modified or amended only by a written instrument mutually agreed to and signed by both Parties.

Remainder of page intentionally left blank

14. Signatures

IN WITNESS WHEREOF, the Parties here to have caused this Agreement to be duly executed by their undersigned duly authorized officials.

Suncoast Workforce Board, Inc.
d/b/a CareerSource Suncoast

Joshua Matlock
Joshua Matlock (Feb 20, 2026 12:29:50 EST)
Joshua Matlock, President/CEO

Big Bend Jobs and Education Council, Inc.
d/b/a CareerSource Capital Region

Keantha B. Moore
Keantha B. Moore (Feb 20, 2026 12:28:56 EST)
Keantha B. Moore, CEO

02/20/2026
Date

02/20/2026
Date

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**CAREERSOURCE CAPITAL REGION
FINANCIAL BUDGET
FISCAL YEAR 2025-2026
CONSOLIDATED**

	2025-2026 APPROVED BUDGET	PROPOSED CHANGES	PROPOSED BUDGET
PROGRAM REVENUE			
Anticipated revenue	\$5,338,704	\$317,050	\$5,655,754
Total Revenue	\$5,338,704	\$317,050	\$5,655,754
DIRECT PROGRAM COSTS:			
Participant Tuition & Fees / Training	\$400,000	\$0	\$400,000
Books & Supplies	\$2,500	\$0	\$2,500
Uniforms	\$1,200	\$0	\$1,200
Transportation & Incentives	\$1,000	\$3,000	\$4,000
Testing/Certifications	\$5,000	(\$2,000)	\$3,000
Primary Services Contract - One-Stop Operations	\$1,765,000	\$30,400	\$1,795,400
Primary Services Contract - Work Experience	\$425,000	\$72,000	\$497,000
One-Stop Operator	\$111,000	\$6,000	\$117,000
Worlds of Work	\$20,000	\$0	\$20,000
CareerSource Express	\$7,000	(\$3,000)	\$4,000
Economic Development/Industry Analysis	\$25,000	(\$18,000)	\$7,000
North FL Storms	\$0	\$0	\$0
Total Program	\$2,762,700	\$88,400	\$2,851,100
ALLOCATED COSTS & EXPENSES:			
Salaries & Benefits/Payroll Services	\$1,380,375	(\$10,266)	\$1,370,109
Accounting & Auditing	\$35,500	\$331,325	\$366,825
Advertising & Marketing	\$30,000	(\$15,144)	\$14,856
Cell Phones	\$16,000	(\$1,000)	\$15,000
Conferences & Seminars	\$17,000	(\$10,000)	\$7,000
Dues & Memberships	\$17,000	\$0	\$17,000
Facility Rent	\$486,533	\$995	\$487,528
Furniture	\$15,000	(\$9,000)	\$6,000
Insurance	\$44,000	(\$5,630)	\$38,370
Legal & Professional Fees	\$20,000	\$0	\$20,000
Maintenance Contracts	\$16,000	(\$3,444)	\$12,556
Postage	\$2,000	(\$190)	\$1,810
Recruiting/Staff Development/Recognition	\$18,000	(\$2,936)	\$15,064
Rentals	\$3,000	(\$1,545)	\$1,455
Repairs & Maintenance	\$14,596	\$6,681	\$21,277
Security	\$60,000	(\$8,914)	\$51,086
Supplies	\$30,000	(\$11,000)	\$19,000
Systems/Telephone	\$325,000	(\$31,685)	\$293,315
Travel	\$38,000	\$2,000	\$40,000
Utilities	\$8,000	(\$1,597)	\$6,403
Total Allocated	\$2,576,004	\$228,650	\$2,804,654
TOTAL COSTS AND EXPENSES	\$5,338,704	\$317,050	\$5,655,754
TOTAL PROGRAM FUNDS AVAILABLE	\$6,078,325	\$87,047	\$6,165,372
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	\$739,621	(\$230,003)	\$509,618

Per the recommendation of the Finance Committee, a minimum surplus of \$300,000 will be maintained to ensure that Fiscal Year 2025-26 budget is adequately funded.



**Prior Approval Transfer Request Form - WIOA Adult and Dislocated Worker (DW) Programs
From 7/1/2025 through 6/30/2026**

LWDB Number and Name (Requestor): LWDB 5 - CareerSource Capital Region

Name / Title of Requestor Representative: Janice Beahn/Interim CFO

Adult and Dislocated Worker Transfer Request						
Program Year	Program	Total Award Amount	Amount of Adult Requested to be Spent on DW	Percentage of Adult Requested to be Spent on DW	Amount of DW Requested to be Spent on Adult	Percentage of DW Requested to be Spent on Adult
2024	Dislocated Worker	483,641.00	0.00	0	305,361.09	63%

COMPLETE THE BELOW SECTIONS FOR REQUESTS THAT EXCEED 25% OF THE PROGRAM'S ANNUAL ALLOCATION

Reason for requesting the use of one program's funding for the other (e.g. anticipated depletion of current funds, changes in labor market conditions, etc.):

CareerSource Capital Region (CSCR) has suffered from not being able to transition displaced workers to Dislocated Worker enrollment. When conducting initial assessments of customers who come through our doors, we conduct an initial screening for potential WIOA eligibility, in particular Dislocated Worker. Individuals referred for RESEA services are also reviewed for eligibility; however, most individuals do not desire to complete the enrollment processes and feel there is not a need for additional services in order to gain skills needed to return to work nor assistance with finding employment. For PY 2024-2025, the attendance rate for the RESEA program was 34.1%. Since Program Year 2020-2021, CSCR has only served 27 Dislocated Workers as compared to serving 526 Adults.

A description of outreach/marketing activities conducted to ensure underserved populations were aware of available services:

Outreach has been conducted with the regional food bank, members of the regional association for human services professionals (to encourage referrals), regional housing authorities, regional lower income communities, rural area businesses, regional churches, regional recreational centers, regional Veteran-focused centers, rural community-wide events, and regional rehabilitation centers. Marketing activities include digital advertising of WIOA programs to targeted population, coordination with traditional media outlets to promote initiatives, and social media posts regarding training and work experience for eligible individuals.

Labor market conditions contributing to the need for the transfer:

Since January 2024, the unemployment rate for the Tallahassee MSA has been as low as 2.9% (April 2024) and as high as 5.3% (November 2025), which directly/indirectly impacts the number of people that could qualify as a Dislocated Worker. In addition, there continues to be a transition to gig/entrepreneurship for displaced workers which has led to individuals dropping from the workforce with no desire to receive assistance with training or job placement services.

The number of participants originally planned to be served by the base allocation compared to the estimated number of participants expected to be served after funds are transferred.

Originally planned number to be served; Adult: 83, DW: 15.
Estimated number to be served after transfer; Adult: 105, DW 15.

COMPLETE THE BELOW CERTIFICATION FOR REQUESTS THAT EXCEED 25% OF THE PROGRAM'S ANNUAL ALLOCATION

I certify the following:

1. When transferring from Adult to Dislocated Worker - The LWDB has sufficient funds to serve the WIOA Adult priority populations.
2. When transferring from Dislocated Worker to Adult - The LWDB has sufficient Dislocated Worker funds to serve dislocated workers in the local area; there are no pending layoffs that may impact the need for dislocated workers in the local area.
3. The full board voted to approve this request to transfer funds and a copy of the LWDB's meeting minutes are included with this request.

I certify the above information is true and correct.

Signature of Board Chair

Print Name

Date



**REQUEST FOR PROPOSAL
WORKFORCE DEVELOPMENT SERVICES PROVIDER**

RFP # 2025-02

ISSUE DATE: February 23, 2026

PROPOSALS DUE: April 1, 2026, by 4:00 P.M.

CONTACT:

Keantha B. Moore, Chief Executive Officer
CareerSource Capital Region
2910 Kerry Forest Parkway
D4-273
Tallahassee, Florida 32309
Telephone Number: (850) 273-3780
keantha.moore@careersourcecapitalregion.com

TABLE OF CONTENTS

- I. Introduction**
- II. Purpose**
- III. Process and Timetable**
- IV. Delivery of Services**
- V. Scope of Work:**
 - 1. Workforce Development Services Provider**
 - 2. Career and Training Services**
 - 3. Career and Training Services for Youth**
- VI. Response Submittal**

Attachments:

- Attachment A: Proposal Cover Sheet
- Attachment B: Representations and Certifications
- Attachment C: General Terms and Conditions & Special Terms & Conditions
- Attachment D: Budget Summary and Position Detail
- Attachment E: Contractual Performance Goals
- Attachment F: WIOA Indicators of Performance Goals
- Attachment G: REACH Act Letter Grade

I. INTRODUCTION

CareerSource Capital Region (CSCR) is a private not-for-profit 501(c)(3) corporation designated as the grant recipient, fiscal agent, and administrative entity for the following workforce development programs:

- Workforce Innovation and Opportunity Act (WIOA)
- Welfare Transition (WT) (the employment and training component of the State of Florida's Temporary Assistance for Needy Families (TANF) program)
- Re-Employment Services and Eligibility Assessment (RESEA)
- Wagner-Peyser (WP)
- Jobs for Veterans State Grant (JVSG)
- Migrant and Seasonal Farmworker (MSFW)
- Trade Adjustment Assistance (TAA)
- Supplemental Nutrition Assistance Program, Employment and Training (SNAP E&T).

CSCR is one of 21 Local Workforce Development Boards that make up the CareerSource Florida network in the State of Florida, which is part of the American Job Center (AJC) system. In keeping with CareerSource Florida's branding standards, AJCs in Florida are referred to as career centers and will hereby be referred to as career centers in this RFP. CSCR is governed by a Board of Directors comprised of volunteers from Gadsden, Jefferson, Leon and Wakulla Counties who represent private-sector employers, labor, economic development, education, community-based organizations and state agencies. Joint oversight is provided through an inter-local agreement between CSCR and Gadsden, Jefferson, Leon and Wakulla Counties Board of County Commissioners.

CSCR is an employer, business-driven entity, charged with the responsibility of implementing policies that ensure the distribution of federal workforce funds in a manner that creates a network of programs and systems designed to address critical workforce challenges.

CSCR works to ensure the efficient use of funds, maximization of the system's effectiveness, and improved collaboration between local workforce partners, thereby strengthening the workforce system through innovation and alignment of services to promote individual and economic growth.

Through two comprehensive one-stop career centers and several specialized access points, CSCR provides workforce development services for career seekers and employers focused on matching talent with employer demand. CSCR provides the framework for a local workforce preparation network that is quality focused, employer driven, and customer centered. This framework is designed to assist individuals with barriers and increase access to employment, education, training and support so they may succeed in the labor market. Targeted populations include economically disadvantaged individuals including youth, people with disabilities, long-term unemployed, returning citizens (ex-offenders), underemployed and veterans.

CSCR provides the employer community with a well-trained and job-ready workforce. To support employers and industry sectors effectively, all CSCR staff identify and understand skill needs and form strategies to assist employers. This philosophy incorporates integrated and aligned business services

among a collaboration of entities responsible for providing resources to ensure seamless service delivery to career seekers and employers alike.

Mission: CareerSource Capital Region connects employers with qualified, skilled talent and Floridians with employment and career development opportunities to achieve economic prosperity in Gadsden, Jefferson, Leon, and Wakulla Counties.

Vision: Florida will be the global leader for talent.

Our Values:

- **Business-Driven:** We believe Florida employers – the state’s job creators – are essential to our overall success in providing effective, market-relevant workforce solutions that drive economic growth and sustainability.
- **Continuous Improvement:** Driven by our commitment to excellence, we respond to changing market dynamics. We continually strive to improve our performance to better anticipate and address the talent needs of employers and the employment and skills needs of job seekers and workers. We identify, measure and replicate success.
- **Integrity:** We fulfill our mission with honesty and accountability and strive in every decision and action to earn and protect the public trust.
- **Talent Focus:** We believe in the power of talent to advance every enterprise and open the door to life-enhancing economic opportunities for individuals, businesses and communities. Our commitment is to make talent Florida’s key competitive asset.
- **Purpose-Driven:** Our work is meaningful and through it, we can inspire hope, achievement and economic prosperity in the lives of the customers we serve.

CareerSource Capital Region’s strategic goals are to:

- Develop and maintain a streamlined Integrated Service Delivery (ISD) model to support employer’s talent needs.
- Improve the effectiveness of service delivery to our customers - employers and career seekers.
- Attract, develop and retain top talent to provide for the workforce needs of employers in the region.
- Develop and improve community partnerships that enhance workforce development.
- Ensure that the community understands and recognizes our value and services.
- Grow unrestricted funds through a money market account.
- Champion work-based learning by engaging and educating parents of school-aged children.
- Improve awareness of CSCR in the general business community, beyond the sectors through three tactics: Extensive involvement at business networking events, Investment “cafeteria menu”, and collaborating with the Economic Development Organizations.
- Develop the Board of Directors by bringing in new members with specific talents and knowledge that serve the mission of CSCR and by the education of all board members on workforce development.

II. PURPOSE

CSCR is seeking experienced and qualified organization(s) with a proven record of success in provision of workforce development services, effective on-site leadership, training and oversight to staff, managing complex budgets and obtaining successful outcomes for employers and career seekers.

Organization(s) selected through this Request for Proposals (RFP) will coordinate with CSCR staff and regional partners to serve employers and present innovative and creative strategies that enhance all career seekers' (including youth and young adults) ability to move into self-sustaining employment, resulting in an upwardly mobile career path and higher earning potential.

With the release of this RFP, CSCR is seeking proposals to provide integrated, workforce development and case management services, as appropriate, for the WIOA Adult, Dislocated Worker, and Youth programs, as well as other programs (i.e. WT, WP, RESEA, JVSG, MSFW, TAA, SNAP E&T and Special Grants) within the region.

The expected contract(s) awarded under this RFP solicitation will start on July 1, 2026, and can be reviewed for renewal annually, for three additional one-year periods, as allowed by Florida Statutes, provided measurable performance and deliverables are successfully achieved. When renewing, CSCR reserves the option to modify contract(s) on a year-to-year basis. The selected respondent will be required to serve all active program participants as of July 1, 2026. Note: the option to renew is not guaranteed and the initial award of the contract does not imply an exercise of the option to renew.

Total funding awarded under this RFP is expected to be \$2,000,000 for Workforce Services and \$XXX,XXX for Work Experience. Note: This amount is provided as a planning figure only and does not commit CSCR to award a contract for this amount. The Respondent is responsible for proposing a reasonable total cost for delivering the services described in this RFP. Funding during the contract period may be adjusted due to changes in funding received.

Funding for this solicitation comes from the following sources:

- WIOA Adult
- WIOA Dislocated Worker
- WIOA Youth
- TANF – for the WT program
- SNAP E&T
- RESEA
- WP

The actual amount of the contract award will be based on the proposed budgets, availability of funds, and the standards for the use of public funds. All costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories and in accordance with 2 CFR 200.

Notice of this RFP will be published in a major newspaper in the CSCR operating area and will also be distributed via email to organizations on the CSCR Bidder's List. Upon its release, the RFP, and all accompanying attachments, will be posted on CSCR's website:

<https://www.careersourcecapitalregion.com/about/request-for-proposal>
https://www.nawb.org/member_rfp_announcements.asp.

and

All parties contracting with CSCR must comply with United States Department of Labor's (USDOL) regulations and any other interpretations published by the USDOL. Administration and operation of this program is subject to compliance with the State of Florida policies, including, but not limited to, policies from CareerSource Florida and the Florida Department of Commerce and local policies as issued by CSCR. Funded proposals will also be required to meet specific Federal, State and Local guidelines for participant outcomes and program performance. Awarded contractors will be held to specific performance deliverables as prescribed by CSCR. Each respondent must have a clear understanding of the performance measurement tools used in Florida (both State and Federal) as well as any local performance criteria established by the CSCR board of directors. Further, respondents must understand that CSCR has an expectation of excelling in all performance goals to ensure that CSCR is not subject to corrective action by the State of Florida and to provide CSCR the opportunity to earn any available state performance incentives. Respondents must commit to ensuring the appropriate internal processes and staffing are in place to help CSCR meet the contracted/expected levels of Federal and State performance.

III. PROCESS AND TIMETABLE

A. Eligible Contractor

Any non-profit, for-profit, educational or public entity/organization properly organized in accordance with applicable federal, state or local laws is eligible to submit a proposal. To be eligible, Respondents must be authorized to do business in Florida and must have been in business for at least three (3) years prior to the point the proposal is submitted. Minority and women-owned and operated businesses are encouraged to submit a proposal.

No entity may compete for funds if: (1) the entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency; (2) the entity's previous contract(s) with CSCR have been terminated for cause; (3) the entity has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services; or (4) the entity's name appears on the convicted vendor list.

Respondents shall have direct experience with and possess extensive knowledge of the federal workforce investment system and the services and programs associated therewith. Further, Respondents shall document an in-depth knowledge of the fiscal, administrative and programmatic requirements of the multiple funding streams utilized by CSCR.

B. Timetable

Critical Date	Time	Procurement Action
February 23, 2026	n/a	RFP issued by CareerSource Capital Region
March 9, 2026	4:00 p.m.	Deadline for questions/requests for clarification
March 13, 2026	n/a	Answers to questions posted at www.careersourcecapitalregion.com
April 1, 2026	4:00 p.m.	Deadline for proposal submittal
April 30, 2026	Noon	Board of Directors' approval
June 1, 2026	n/a	The target date for contract execution
July 1, 2026	n/a	Provision of services begins

**Note: All times shown are Eastern Standard Time (EST).

The above timeline is the schedule of events identifying key actions and the dates/times which the action must be taken. CSCR reserves the right to adjust the schedule or to extend any published deadline in this RFP when it is in the best interest of CSCR. Changes will be communicated via the CSCR website - <https://www.careersourcecapitalregion.com/about/request-for-proposal>.

C. QUESTIONS AND REQUESTS FOR CLARIFICATION

All questions/requests for clarification must be submitted and **received** in writing via email by March 9, 2026, not later than 4:00 PM EST to:

Tandria Edwards, Senior Director - tandria.edwards@careersourcecapitalregion.com

Verbal questions/requests for clarification shall not be accepted. Further, CSCR reserves the right to reject any or all requests for clarification, in whole or in part.

All responses to written questions/requests for clarification that are accepted by CSCR will be posted to the CareerSource Capital Region website by March 13, 2026, at <https://www.careersourcecapitalregion.com/about/request-for-proposal>. It is the responsibility of the Respondent to monitor the CSCR website for updates.

IV. DELIVERY OF SERVICES (Limit 5 pages)

The following components of service delivery should be present in all responses to this RFP.

A. Customer Service Philosophy

CSCR is seeking proposals that focus on excellent customer-centered design service, innovative and effective service processes, integrated management and high-quality staffing. Career seekers must know, upon arrival, what services are provided on site, what they may or may not be eligible for, and how program services can best suit their individual needs. A career seeker should have a clear understanding of the flow of services and how they can progress from one to another quickly and seamlessly. The front-line staff should be knowledgeable about all available workforce development opportunities in the area to fulfill collaboration with partner programs, including services within and outside of the workforce development programs.

Customer service is the provision of a “customer focused” approach in the delivery of services, designed to:

- Prepare and coordinate comprehensive employment and/or educational plans, such as service strategies, for career seekers to ensure access to necessary program activities and support services, using where feasible, computer-based technologies.
- Provide job and career counseling during program participation and after job placement.

This “human-centered design” is an in-depth process analysis of understanding what the career seekers expectations and preferences are and organizing them into specific measurable results to increase value-added services. Respondent will need to propose a plan to continue advancements on a human-centered design process.

The selected respondent will be required to provide experienced and knowledgeable staff in sufficient numbers to meet the needs of active career seekers as well as closed/exited cases in follow-up or receiving follow-up services. It is expected that all customer interfacing staff exhibit empathy and possess active listening skills, using their expertise to the benefit of the customer. The successful respondent will provide all necessary services required to ensure career seeker success within the proposed integrated service delivery (ISD) model. With the ISD model, the experience should feel seamless with staff providing the resources from multiple funding sources to meet the needs of the career seeker. Respondents must show how they will incorporate this approach into their customer service philosophy.

Customer service strategies should include, but are not limited to:

- Regularly scheduled contact with all career seekers to determine their needs as they move along their career plan. The interaction should be *personalized* and be more than a required step that is “checked off” as completed. Contacts with the **career seeker should be consultative, conversational, and employ active listening with a strong emphasis on follow-up.**
- The use of career plan benchmarks to measure progress such as increasing Comprehensive Adult Student Assessment System (CASAS) or college entrance exam scores, finding unsubsidized employment, attaining occupational and work readiness skills, attaining a high school diploma or GED, obtaining an occupational license, certification, or degree, etc., all within the framework of established career pathways.

- Support and intervention in a time of crisis, and assistance in the development and implementation of a crisis plan. An awareness of partner relationships that can support and enhance the outcome of the intervention.
- All career seeker data is to be entered into the appropriate state's management information system in a timely manner (within 48 hours). Case note summaries are not limited to, but should detail, contacts per career seeker, missed appointments and attempts to contact the career seeker, career services provided to the career seeker, progress, assessments, barriers, interventions, and successes of the career seeker, etc. The case notes should be comprehensive and tell a clear story along with rationale as to the solutions proposed and/or provided.
- Provision of linkages, referrals, coordination of services and resources that support the achievement of career seeker's individualized goals.
- Staff will collaborate with other service providers, training providers, employers (via the Business and Employer Solutions team), and community partner agencies as needed for career seeker success. Staff will have a detailed and working knowledge of other community services and resources and cultivate a wide network of contacts to ensure ongoing collaboration and comprehensive solutions for the needs of the career seeker.
- Communication of employment opportunities coordinated by CSCR or other community partners that suit the employment needs of the career seeker.
- Intensive follow-up services will be provided to all required career seekers for a minimum of twelve months.

B. Career Pathway Philosophy

CSCR, in coordination with the selected respondent and community partners, will continue to lead efforts in the area to develop and implement career pathways by aligning the employment, training, education and supportive services that are needed by career seekers to gain employment and attain prosperity. Initiatives have been developed to identify the employment needs of employers within identified sectors and occupations. Efforts will include enhancing communication, coordination, and collaboration among employers, educational partners, economic development entities, and the service provider to develop and implement strategies for meeting the employment and skill needs of career seekers and employers.

CSCR has embarked on an initiative to quantify and identify industry sectors that are most poised for growth/expansion, require additional assistance to facilitate the creation of jobs, and are in line with its regional economic development partners' targeted sectors for the purposes of expediting job growth. CSCR's sector strategies are designed to be highly responsive to current and future industry demands when compared to traditional job matching and training services because each sector has been identified through an intensive data-driven process. CSCR has identified, at this time, the following industry sectors: Manufacturing, Construction, Transportation & Logistics, Retail, Hospitality, Education & General, IT, Professional & Human Services and Health Care.

In response to rapid advances in technology and market globalization, the local regional economies are becoming increasingly knowledge centered, technology based, and innovation driven. These changes present new challenges to employers, workers and communities. While employers confront growing shortages of adequately prepared workers, low-skilled workers lack the tools to secure better jobs and the resources to obtain higher-level skills. Gadsden, Jefferson, Leon and Wakulla Counties' growth industries increasingly need workers with higher skill levels and credentials, yet the percentage of the local labor force with four-year college degrees is leveling off and the number of workers with two-year degrees and vocational certificates will fall short of the local economy's predicted needs. Understanding

this need, CSCR has embarked on promoting apprenticeships and stackable credentials to address the needs of Career and Technical Education.

Respondents will:

- Engage industry sectors by addressing the needs of employers through focusing intensively on the workforce needs of a specific industry/sector over a sustained period, often concentrating on a specific occupation or set of occupations within that industry.
- Address the needs of career seekers by creating formal career paths to quality jobs, thereby reducing barriers to employment, and sustaining or increasing middle-class jobs.

To achieve success in supporting career pathways, respondents must work with CSCR staff and be poised to assist both career seekers and employers with developing sustainable career pathways. Respondents must show how they will use the latest Labor Market Information (LMI) tools to develop and adjust program models according to demand.

CSCR is looking for proposals that show the utilization of LMI and career pathways in all aspects of the services provided, from the moment the career seeker begins services to the conclusion of their follow-up services.

V. SCOPE OF WORK: WORKFORCE DEVELOPMENT SERVICE PROVIDER (Limit 15 Pages)

Workforce Development Service Provider is expected to provide management of the two current career center locations, the specialized access points, and the services/programs provided within these locations.

Note: The successful Respondent will adhere to the following hours of operation for the CareerSource Capital Region offices/specialized access points in Gadsden, Jefferson, Leon and Wakulla counties unless otherwise approved by CSCR’s Board of Directors.

Gadsden County: *(Specialized Access Point)*

Tuesday through Thursday: 8:30am – 4:30 pm

Jefferson County: *(Specialized Access Point)*

Thursdays: 12:30 pm-4:00pm

Leon County: *(Comprehensive Center)*

Monday through Friday: 8:30am – 4:30 pm

Wakulla County: *(Comprehensive Center)*

Monday through Friday: 8:30am - 4:30 pm

The contractor will follow the CSCR holiday schedule (subject to CSCR revision annually).

Respondents for the Workforce Development Services Provider should provide a detailed explanation for each of the following sections:

A. Outreach, Physical and Programmatic Accessibility and Confidentiality

Outreach

- a. Describe outreach and enrollment methods that Respondent has proven to be successful to reach target populations for promotion of workforce development solutions. Respondents must include how they will build or enhance partnerships within each county to reach eligible career seekers and overcome potential challenges in enrollment, especially for the hardest to serve. How will you partner with grassroots or community organizations that demonstrate existing, successful relationships in the community? Respondents should be specific as to the actual outcomes and show how partner programs will be brought together to ensure adequate outreach of target populations.

Physical/Programmatic Accessibility

- a. Describe how assurances will be made that services are accessible to all career seekers and employers, including areas with high poverty and transportation barriers in rural communities.
- b. Through agreements, CSCR has established community partner locations (affiliate sites) to serve and connect with potential career seekers who would otherwise not be able or willing to travel to a Career Center for services. How will the respondent plan and coordinate these outreach services?
- c. Provide a plan that details the service model that will be used to serve individuals with barriers to employment (i.e. individuals who were previously incarcerated, individuals

- with disabilities, individuals without formal education, etc.), incorporating career center processes as well as partner agency engagement. Respondents should include data that can support their success in serving individuals with barriers to employment.
- d. Include a description for meaningful access and adaptation for career seekers with disabilities and individuals for whom English is not their first language.
 - e. Describe how a partnership with CSCR will be utilized to identify technology and occupancy needs to ensure career seeker and employer customers have a professional, efficient and effective environment.
 - f. Describe the plan for supervision, including local/on-site, of functional and direct staff.
 - g. Describe how you will adapt your services to provide remote and virtual services to meet the needs of career seekers, in response to transportation barriers and/or planned office closures due to natural disasters or other emergencies.

Confidentiality

- a. Identify the approach to the management of information systems and the integrity of information entered by staff. Note: The State of Florida is currently utilizing the Employ Florida (EF) system as its data collection system. Include any specific experience with Employ Florida or similar systems operated by Geographic Solutions, Inc.

B. Workforce Development Service Provider Coordination, Partnerships and Certification

The One-Stop Operator and Workforce Development Services Provider will work with Mandatory and Optional Partners to coordinate case management services to mutual customers and ensure that the appropriate information is relayed to partner staff.

- a. Describe successful experience working with LWDBs, partners, and/or service providers to develop strategic approaches to support regional economic development and employers with staffing needs in high demand occupations.
- b. Describe how and what other partnerships you plan on leveraging with other systems such as, school districts, higher education institutions including community colleges, law enforcement, adult justice systems, local housing programs, community-based organizations, mental health and counseling centers, employers, and other organizations.
- c. Learning labs are provided in the Career Centers and are led by knowledgeable staff who are also tech savvy and capable of assisting “technology challenged” career seekers. Respondents should describe how they will ensure that the services offered in the learning labs are career-seeker-focused and that relevant content changes are regularly communicated to CSCR staff and partners.

C. Career Center Staffing Patterns

The Workforce Development Services Provider is the supervisor of all Career Center staff and has the authority to organize and supervise staff, without regard to the program that funds an individual staff member and will focus on day-to-day supervision of service delivery efforts. The Workforce Development Services Provider creates daily work schedules, team assignments and workflow based upon the operational needs of each specific Career Center. The Workforce Development Service Provider provides direct supervision, oversight and management of assigned Florida Department of Commerce staff (which

includes Wagner-Peyser and TAA staff) and the integration of these staff duties and responsibilities as they integrate with the overall service delivery of the Career Centers.

- a. Describe the 30-day transition plan for your organization to begin providing services on July 1, 2026. Include how items such as staffing, logistics, customer caseloads, etc. will be handled to avoid disruption of services to customers (career seekers and employers).
- b. Describe the coordination of supervising all Career Center staff that ensures adequate staff are available to meet the needs of career seekers and employers. This includes staff vacancies and unscheduled absences regardless of program.
- c. Describe your experience with the coordination of staff for events (i.e. hiring and recruitment fairs, trainings, meetings, etc.) that take place within Local Workforce Development Boards (internal or external) to meet the needs of employers and career seekers.
- d.
- e. The Workforce Development Services Provider is responsible for the timely and efficient handling of incoming telephone calls by staff who are knowledgeable of all available services and the current availability of staff. Respondent must ensure customer service training and certification as well as operational training is provided to staff so that staff can effectively serve career seekers, employers, partners and internal staff. Respondent should describe their plan to ensure qualified and knowledgeable staff are available to respond timely to incoming calls and their ability to triage the needs of customers (career seekers and employers) for accurate transferring of calls.
- f. Describe how career seeker flows will be tracked and staffing patterns will be adjusted to ensure all functions are staffed appropriately and workload is organized to meet the needs of career seekers, especially during peak hours of operation. Proposals should show how staff will be formally trained on and guided to understand their roles/responsibilities within a function and in relationship to other functions to achieve CSCR's goals.

D. First Impression Team

CSCR employs a customer centered model to ensure all first-time career seekers receive a welcome and “what can we help you with” approach. This approach is the First Impression Team (FIT). Our front door staff in all our locations are trained to be friendly and welcoming to everyone who enters our system, whether in person or online. Each career seeker receives an overview of available services, and any other pertinent resources to ensure a successful return to employment. This includes a complete overview of the processes and procedures for gaining maximum benefits from engagement with the Career Center. The successful respondent must ensure that the career seeker receives information on our services, a resume review and registration in the Management Information System. Note: Veterans and eligible spouses must receive priority of service. Providing Priority of Service should be addressed in the proposal.

- a. Describe the staffing plan to coordinate staffing and the optimum career seeker flow process in the Career Centers as it relates to the FIT. This should include any planned adaptations for targeted populations (i.e. new high school graduates, Veterans, college students, returning citizens, etc.).
- b. Respondents should show how they will incorporate the Customer Service Philosophy in their approach to the initial interaction.

E. Staff Development Training

The Workforce Development Services Provider is the entity that coordinates all professional development training for all Career Center staff regardless of program or funding source. These trainings may be conducted by the Workforce Development Services Provider staff, other program staff or by outside sources and will be scheduled to ensure that trainings will not disrupt services provided within the Career Centers. Staff should be trained and keenly aware of how what they do affects, supports and contributes to the vision and strategic goals of the CSCR Board of Directors.

- a. Professional development and staff training are a priority to improve the career seekers' experiences. Respondents must demonstrate how they will incorporate the different learning styles of staff and ensure the retention of new information.
- b. Describe previous experience for new staff onboarding to ensure that all staff hired to work within the Career Centers understand and conduct business on a day-to-day basis in accordance with the Standard Operating Procedures approved by CSCR.
- c. Respondents will be responsible for attending and scheduling all appropriate staff to relevant state, regional or local trainings, and sharing information with other center and board staff as appropriate.
- d. Proposals should address how the Workforce Development Services Provider will identify needed staff development activities and provide and/or secure technical assistance and/or training. These trainings must include responses to any internal/external Corrective Action Plans, including those submitted by CSCR to the Florida Department of Commerce or USDOL after programmatic monitoring.
- e. Respondents must meet the mandatory number of required training hours for all frontline staff (15 Continuing Education Units), including electronic tracking of completed hours and report preparation of training hours for compliance and monitoring purposes. Respondents should include details of the method of tracking training hours to include any software or systems used.
- f. Currently frontline staff meetings take place on a weekly basis and are used to foster teamwork, discuss Career Center operations, provide status of new or current projects, address technical problems, etc. System-wide staff meetings take place on a bi-annual basis and are used to provide training, foster teamwork, etc. Workforce Development Services Provider proposals should demonstrate how they will address these topics by incorporating new and innovative ways of relaying information to frontline staff. Proposals should address how they will encourage and foster teamwork and positive morale within the Career Centers and across the CSCR system.

V. SCOPE OF WORK: CAREER AND TRAINING SERVICES (Limit 15 Pages)

Career and Training Services unifies numerous training, education and employment programs into a single, customer-friendly system in each Career Center. The underlying notion of this integrated service delivery model is the coordination of programs, services and governance structures so that all career seekers have access to a seamless system of workforce services regardless of funding stream. This model of operation emphasizes the cross training of staff who provide career services designed to assist participants in acquiring the skills needed by employers and obtaining appropriate and long-term employment through all available programs. These programs include Workforce Innovation & Opportunity Act (WIOA) Adult and Dislocated Worker Programs, Youth, Special Projects as well as, Welfare Transition Program (WT), Supplemental Nutrition Assistance Program, Employment & Training (SNAP E&T), Wagner Peyser (WP), Veterans Services, Re-Employment Services and Eligibility Assessment (RESEA), and Rapid Response.

Respondents must explain in detail how their integrated service delivery model will lead to employment and self-sufficiency for career seekers (regardless of program enrollment), new hires for employers and upskilling of the current workforce. The respondent must provide examples of current and/or proposed strategies that address each of the following sections:

A. Program and Case Management Staffing

Case management involves a three-pronged approach:

- The customer focused/involved assessment that revolves around conversations with a customer to determine needs, barriers and goals;
- The “behind the scenes” data entry, tracking and resource facilitation with partner agencies; and
- Continued communication/interaction as the career seeker moves through overcoming barriers and accomplishing goals.

To provide high quality case management to career seekers, staff must be experts in all available resources; including but not limited to, tools, assessments, available training, open job positions, industry sector trends, career seeker analysis and skills gap, etc.

- a. Cross training of Career Advisors increases the familiarity of all program eligibility, leading to higher access to sustainable wages and employment for all career seekers served. Describe the organization of staff to ensure that all career seekers who may be served within the various funded programs (SNAP E&T, WIOA, WP, RESEA, WT and special grants) receive seamless case management (integrated).
- b. Respondents must show how all staff are kept up-to-date on case management tools, whether through a training model, a team approach or other method of internal staff training. Certifications are encouraged to show competence.
- c. CSCR’s needs of case management often change due to natural disasters, economic changes or opportunities through grant funded programs. Proposals must show how staffing patterns will be adjusted to meet the needs of the region while maintaining high quality case management, including what is considered a standard case workload range per Career Advisor.
- d. CSCR is looking for proposals with innovative approaches to case management that demonstrate emphasis on high quality staffing and meaningful customer engagement.

B. Eligibility, Assessment and Individualized Career Plans/Services

Assessments are a huge part of successful career seeker advocacy and provide staff valuable information to help develop the success of each individual career seeker. Assessments involve gathering information and appraising, analyzing, and using the information gleaned to identify academic and skill levels, service needs, strengths, deficiencies, prior work experiences, interests and aptitudes, employability, and attitudes relating to vocational training, basic education, and careers with the intent to best assist the career seeker. Assessments of the needs of adults, dislocated workers and youth, may include, but are not limited to diagnostic testing. An in-depth interviewing technique and evaluation is needed to best complete a full personalized analysis. Proper assessment forms the basis for career services through its deep analysis and is the foundation for all services that follow.

Staff will make use of the information gathered during the assessment process to create individualized employment plans as well as to determine the most appropriate resources needed by the career seeker. The development of a career plan must identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve their employment and/or educational goals. Individual employment plans must meet the requirements of the respective program(s). Respondents should describe how they will determine the level of services to be provided to the participant (Basic and/or individualized career and/or training services). How will you connect the services/activities to participant career interests, goals and outcomes?

Eligibility

- a. All prospective WIOA career seekers must be screened for suitability and eligibility timely and in accordance with the funding source guidelines. The Respondent is responsible for the collection of WIOA program eligibility and suitability documentation as well as the maintenance of case records for all career seekers who are enrolled in WIOA. Proposals should describe:
 - Plan to ensure that staff is adequately trained on determining eligibility based on local, state and federal guidance. In addition, the Respondent must include in the plan, methods to successfully manage the eligibility process to avoid occurrences of disallowed costs.
 - Eligibility certification process that is easy for potential participants to navigate and creates a safe space for individuals to disclose sensitive information and self-identify barriers and needs. How will this process ensure compliance and proper documentation by staff?

Assessment

- a. Respondents should select appropriate assessment tools to use. All assessment tools must be approved by CSCR prior to implementation and must be applied in a consistent and equitable manner. Proposals should describe:
 - Innovative assessment resources/tools that the respondent plans to use to assist in the collection of pertinent information for career planning.
 - Process to provide assessment services to career seekers with different levels of work history and educational backgrounds and how assessment tools will be used to add value to the services provided to each career seeker.
 - Plans to assess skill levels (including literacy, numeracy, and English language proficiency), aptitudes, interests, abilities (including skills gaps), and support service needs throughout

the case management process. Describe how this will be completed and the tools to be utilized.

- Plan to coordinate with the Business & Employer Solutions (BES) team to educate employers on the available assessment tools and recommend assessment tools based on the needs of the employer to validate skills/abilities. Additionally, the Respondent will need to describe the coordination to provide assessments to an employer's incumbent staff.

Individualized Career Plans and Services

- a. Those with significant barriers often need stabilization services before they can enter or fully participate in the workforce, as well as specialized employment services that support work placement and ongoing employment. Respondents must describe their experience working with career seekers who have significant barriers to employment as well as their experience connecting career seekers with community resources that help meet ongoing basic needs (i.e., food, housing, transportation, safety), both during the program and in follow-up. Include how referrals for wrap-around services will be incorporated in the career plans.
- b. Describe your process of analyzing skill needs and/or gaps of each career seeker and creating action steps to overcome noted needs/gaps. Respondent should include details of innovative software, systems and/or tools that may be proposed for use.
- c. Describe plans for staff training to include job search and placement assistance and, in appropriate cases, career counseling, including providing information on in-demand industry sectors and occupations. CSCR is seeking innovative approaches to assist staff in being experts at job searching and placement.
- d. Describe the coordination between case managers and the BES team to match the skills of career seekers with the current workforce needs of employers including job vacancies; job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements and opportunities for advancement within those career pathways.
- e. Describe your successful experience working with degreed professionals and executive level career seekers. Respondents should include data that can support their determination of success working with this specialized population.
- f. How will referrals to and coordination of activities with the BES team and partner programs and services be completed successfully? For this purpose, successful completion is defined as quality referrals (meeting the minimum requirements of the employer's job postings) that result in a direct placement. Additionally, Respondent should address how they plan to work with BES to develop opportunities for career seekers for which there are no known job opportunities that meets their skills, knowledge and abilities to include those with specialized education/professional experience, disabilities and criminal background issues.

C. Educational Training and Work-Based Learning Activities

CSCR will establish, each program year, the budget for training services (by each program source) as well as modifications to meet the needs of employers and career seekers.

Job retention and advancement strategies may vary greatly depending upon the career seeker served. In many cases, career seekers with poor or no work history may need assistance in transitioning to new positions to help build better employment records. Work-based learning activities help career seekers along their career path and provide employers the opportunity to build potential employees' skills as well

as improve job loyalty. Career seekers may need educational training to earn certifications, licenses or credentials to move into better paying jobs.

- a. Describe the program design that best meets the needs of career seekers preparing for, maintaining or advancing employment through work-based learning or educational training.
- b. Respondents must explain how they will determine/document the need for training (occupational skills or work-based).
- c. Proposals must show what systems or innovative approaches will be used to ensure proper tracking of funds expended per career seeker, per program year to guarantee that CSCR's support services and lifetime training limits are not exceeded.
- d. All job descriptions, as well as renewal of worksite agreements, are to be completed and updated annually. Proposals should discuss success with retaining worksite partners, as well as, developing new employer partnerships for the purpose of work-based learning activities. What is the process for monitoring worksites to ensure that they remain safe and appropriate? Note: The Respondent will need to address how they will work with CSCR's Business & Employer Solutions department to develop and maintain employer relationships.
- e. Proposals should demonstrate experience working with educational and workforce partners and the outreach and incorporation of current and/or new training partners.
- f. Respondents must demonstrate their experience with developing training budgets with career seekers.
- g. Proposals must show how they will monitor monthly and year-to-date actual participant training expenditures to ensure funds are not over-obligated or underspent.
- h. Respondents must describe their program of services should training dollars be exhausted before the end of the program year.
- i. Respondents must describe successful methods of recruiting participants when there is an excess of funding to provide training assistance. Response should include the strategies, timeline of action and previous results, if applicable.

D. Business Effectiveness and Business Services Team

CSCR has built and maintained strong relationships with employers through partnerships with economic development organizations, chambers of commerce, trade and professional associations, targeted employer outreach activities, and CSCR organized employer events. It will be the responsibility of the respondent to work closely with CSCR's Board staff Business & Employer Solutions department to complement and enhance these relationships.

- a. CSCR's "Business and Industry First" model includes increasing penetration in the regional market and delivering high quality services to employers as needs arise. This approach is responsive to the current needs of businesses and evaluates their potential for a deeper and more strategic engagement. CareerSource Florida's Letter Grades includes two (2) core metrics (Continued Repeat Business and Year-Over-Year Business Penetration) that measures the percentage of business establishments provided pre-defined staff-assisted services. In providing these services, there must be skilled and employment ready individuals to respond to the needs of local businesses. Proposals should detail the respondent's approach to align to the Business and Industry First model and provide a sufficient talent pool as a way to assist with successful business penetration.
- b. Another part of CSCR's business model revolves around a targeted, in-demand, industry and economic development approach. CSCR's targeted industry sectors are

Manufacturing, Construction, Transportation & Logistics, Retail, Hospitality, Education & General, IT, Professional & Human Services and Health Care. Respondents must describe their current expertise within these sectors and how they will structure their staff in support of serving these employers.

- C. Relationship management is an ongoing process of communication with the employer which includes fulfilling their talent needs and being responsive to issues as they arise. It is about being proactive in seeking out qualified career seekers to fill posted jobs and providing resources for other business needs (i.e. professional development training, business incentive information, etc.). Proposals should describe prior success with relationship development and management. Proposals should showcase innovative approaches used to provide the following services to employers.
- i. Working indirectly and through the BES team with employers to obtain positive hiring results, this may include screening applicants, thus requiring broad knowledge of open job orders, industry requirements, EEO guidelines, and the understanding of the employers' needs.
 - ii. Matching career seekers to job openings and helping to fulfill hiring needs. This will require knowledge of current career seekers looking for employment and their knowledge, skills and abilities. Respondent should describe their experience and the techniques that will be used in building a successful talent pipeline in various industry sectors. This should include managing a demand-supply system which assists with meeting the needs of local demand (employers).
 - iii. Providing assessments to potential hires, increasing the likelihood that a match will be successful.
 - iv. Coordinating and staffing recruitment, hiring and other events. Respondent should describe their experience with organizing and executing successful events to include Hiring Fairs and Recruitment Events.
 - v. Delivery of Rapid Response solutions to individuals experiencing a layoff to include on-site contact, informational sessions to discuss available community resources, eligibility of/enrollment in WIOA Program (when possible), employment readiness services and job placement assistance. Respondent should describe their experience in the delivery of Rapid Response and its components.

E. Follow-up Services

Follow-up services are integral in assisting participants with employment retention. Follow-up services should be made available for program participants for up to 12 months and be based on expressed need. Services may be provided directly by CSCR or through its community partners.

1. Respondent should describe how they will equip career seekers to navigate resources to meet their needs outside WIOA programs and once they've exited the program.
2. Respondent should describe how they will provide follow-up services to foster continued engagement and provide support, including leadership and professional development, mentoring, career development and job progress, and community resources. What leadership and confidence building skills would you employ to improve self-efficacy?
3. Respondent should describe how they will support and advise career seekers who are determined to be unemployed during follow-up. How will these career seekers be guided to reemployment?

F. Accurate Data Entry and Case File Maintenance (Limit 5 pages)

As the organization is responsible for case management, the effectiveness and ability to self-evaluate is far reaching. CSCR is monitored annually by the Florida Department of Commerce on programmatic integrity, transparency and effective use of federal dollars. Inaccurate or untimely management of case files can result in corrective actions implemented by FloridaCommerce. To maintain CSCR's high level of integrity, proposals must include the following components:

- a. Demonstrated successful experience in maintaining or regaining program compliance, and other necessary case documentation, in obtaining, recording and utilizing databases and electronic storage of career seeker case files. Respondents must show a thorough working knowledge of all applicable laws, regulations, and policies to ensure the appropriate delivery of workforce development services are provided within all programs.
- b. Describe innovative approaches towards effective management of case files that assist staff in accurate and timely data entry. Use of technology or career seeker management tools should be described in detail.
- c. Describe resources and practices that assist case managers with workflow and scheduling of meetings.
- d. The Workforce Development Services Provider is responsible for the collection of career seeker information which includes engagement with case managers. Proposals should describe how information gathered will be used to increase interactions between case managers and career seekers.
- e. Describe any monitoring or quality data program used to ensure that data entry is accurate.

G. Performance Management

CSCR must meet annual performance standards as mandated by the United States Department of Labor, the Florida Department of Commerce, and CareerSource Florida. While the Workforce Development Services Provider is responsible for overseeing the tracking of performance, it is the responsibility of all staff to ensure continuous improvement that leads to positive performance outcomes and career seeker satisfaction. CSCR's expectation is to maintain positive performance outcomes and avoid sanctions from FloridaCommerce for less than desirable performance outcomes.

- a. Respondents must show a thorough working knowledge of and ability to successfully meet all Federal, State and local performance metrics for all programs to ensure the appropriate delivery of workforce development services. Response should include descriptions of outcomes in past projects with similar scope of work. Research shows that involving employees in the planning process makes them feel part of a team, creates buy-in and improves communication. Discuss how your organization will use communication with employees (from top down) about organizational and regional performance and what measures will be in place to assist in continuous and successful meeting of benchmarks.
- b. Proposals must show the implementation of processes and schedules for reviewing and analyzing performance data for all programs provided within the Career Centers. This should include identifying weak areas to target performance improvement, plus plans to

address any identified problems in day-to-day operations. Plans must detail the continued application of corrective actions until performance meets and exceeds local standards.

V. SCOPE OF WORK: CAREER AND TRAINING SERVICES FOR YOUTH (Limit 15 pages)

CSCR envisions a high quality, integrated and comprehensive young adult service delivery model built around three policy objectives which are intended to re-engage, serve and empower young adults. Youth can be considered Out-of-School Youth (OSY ages 16-24) or In-School Youth (ISY 14-21). WIOA requires that young adults are served at a percentage of 75% OSY and 25% ISY. Note: For Program Year 2025, the U.S. Department of Labor, Employment and Training Administration approved a waiver request to lower the local youth formula expenditure requirement from 75% to 50% for OSY. The objectives for the Youth program are:

- Foster demand-driven attainment of skills, credentials and impactful work experience.
- Enable upward mobility for all young adults, especially populations with barriers to employment, that ultimately leads to economic security; and
- Align, coordinate and integrate programs and services.

This model incorporates a seamless coordination of workforce services with partner organizations, and CSCR's Business & Employer Solutions staff. This coordination connects young adults to career pathways with high-quality jobs in growing industries in alignment with CSCR's sector strategy.

Respondents are encouraged to refer to effective and evidence-based practices in designing their approach to service delivery. Respondents are not limited to the required six sections described in the RFP but are encouraged to propose innovative and best practices to demonstrate proven and meaningful program design.

A. Outreach, Programmatic Accessibility, Eligibility and Assessment

Included in this population are young adults currently or formerly legal/justice involved and/or those currently in or aged out of foster care.

Outreach

Proposals must demonstrate effective outreach and recruitment activities to identify participants for the program. Outreach and recruitment methods may include formal advertising, effective social media campaigns, flyers (all in coordination with CSCR's marketing department), word-of-mouth and other methods of program information dissemination. Respondents are highly encouraged to detail their program design related to planning a targeted and culturally competent outreach and engagement strategy.

Programmatic Accessibility

Respondents must show how they will develop and maintain effective community partnerships that will support the service delivery needs of disengaged hard-to-serve youth.

Selected provider(s) will need to demonstrate the capacity and experience of reaching out to and engaging targeted populations such as returning citizens and individuals with disabilities. It is important to CSCR that services are accessible to youth, regardless of barriers.

Assessment

Describe how assessments will be used to determine entry into career pathways, increased education and/or paid work experience.

Intake and eligibility determination of appropriate young adults must be managed by the Workforce Development Services Provider for certification prior to enrollment in WIOA funded activities. It will be the Respondent's responsibility to ensure that all required eligibility documentation is submitted in a timely and efficient manner. The proposal should include a plan to ensure timely eligibility determinations, assessment of needs, and accurate data entry.

B. Case Management Staffing and Continuous Improvement Staff Training

To provide high quality case management to young adults, staff must be experts in all available resources; including but not limited to tools, assessments, available training, open job positions, resources, etc.

- a. Describe the organization of staff to ensure that all young adults receive seamless case management.
- b. Professional development and staff training are a priority to improve the customers' experiences. Respondents must demonstrate how they plan to coordinate staff training to ensure their ability to stay abreast of state and federal requirements and to adequately perform assigned roles, including a functional knowledge of the policies, procedures and unique characteristics/trends of young adult in this area, cultural awareness and competency in order to provide optimal services to participants.
- c. CSCR is looking for proposals with innovative approaches to case management that demonstrate emphasis on high quality staffing and meaningful customer engagement for young adults. Respondents must describe its case management model for young adults and how technology will be incorporated to improve case management and engagement. Respondents should include data that proves the success of their proposed case management model.

C. Individualized Career Plan and Training Services

The youth service provider is required to provide or make available to participants all fourteen of the WIOA elements. "Make available" does not mean that every young adult participant must receive all program elements; it means that they have access to these services if they require them to meet their goals. Individualized and comprehensive assessments and services will determine each participant's needs and preferences for their success. Career plans must address the needs identified through comprehensive assessment, in a manner that is appropriate to the individual developmental needs of each young adult and follows clear timeliness in which to be completed.

- a. Describe how individualized employment plans, which are developed and adjusted throughout the duration of services, will incorporate elements of employment services including:
 - Comprehensive assessment of employment history, interests, skills abilities and experience;

- Results of career exploration, counseling, planning and goal-setting;
 - Job readiness and identified foundational skills development;
 - Job search skills training, including resume development and interview preparation;
 - Basic skills remediation and tutoring;
 - Work-based learning to help gain skills relevant to their career interests, including paid and unpaid work experience, pre-apprenticeship, and on-the-job training;
 - Placement in employment that is a step into their identified career pathway; and
 - Support services that assist in overcoming barriers and retention in training and/or employment.
- b. Describe how young adults may be referred to the services currently available within the community, if needed, to meet the required access to all fourteen elements. To ensure full access is successfully provided, respondents should describe their success at maintaining relationships with community organizations that serve disadvantaged young adults and a plan to develop new relationships.
 - c. Respondents should demonstrate how the need for individualized support services will be identified, provided and incorporated into each young adult's career plan.
 - d. All young adults enrolled will need individualized, and sometimes extensive, tutoring, study skills training, instruction and evidence-based recovery strategies that will lead to the completion of a secondary school diploma or its recognized equivalent. Proposals must show how participants will be given the skills needed to be successful in their journey of lifelong learning.
 - e. Occupational skills training shall include priority consideration for training programs that lead to recognized credentials that are aligned with in-demand industry sectors or occupations in the local area. Describe how alternative training (those not on the local Eligible Training Provider List) will be sought out to support their individualized training needs and career interests.
 - f. Describe how you plan to ensure disconnected youth are provided information and guidance on career pathways that lead to educational and occupational opportunities geared towards enhancing their long-term career goals.

D. Work-Based Learning Activities

Job retention and advancement strategies may vary as greatly as the individual young adults to be served. In many cases, individuals with poor or no work history may need assistance in transitioning to new positions to help build better employment records. Work-based learning activities help young adults along their career path and provide employers the opportunity to see the potential of young adults' skills, as well as improve job loyalty.

- a. Proposals must provide program design of industry engagement, delivery and hiring of young adults in work-based learning programs.
- b. Respondents must describe how they will determine/document the need for training services (occupational skills or work-based).
- c. It is important that young adults (especially those with little to no work history) have access to work experience and other work-based learning opportunities. Respondents must show, through coordination with the Business Solutions team members, their plan on how employers will be identified and engaged and how young adults will be matched

to increase the success of the work-based activities. Due to the stigma and issues of disengaged young adults, program designs must show how any issues between the young adult and the employer will be addressed to ensure employer satisfaction and participant retention within the program.

- d. Describe how structured career exploration activities will be conducted to allow young adults to discover a range of career options in particular industries within the region. These industries should correlate with locally identified targeted industry sectors that show high growth job expectancy as well as the identified career interests of the young adults being served.
- e. Describe how the work experience model provides youth participants with the required academic and occupational education components.
- f. Proposals must show how Respondent's plan to monitor monthly and year-to-date actual training expenditures to ensure funds are not over obligated or underspent.

E. Seamless Adult Service Integration

Local Career Centers have been established to serve as a community-wide resource and a centralized place where community members and employers can access information and resources on education and workforce development. Many services and informational resources already exist that could meet the needs of young people. Each successful bidder is required to develop linkages and access appropriate resources from the Career Center. The goal is to provide young adults with exposure to the Career Center's information resources and services and to integrate young adults into the mainstream system.

- a. Proposals must show tangible ways the Career Center services and resources will be used to support their program design.
- b. Eligible youth may be co-enrolled into adult services (18-24). Respondents should show their thorough understanding of which adult services are allowable and how they will work with partners within the Career Centers to provide services and reduce duplication of services and the requirement for customers duplicating documentation submissions.
- c. Some young adults may be receiving SNAP or WT services. Proposals must show how they will train staff to increase their awareness and knowledge of these services, as well as work with other Career Center case management staff to ensure that young adults are receiving streamlined services.

VI. RESPONSE SUBMITTAL

A. General Guidelines

Below are the items that CSCR considers critical to responsiveness in a proposal. Failure to meet any of these stipulations will result in non-responsiveness and your proposal will be disqualified.

CSCR must receive all proposals no later than Wednesday, April 1, 2026 at 4:00 PM EST. Any proposal received later than the specified time will not be considered in CSCR's evaluation process. Facsimiles or electronic copies will not be accepted.

Acceptable proposals shall, at a minimum, meet the specifications contained in this RFP. Respondents are responsible for determining all factors necessary for the preparation of informative, responsive proposals. Proposals should demonstrate methods, strategies and expertise to accomplish the tasks identified in the Scope of Work.

CSCR is not seeking elaborate proposals. Brief narratives are requested that specify and clearly define the proposed services and document qualifications. Responses should illustrate experience with populations targeted and an in-depth knowledge of the fiscal, administrative and programmatic requirements of the multiple funding streams utilized by CSCR.

Proposals must be received in sealed envelopes. Proposal packages must include two (2) originals and twelve (12) hard copies along with one (1) copy on a jump drive and must be received by CSCR on or before the specified due date. **Originals must include original "wet" signatures**, all proposal information and attachments, including last available audit. The twelve (12) copies do not require original signatures or attachments. Proposals without the required number of originals with "wet" signatures, the required number of copies and all required forms as specified in the RFP will not be considered in CSCR's evaluation process.

Print all narratives on 8 ½ x 11" plain white paper with margins of 1" on each side. All narratives must be printed in 12-point font size and double spaced. Three ring binders, spiral binding, plastic binding, etc. should be excluded from submissions. Acceptable binding is a staple in the upper left-hand corner on the copies only.

Each page of the proposal should be numbered sequentially. These page numbers should then be reflected on your table of contents.

B. Authorized Signature

An official authorized to legally bind the applicant organization must sign **two original proposals**:

- Attachment A: Proposal Cover Sheet
- Attachment B: Representations and Certifications

Proposals must also include the name of the contact person of the applicant organization during the period of proposal evaluation if different from the signatory official.

C. Limitation

CSCR is requesting proposals with the intent of awarding a contract for the requirements contained in this RFP. However, CSCR is not obligated to award a contract on this solicitation and reserves the right to reject any and all proposals. This RFP does not commit or obligate CSCR to pay any costs incurred in the preparation or presentation of a proposal to this RFP, to pay for any costs incurred in advance of the execution of a contract or to procure or contract for services or supplies.

CSCR reserves the right to cancel in part, or in its entirety, this RFP if it is in the best interest of CSCR to do so. CSCR may require the bidder(s) selected to participate in negotiations or to submit revisions of their proposals.

D. Acceptance of Proposals

CSCR must receive all sealed proposals no later than April 1, 2026 at 4:00 p.m. EST. Deliver proposals to:

Keantha Moore, Chief Executive Officer
CareerSource Capital Region
2910 Kerry Forest Parkway
D4-273
Tallahassee, Florida 32309

CSCR will not accept any changes, modifications or additions to the proposals after the deadline for submitting the proposals has passed. Any addendums submitted by the respondent prior to the April 1, 2026, deadline must be sealed with "Addendum" clearly marked on the package. CSCR reserves the right to waive any minor technical irregularity.

E. Withdrawal of a Proposal

Any organization that has submitted a proposal to CSCR on or before April 1, 2026 at 4:00 p.m. EST and who finds it necessary to withdraw their proposals must submit their request in writing to CSCR.

CSCR will not return proposals, binders or exhibits. All proposals become the property of CSCR and will be a matter of public record subject to the provisions of the WIOA and of Chapter 119, Florida Statutes. However, public access is not allowed if: (a) disclosure of information would constitute a clearly unwarranted invasion of personal privacy; and (b) the information constitutes a trade secret, or commercial or financial information that is obtained from a person that is privileged or confidential.

F. Proposal Evaluation

Proposals will be initially reviewed and rated by a formed CareerSource Capital Region review team using a point system based on a Proposal Evaluation / Rating Form. The review team will prepare a proposal-rating summary for review by the Board and/or one of its committees. Proposals will then be evaluated by appropriate Board members. Prospective providers may be invited to make oral presentations and /or explain their proposals.

G. Notice of Contract Award

The contract may be awarded, based on proposals received, without discussion of such proposed programs with the bidders. Therefore, each offer should be submitted in the most favorable terms from a price and technical standpoint that the bidder can make to CSCR Board of Directors.

Final award of a contract will be contingent upon:

- Successful negotiation of a contract
- Acceptance by the Respondent of the contract terms and conditions
- Satisfactory verification of past performance and systems (e.g., financial), where applicable
- Availability of funding

The notice to all respondents, including intended contract awardees, is expected to be made no later than June 30, 2026.

H. Protests or Disputes

In accordance with applicable regulations, Respondents who are denied funding have the right to appeal. The following steps must be taken for organizations to appeal funding decisions:

Submit a letter within three (3) business days from the date of the contract award to the Chief Executive Officer of CareerSource Capital Region stating that an appeal to the contract award is being filed and the specific reasons for that appeal based on the four criteria below:

- Clear and substantial error or misstated facts by the review team upon which the decision was made by the Board of Directors
- Unfair competition or conflict of interest in decision making process
- Any illegal or improper act or violation of law
- Other legal basis on grounds that may substantially alter the Board's decision

The Chief Executive Officer will review the appeal and respond within 10 business days.

In the event the Chief Executive Officer's response is not satisfactory to the Respondent, an appeal to the CareerSource Capital Region Executive Committee may be requested. The request must be addressed in writing within 15 days from receipt of response from CareerSource Capital Region to:

CareerSource Capital Region
Attention: Board Chair
2910 Kerry Forest Parkway
D4-273
Tallahassee, Florida 32309

The appeal will be heard at a time set by the Chair of the Board of Directors after consultation with legal counsel.

I. Funding Availability

CSCR will make sufficient funding available from various sources. At the time of this solicitation, CSCR has not received an official notice of its allocation for programs funds. For planning purposes, please submit budgets for the program year beginning July 1, 2026, and ending June 30, 2027.

This funding level does not include other funding resources managed by CSCR (i.e., Special Grants, Veterans services, etc.); however, staff from these other funding sources will be made available.

CSCR reserves the right to adjust the contract amount as final funding information becomes available. Funding during the contract period may be adjusted due to changes in funding availability.

Although this solicitation involves WIOA, SNAP E&T, WP and WTP funds, CSCR reserves the right to later add additional dollars from other funding streams (such as State or Federal grants) to modify any agreement resulting from this solicitation. These additional dollars will be subject to the regulations that affect those specific funding streams.

J. Profit Rate

Profit is allowed in the delivery of services. However, the total profit charged by private for-profit entities must not exceed ten percent (10%) of the total contract.

K. Program Income

Income generated by a contract funded with Federal grant dollars, as a result of fees, rental, or real or personal property, the sale of commodities or items developed with contract funds, and revenues in excess of costs earned by organizations is considered program income. Program income does not include profit earned by for-profit agencies and identified and agreed to in the Contract budget. Program income must be returned to CSCR.

L. Stand-In Costs

Costs paid from non-Federal sources that may be used to stand in for disallowed costs identified as a result of monitoring report or audit. These costs must be reported as uncharged program costs and must have been allowable under the grant for which the stand-in costs are offered. They are subject to verification through an audit and must be reported in accordance with standards set by the CFR 200.

M. Conditions of this RFP/Reserved Rights

The issuance of this RFP constitutes only an invitation to present proposals. The rights reserved by CSCR, which shall be exercised in its sole and absolute discretion, include without limitation, the right to:

- End contract negotiations if acceptable progress, as determined by CSCR, is not being made within a reasonable time frame. Should a proposal be selected for funding, the respondent will then complete contract negotiations. For a contract to be executed, the respondent must meet certain requirements with CSCR.

- Supplement, amend or otherwise modify or cancel any provisions set forth in this solicitation at any time.
- Accept or reject any non-responsive or untimely responses or reject all responses to this RFP and/or seek new proposals.
- Disqualify any respondent who submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Change or waive any provisions set forth in this RFP.
- Require additional information, oral presentation, additional data and/or technical or price revisions from one or more respondents to supplement or to clarify the proposal submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete or whether the respondent has adequately responded and has the necessary experience, including seeking and evaluating independent information on any respondent.
- Verify representations in the response by visiting and examining any of the project sites referenced in the proposal submitted and to observe and inspect the operations at such sites.
- Negotiate any and all proposed terms, conditions, costs, staffing level, services/activities mix, and all other specifics.
- Conduct a pre-award review that may include, but is not limited to, a review of the respondent's record keeping procedures, management systems, and accounting and administrative systems.
- Change specifications and modify contracts as necessary to **a)** facilitate compliance with the legislation, regulations and policy directives, **b)** to manage funding, and **c)** to meet the needs of the customers.
- All programs must be operational on July 1, 2026.
- All contractors must have current fiscal and compliance audits as required by CFR 200.
- All contractors are required to be an Equal Employment Opportunity Business.
- All contractors must provide a certificate of insurance for comprehensive general public liability insurance with combined single limit coverage of at least \$1,000,000 and Workers Compensation Insurance. A certificate of coverage may be submitted within thirty (30) days of award.
- All contractors are ensuring, by signing the contract, that adequate and qualified staff will be dedicated to the contracted program services.

To avoid actual or perceived conflict or undue influence over the process, all respondents (including current Contractor if a proposal is submitted) are prohibited from contacting any CSCR board member, committee member or staff (other than the contact listed above) regarding this RFP. Contacting anyone for purposes of influencing the outcome of the procurement will result in disqualification of the prospective Respondent from this competitive procurement process.

Respondents should be familiar with the general terms and conditions of CSCR's contracts (Attachment C of this RFP).

N. Type of Contract

CSCR anticipates payment under a cost-reimbursement, performance-based contract that will be based upon actual costs and performance delivery outcomes. The expected performance delivery outcomes for CareerSource Capital Region will be linked to the federal indicators of performance, customer experience, state performance criteria, and other criteria as determined and negotiated between CSCR and the Contractor.

Due to the nature of CSCR's funding sources, potential changes in legislation and policies, and performance achieved, Respondents, are advised that any contract awarded under this RFP may be modified to incorporate such changes, adjustments in the delivery system, or any activities provided.

O. Contract Modifications

All contractors are ensuring, by signing the contract, that the negotiated price or services provided in a contract cannot be changed without CSCR's approval and a modification to the contract. All requests for modification must be submitted to CSCR with written justification prior to implementation of any changes, including costs.

P. Program Evaluation

The primary responsibility for program evaluation and oversight throughout the year will reside with CSCR Board of Directors and or committee thereof. The CSCR staff will conduct regularly scheduled monitoring and evaluation of each program and service provider throughout the program year.

Q. Selection

CareerSource Capital Region maintains a policy that an organization must possess the demonstrated ability to perform successfully under the terms and conditions of a proposed contract prior to the contract being executed. Determinations of demonstrated performance shall take into consideration such matters as to whether the organization has:

- Adequate financial resources or the ability to obtain them.
- The ability to meet the RFP design specifications at a reasonable cost, as well as the ability to meet or exceed performance goals.
- A satisfactory record of past performance in delivering the proposed services, including demonstrated quality of services and successful outcome rates from past programs.
- The ability to prioritize and provide services and/or a program(s) that can meet the need identified.
- A satisfactory record of integrity, business ethics and fiscal accountability.
- The necessary organization, accounting and operational controls.
- The technical skills to perform the work.
- Is in alignment with CareerSource Capital Region's mission, visions, and values.

Attachment A – Proposal Cover Sheet

1. Legal Name of Respondent:
2. Former Name(s) Under Which Respondent Has Operated:

3. Authorized Contact Person:
4. Address:
5. Telephone Number: (____) _____ 6. Website Address:
7. Date of Business Inception: _____ 8. Number of Years in Business: _____
9. # of Years Delivering the Solicited Workforce Services: _____
10. # of Full-time Employees: _____
11. Type of Business: For-Profit Non-Profit Public
12. Legal Structure: Sole Proprietorship Partnership Corporation
13. Authorized to conduct business in Florida? Yes or No
14. Check to indicate if your organization is a:
 Community-based Organization (CBO) Minority-owned Female-owned N/A

15. The proposer certifies that:

a. It has no outstanding liens, claims, debts, judgments, or litigation pending against it which would materially affect its programmatic or financial abilities to implement and carry out its proposed program.	Yes No
b. It has complied with an official order of any agency of the State of Florida, or the United States Department of Labor to repay disallowed costs incurred during its conduct of projects or services.	Yes No N/A
c. It is current in its payment of applicable federal, state, and local taxes.	Yes No
d. It is free and clear of any disallowed audited costs.	Yes No
e. Its costs and pricing data submitted with this proposal are representative of only those reasonable, allowable, and allocable costs necessary for carrying out its proposed program.	Yes No
f. It will comply with the assurances attached to this RFP, WIOA and its promulgated rules and regulations.	Yes No
g. It is authorized to submit this proposal in accordance with the policies of its governing body.	Yes No

By my signature, I am empowered and can act on behalf of the proposing organization in submitting this proposal. I certify that the information contained herein is true and correct to the best of my knowledge, and that the offer contained herein is true and correct to the best of my knowledge, and that the offer contained herein is firm and valid for a period not to exceed 60 days from this proposal's date.

Organization

Name of Certifying Official

Signature

Date

Attachment B – Representations and Certifications

THESE REPRESENTATIONS AND CERTIFICATIONS MUST BE SIGNED AND SWORN TO BY AN AUTHORIZED REPRESENTATIVE OF THE RESPONDENT IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

Where the respondent is not able to certify to any of the following representations and certifications, the respondent shall submit with its proposal a written explanation of why it cannot do so.

Representations and certifications provided by vendors are submitted to CareerSource Capital Region (CSCR) in response to a specific solicitation. In submitting a proposal, each respondent understands, represents and acknowledges the following:

Company Name: _____

DUNS: _____

Certification Validity Date: _____

By submitting this certification, I _____, am attesting
(Authorized Representative Name)

to the accuracy of the representations and certifications contained herein. I understand that I may be subject to penalties if I misrepresent

(Respondent/Company Name)

in any of the representations or certifications to CSCR.

By submission of this proposal I certify that following statements are true and correct:

- I. The Respondent is not currently under suspension or debarment by the State or any other governmental authority.

- II. To the best of the knowledge of the person signing the response, the respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.

- III.** Respondent currently has no delinquent obligations to the State of Florida or U.S. Government including a claim by the State of Florida or U.S. Government or for liquidated damages under any other contract.
- IV.** The submission is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive response.
- V.** The prices and amounts have been arrived at independently and without consultation, communication, or agreement with any other respondent or potential respondent; neither the prices nor amounts, actual or approximate, have been disclosed to any respondent or potential respondent, nor they will not be disclosed before the solicitation opening.
- VI.** The respondent has fully informed CSCR in writing of all convictions of the firm, its affiliates (as defined in section 287.133(1)(a) of the Florida Statutes), and all directors, officers, and employees of the firm and its affiliates for violation of state or federal antitrust laws with respect to a public contract for violation of any state or federal law involving fraud, bribery, collusion, conspiracy or material misrepresentation with respect to a public contract. This includes disclosure of the names of current employees who were convicted of contract crimes while in the employ of another company.
- VII.** The Respondent understands that a “public entity crime” as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
- VIII.** The Respondent understands that “convicted” or “conviction” as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding or guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
- IX.** The Respondent understands that an “affiliate” as defined in Paragraph 287.133(1)(a), Florida Statutes, means: A predecessor or successor of a person convicted of a public entity crime; or an entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term “affiliate” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm’s length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
- X.** The Respondent understands that a “person” as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision

of goods or services let by a public entity. The term “person” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

XI. Based on information and belief, the applicable statement which I have marked below is true in relation to the entity submitting this sworn statement.

(Initial one)

_____ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. Attached is a copy of the final order.

XII. The Respondent has read and understands the terms and conditions, and the submission is made in conformance with those terms and conditions.

XIII. If an award is made to the respondent, the respondent agrees that it intends to be legally bound to the Contract that is formed with CSCR.

XIV. The Respondent has made a diligent inquiry of its employees and agents responsible for preparing, approving, or submitting the response, and has been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or other conduct inconsistent with any of the statements and representations made in the response.

XV. The Respondent shall indemnify, defend, and hold harmless CSCR and its employees against any cost, damage, or expense which may be incurred or be caused by any error in the respondent’s preparation of its bid.

XVI. All information provided by, and representations made by, the respondent are material and important and will be relied upon by CSCR in awarding the Contract. Any misstatement shall be treated as fraudulent concealment from CSCR of the true facts relating to submission of the bid.

XVII. Certification of Drug-Free Workplace. As required by the Drug-Free Workplace Act of 1988, the respondent represents as part of its offer that it will or will continue to provide a drug-free workplace by complying fully with the following requirements:

- A. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- B. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- C. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection A.
- D. In the statement specified in subsection A, notify the employees that as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, F.S., or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- E. Impose a sanction on or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- F. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

Complete appropriate boxes:

XVIII. PREVIOUS CONTRACTS AND COMPLIANCE REPORTS. The respondent represents as part of its offer that it:

Has, Has Not

participated in a previous contract or subcontract subject to either the Equal Opportunity clause of this solicitation;

Has, Has Not

filed all required compliance reports.

XIX. CONFLICT OF INTEREST CERTIFICATION. Except for the possible exceptions noted below, respondent certifies that it and its principals, owners, and employees have no interest, direct or indirect, which could conflict in any manner or degree with the performance or provisions of goods and/or services to CSCR.

DISCLOSURE OF POSSIBLE CONFLICT OF INTEREST.

The principals* and owners** of the firm:

Have, Do Not Have

A relative who is a Member of the Board of Directors of CSCR. If applicable the relative's name is

_____.

The relationship of the relative to the principle and/or owner of the firm is

_____.

There Is, There Is Not

A principal or owner who is a Member of the Board of Directors of CSCR. If applicable, the principal's or owner's name is:

_____.

There is, There Is Not

A principal or owner who is an employee of CSCR. If applicable, the principal's or owner's name is

_____.

* "Principal" means an owner or high-level management employee with decision-making authority.

** "Owner" means a person having any ownership interest in the firm.

XX. CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS

- A. The definitions and prohibitions contained in the clause, at FAR 52.203-12, Limitation on Payments to Influence Certain Federal Transactions, included in this solicitation, are hereby incorporated by reference in paragraph (b) of this certification.
- B. The Respondent, by signing its offer, hereby certifies to the best of his or her knowledge and belief that on or after October 14, 2020:
 - a. No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with the awarding of a contract;
 - b. If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal transaction) have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress

on his or her behalf in connection with this solicitation, the Offeror shall complete and submit, with its offer, OMB standard form LLL, Disclosure of Lobbying Activities, to the Contracting Officer; and

- c. He or she will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of \$100,000 shall certify and disclose accordingly.
- d. Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by Section 1352, Title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or amended by this provision, shall be subject to a civil penalty of not less than \$10,000, and not more than \$100,000, for each such failure.

XXI. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTIONS

As required by Executive Order 12549, Debarment and Suspension and implemented at 29 CFR Part 98 for prospective participants in primary covered transactions –

- A. The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:
 - are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency,
 - have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - have not within a three-year period preceding this proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

I UNDERSTAND THAT THE SUBMISSION OF THESE REPRESENTATIONS AND CERTIFICATIONS TO THE CONTRACTING OFFICER FOR CSCR IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THESE REPRESENTATIONS AND CERTIFICATIONS ARE VALID. I ALSO UNDERSTAND THAT I AM REQUIRED TO TIMELY INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT OF ANY CHANGE IN THE INFORMATION CONTAINED IN THESE REPRESENTATIONS AND CERTIFICATIONS.

FOR:

Respondent/Company Name

Printed Name and Title of Authorized Representative

Signature of Authorized Representative

Date

STATE OF

COUNTY OF _____

PERSONALLY, APPEARED BEFORE ME, the undersigned authority,

_____ who, after first sworn by me, affixed his/her signature in the space provided above on this ___ day of _____, _____

Notary Public

My commission expires:

Attachment C – General Terms and Conditions

I. Termination of Contract, Modification and Breach of Contract

- A. Modifications to this Contract shall be unilateral in nature when required by changes in US Department of Labor or State of Florida regulations, policies or funding, or when required by a change in State or Federal law.
- B. For Convenience - Either party may terminate the performance of work under this Contract, in whole, or from time to time, in part, whenever it determines such termination or suspension is in their best interest. Written notification from one party to the other transmitting notice via certified mail with return receipt is required. Termination will be effective thirty (30) days after the notice has been issued, and the other party will have thirty (30) days after the termination date to close out the Contract.
- C. For Cause - The performance of work under this Contract may be terminated effective immediately, in whole, or from time to time, in part, by CareerSource Capital Region, (CSCR) at its sole discretion. The Sub-Recipient/Contractor will be notified by certified mail. Termination will be effective immediately and the Sub-Recipient/Contractor will be given thirty (30) days after the termination date to close out the Contract.
 - a. Reasons for termination with cause include, but are not limited to, the following:
 - i. If, through any cause not attributable to CSCR, the Sub-Recipient/Contractor fails to fulfill in a timely and proper manner its obligations under this Contract.
 - ii. If the Sub-Recipient/Contractor violates any of the covenants, agreements or stipulations of this Contract.
 - iii. If Temporary Assistance to Needy Families/Welfare Transition Program (TANF/WTP), or Workforce Innovation and Opportunity Act (WIOA) funding is not available.
 - iv. If the Sub-Recipient/Contractor fails or refuses to permit inspection of its books by the US Secretary of Labor, Inspector General, CSCR or its designee, or any authorized person seeking inspection of the Sub-Recipient/Contractor's records pursuant to the Florida Public Records Law, Chapter 119, Florida Statutes.
 - v. CSCR determines that it is necessary to protect the integrity of the funds or ensure proper operation of the program.
- D. Notice of Termination - Termination of work hereunder shall be affected by either party by the delivery of a Notice of Termination by a certified letter to the other party specifying the extent to which the performance of work under the Contract is terminated and the date upon which such termination becomes effective.
- E. Certified and other mail related to contractual obligations will be sent to the following parties:

CareerSource Capital Region
Keantha Moore, CEO
2910 Kerry Forest Parkway, D4-273
Tallahassee, Florida 32309

For the second party (Sub-Recipient/Contractor):

Authorized Signatory as identified on the Administrative Capability Form, if applicable, included in the awarded proposal.

Business address as identified on the Administrative Capability Form, if applicable included in the awarded proposal.

- F. Action to Be Taken After Receipt of Notice of Termination - After receipt of the notice of termination, the Sub-Recipient/Contractor shall cancel outstanding commitments covering the procurement or rental of materials, supplies, equipment and miscellaneous items and shall exercise all reasonable diligence to accomplish the cancellation or diversion of outstanding commitments covering persons and/or services that extend beyond the date of such termination to the extent that they relate to the performance of any work terminated by the notice. With respect to such canceled commitments, the Sub-Recipient/Contractor agrees to:
- a. Settle all outstanding liabilities and claims arising out of such cancellation of commitments or ratify all such settlements.
 - b. Assign to CSCR in the manner, at the time and to the extent directed by CSCR, all of the rights, titles and interests of the Sub-Recipient/Contractor under the orders and subcontracts so terminated. CSCR shall have the right, at its discretion, to settle or pay any or all claims arising out of the termination of such orders and second parties.
 - c. For Cost Reimbursement Contracts: Payments will be made for expenditures incurred up to the date that termination notification is received. CSCR must receive the final request for cost reimbursement, within thirty (30) days after the termination of the Contract unless otherwise stipulated by CSCR.
 - d. Any litigation shall be heard under the laws of Florida. Attorney Fees; The prevailing party in litigation including breach, enforcement, or interpretation arising out of the RFP or Contract shall be entitled to recover from the non-prevailing party reasonable attorney's fees, costs, and expenses.

II. Availability of Funds

It is expressly understood and agreed that the obligation of CSCR to proceed under this Contract is conditioned upon the appropriation of funds by the State of Florida and receipt of Federal and/or State funds. If the funds anticipated for the fulfillment of this Contract are, at any time, not forthcoming or insufficient, either through the failure of the Federal Government to provide funds or the State of Florida to appropriate funds or the discontinuance or material alteration of the program under which funds were provided or if funds are not otherwise available to CSCR for the payments or performance due under this Contract, CSCR shall not be obligated to pay the amounts due under this Contract; and all further obligations of CSCR under this Contract will cease immediately, without penalty, cost or expense to CSCR of any kind whatsoever. In the event of such non-appropriation of funds or lack of funds, CSCR shall notify the Sub-Recipient/Contractor and this Contract shall be null and void.

FAIN #s for funding streams associated with this contract may include but is not limited to the following: 175FL411Q7503, ES353372055A12, AA-28310-16-55-A-12, AA-28310-16-55-A-12, AA-28310-16-55-A-12, G-1701FLTANF.

III. Authority to Enter This Contract

The Sub-Recipient/Contractor assures that it possesses legal authority to enter into the Contract; and the authority to file project plans, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of the Sub-Recipient/Contractor to act in connection with the Contract and to provide such additional information as may be required.

IV. Debarment, Suspension and Other Responsibility Matters

The Sub-Recipient/Contractor assures that it and its principals; 1) are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal, State or local Department or agency; 2) have not, within a three year period, been convicted of or had a civil judgment rendered against them for commission of fraud or criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of re-cords, making false statements or receiving stolen property; 3) are not presently indicted for or otherwise criminally or civilly charged by any government entity (Federal, State or local) with commission of any of the acts outlined herein; 4) have not, within a three year period preceding this Contract, had one or more public transactions terminated for cause or default; 5) are not on the State of Florida's convicted vendor list and, 6) is properly licensed by the State of Florida to perform the services outlined in this contract. The Sub-Recipient/Contractor hereby certifies that all items identified in the preceding paragraph are true.

V. Assignment of Contract

This Contract and the provisions stated herein shall not be assigned by the Sub-Recipient/Contractor without the ex-pressed written consent of CSCR. The Sub-Recipient/Contractor shall not be relieved of its obligations without specific written release.

While it is understood that the Sub-Recipient/Contractor may enter into agreements or subcontracts with eligible entities for the provision of the services required with the approval of CSCR, any and all such agreements or subcontracts shall include all of the terms and conditions of the RFP under which this Contract was awarded. The Sub-Recipient/Contractor shall be fully responsible for the performance of its Contract.

Copies of all subcontracts, agreements and modifications thereto shall be forwarded to CSCR.

VI. Continuing Right of Enforcement

The failure of CSCR to strictly enforce any of the provisions of this Contract, or to require strict performance by the Sub-Recipient/Contractor of any of the provisions hereof, shall in no way be construed to be a waiver of such provisions or any other provision contained therein nor shall it in any way affect the validity of this Contract or any part hereof, or waive the right of CSCR to thereafter enforce each and every provision therein.

VII. Rights of CSCR

CSCR, or any Federal, State or local agency to which CSCR has responsibility and accountability for funds provided under this Contract shall have the right to visit any site, interview any beneficiary, and observe any action covered by the Contract.

VIII. Obligations of CSCR

CSCR, through duly authorized representatives, shall have the obligation to:

1. Make available for review by the Sub-Recipient/Contractor each and every act, regulation, rule, law and plan that is specifically named and incorporated into this Contract.
2. Notify the Sub-Recipient/Contractor of any changes in such act, regulation, rule, law and plan that is specifically named and incorporated in this Contract which may affect the Sub-Recipient/Contractor's performance under the terms and conditions to this Contract.

IX. Catalogue of Federal Domestic Assistance (CFDA) numbers

CFDA numbers for funding received by CSCR are: 10.561, 17.207, 17.258, 17.259, 17.278, 93.558.

X. Records Retention and Maintenance

All recipients of federal financial assistance under the WIOA shall provide access to all documents, papers, letters, or other materials, prepared or received by the recipient regarding the subject matter of the contract, to the Program Review Unit, Office of Workforce Program Development and Guidance, and to the Office for Civil Rights upon request. Staff from the Program Review Unit and the Office for Civil Rights shall have the right to review and copy all such material for use in determining compliance with the nondiscrimination and equal opportunity provisions of the WIOA.

The Sub-Recipient/Contractor agrees:

- I. To maintain financial, participant, statistical, audit and property records and documents pertaining to services provided and the characteristics of applicants, beneficiaries and participants of programs funded by this Contract as will enable it to properly comply with all reporting requirements of CSCR. Such records and documents shall be retained and kept available for audit purposes for five (5) years or until an approved audit of both CSCR and the Sub-Recipient/Contractor is completed, or until all litigation, claims or audit findings involving the records have been resolved, whichever occurs later. Such retention period starts from the date of CSCR approval of the Sub-Recipient/Contractor's closeout. Should the Sub-Recipient/Contractor be unable to maintain the records, such records shall be transmitted to CSCR in acceptable condition for storage.
- II. To permit CSCR, the US Secretary of Labor, the Inspector General of the US Department of Labor, the US Comptroller General, or their designated representatives to have access and the authority to audit, examine, and make excerpts, copies or transcripts from records, including all contracts, invoices, materials, payrolls, records of personnel, conditions of employment and other data relating to all matters covered by the Contract. To carry out this function, officials shall have access to all matter covered by this Contract during regular business hours and at reasonable locations, including the Sub-Recipient/Contractor's office or any other site at which the Sub-Recipient/Contractor may operate, maintain offices, or keep books and records.
- III. That if books and records used by the Sub-Recipient/Contractor, as determined in monitoring or audit reports in accounting for expenses incurred under this Contract, do not meet the minimum standards of accepted accounting practices and records management of CSCR, CSCR reserves the right to withhold any or all of its funding to the Sub-Recipient/Contractor

- until such time as standards are met. CSCR may withhold payments due under a later agreement to offset disallowed costs identified under an earlier agreement.
- IV. That the Sub-Recipient/Contractor may be required to use different administrative or accounting procedures for the planning, controlling, monitoring and reporting of all fiscal and participant matters relating to this Contract.
 - V. That all direct and indirect costs shall be charged in accordance with CFR 200 or subsequent guidance.
 - VI. To establish and maintain an auditable accounting system, and report on an accrual basis in accordance with recognized accounting practices and CSCR's requirements for fiscal and program reports. This includes establishing record keeping systems that are sufficient to permit the preparation of reports required by the State of Florida and CSCR and to permit the tracing of funds to a level of expenditure adequate to ensure that the funds have not been spent unlawfully.
 - VII. Government organizations and non-profits are required to be audited in accordance with CFR 200 or subsequent guidance. Commercial organizations (for-profit) receiving more than \$1,000,000 in total federal funds for the fiscal year must have either a program specific independent financial and compliance audit in accordance with generally accepted government auditing standards or an organization-wide audit that includes coverage of the federal funds within its scope. Non-federal entities other than commercial organizations that expend less than \$1,000,000 in total federal funds are exempt from federal audit requirements.
 - VIII. That the Sub-Recipient/Contractor will repay CSCR amounts found not to have been expended in accordance with the Contract or disallowed in the final resolution of the audit report. The Sub-Recipient/Contractor shall repay such amounts from funds other than funds received under the Contract. CSCR may withhold funds from future deliverables or cost reimbursement requests pending resolution of disallowed costs.
 - IX. The Sub-recipient/Contractor will adhere to the guidance for Commercial Organizations set forth in 48 CFR Part 31 if they are a for profit organization.

XI. Submission of Audits

All audits must be submitted in compliance with **(2 CFR § 200.512 Report submission. (a) General. (1) The audit must be completed, and must be submitted within the earlier of 30 calendar days after receipt of the auditor's report(s), or nine months after the end of the audit period. If the due date falls on a Saturday, Sunday, or Federal holiday, the reporting package is due the next business day).** Failure to submit audits within the above timeframe shall relieve CSCR of financial liability.

XII. Submission of Invoices

Failure to submit invoices within thirty (30) days of the activity shall relieve CSCR of financial liability.

XIII. Other Invoices/ Payments

Documentation to support payments made by CSCR shall be submitted along with request for payment in a timely manner. Such documentation shall be recorded in accordance with the applicable Policy and Procedure.

XIV. Liability for Damages and Disallowed Costs

Notwithstanding any terms or conditions of this Contract to the contrary, neither party shall be relieved of liability to the other party for damages sustained by the other party by virtue of any breach of Contract by the other party, or for any disallowed cost; and either party shall have the right to demand of the other party, within a period of time specified by the offended party, the return of any Contract funds used for such disallowed costs, and the Sub-Recipient/Contractor agrees to comply with such demand.

Indemnification and hold harmless clause. Each party will indemnify or hold harmless the other party with respect to damages in connection with bodily injury, illness or any other damage or loss, notwithstanding any term or condition of this Contract to the contrary, either party shall not be relieved of liability to the other party for damages sustained by virtue of any breach of the Contract by the other party.

XV. Applicability of Federal, State and Local Laws

Notwithstanding any term or condition of the Contract to the contrary, it is understood by all parties hereto that nothing in this Contract will relieve any of the parties from adherence to applicable Federal, State and local laws and regulations.

XVI. Hold Harmless

Both parties further agree to hold and save the other party, its officers, agents and employees harmless from liability of any nature or kind, including costs and expenses for, or on account of, any or all suits for damages sustained by any persons or property resulting in whole or in part from the negligent performance or omission of any employee, agent or representative of the Sub-Recipient/Contractor. This includes court costs and attorney's fees incurred by CSCR. In addition, either party shall hold harmless the other party with respect to any damages for bodily injury, illness or other losses.

XVII. General Terms

The Sub-Recipient/Contractor understands and agrees that oral communication between the parties will not be accepted in any audit determination or other matter involving interpretation of the rules, policy directives, and regulations governing the implementation of program activities under this Contract.

Refunds or credits from training institutions or other vendors for costs that have been paid by CSCR shall:

- A. Be returned to CSCR within ten (10) days of the Sub-Recipient/Contractor's receipt; or
- B. The next cost reimbursement request from the vendor may be reduced by the refund amount.
- C. The Sub-Recipient/Contractor will adhere to and comply with CSCR's Complaint and Grievance procedures that have been approved by the State of Florida.
- D. In the administration of this Contract, the Sub-Recipient/Contractor shall comply with the Standards of Conduct issued in the Florida Statutes Sections 112.313 (Standards of Conduct for Public Officers and Employees of Agencies) and 104.31 (Political Activities of State, County, and Municipal Officers and Employees), as applicable.
- E. In the administration of this Contract, every reasonable course of action will be taken by the Sub-Recipient/Contractor in order to maintain the integrity of the expenditure of public funds.
- F. CSCR reserves the right to impose financial penalties for non-compliance with the terms and conditions of this contract.

Attachment C - SPECIAL TERMS AND CONDITIONS

I. Compliance with Title VI and VII of the Civil Rights Acts of 1964, as amended, and WIOA Regulations, as amended, Regarding participation and Benefits

The Sub-Recipient/Contractor agrees to comply with Title VI and VII of the Civil Rights Act of 1964 (P.O. 88-352) and with 29 CFR, part 37, the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, and further agrees that no person in the United States shall on the ground of race, creed, color, handicap, national origin, sex, age, political affiliation or beliefs be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any pro-gram or activity funded in whole or in part with funds made available under this Contract.

II. Civil Rights Certification

The Sub-Recipient/Contractor gives this assurance in consideration of and for the purpose of obtaining Federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance.

The Sub-Recipient/Contractor assures that it will comply with:

- A. Title VI of the Civil Rights Act of 1964, as amended, U.S.C. 2000d et seq., which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.
- B. Section 188 of the Workforce Innovation and Opportunity Act, as amended, which prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship or participation in WIOA.
- C. The Nontraditional Employment for Women Act of 1991, as amended, public law 102-235, which prohibits discrimination on the basis of sex-stereotyping in occupations traditional for the other sex.
- D. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, and the Americans with Disabilities Act of 1990 which prohibits discrimination on the basis of handicap in programs and activities receiving or benefiting from federal financial assistance.
- E. Title IX of the Education Amendments of 1975, as amended, 20 U.S.C. 1681 et seq., which prohibits discrimination on the basis of sex in education programs and activities.
- F. The Age Discrimination Act of 1972, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age in programs or activities.
- G. Section 654 of the Omnibus Budget Reconciliation Act of 1981, as amended, 42 U.S.C. 9849, which prohibits discrimination on the basis of race, creed, color, national origin, sex, handicap, political affiliation or beliefs in programs and activities.
- H. All regulations, guidelines, and standards as are now or may be lawfully adopted under the above statutes.

III. Equal Employment Opportunity

The Sub-Recipient/Contractor will not discriminate against any employee including WIOA, SNAP or WTP/TANF participants and beneficiaries for employment and training activities because of race, color, age, sex, religion, disability, political affiliation or national origin. The Sub-Recipient/Contractor will ensure that applicant and program beneficiaries are treated equally and fairly without regard to race, color, age, sex, religion, disability, political affiliation or national origin. Such action shall include, but not

be limited to the following: upgrading, employment demotion, and transfer, recruitment and advertising, layoff and termination, rates of pay and other forms of compensation, and selection for training.

The Sub-Recipient/Contractor agrees that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Sub-Recipient/Contractor, its successors, transfer-ees, and assignees for the period during which such assistance is provided. The Sub-Recipient/Contractor further assures that all Sub-Recipient/Contractors, subgrantees, or others with whom it arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In addition, there shall be no discrimination against individuals who are participants in activities supported by funds provided under this Contract.

IV. Transparency Act Requirements

The Sub-Recipient/Contractor must ensure that they have the necessary processes and systems in place to comply with the reporting requirements of the Federal Funding Accountability and Transparency Act of 2006 (Pub. Law 109-282, as amended by section 6202 of Pub. Law 110-252) (Transparency Act), as follows:

The following types of awards are not subject to the Federal Funding Accountability & Transparency Act:

- A. Federal awards to individuals who apply for or receive Federal awards as natural persons (i.e., unrelated to any business or non-profit organization he or she may own or operate in his or her name);
- B. Federal awards to entities that had a gross income, from all sources, of less than \$300,000 in the entities' previous tax year; and
- C. Federal awards, if the required reporting would disclose classified information.

V. Sub-Recipient/Contractor Supervision

Services and activities provided under this Contract shall be administered by or under the supervision of the Sub-Recipient/Contractor.

VI. Fraud and Program Abuse

The Sub-Recipient/Contractor shall ensure the integrity of the programs by maintaining sufficient, auditable, and otherwise adequate records that support the expenditure of all funds under the Contract.

The submittal of false information may be considered as fraud and could result in the immediate termination of the Contract and/or prosecution. The Sub-Recipient/Contractor is liable for the repayment of funds that were paid by CSCR for reported performance or other compensation for services or expenses subsequently determined to be invalid. Repayment may be by deduction from subsequent invoices or in the form of a check for the amount owed if the program ended. Resolution should occur within thirty (30) days.

VII. Theft or Embezzlement from Employment and Training Funds

The Sub-Recipient/Contractor shall be liable for prosecution under the criminal provision of the 18 U.S.C. 665 for theft or embezzlement.

VIII. Health and Safety

The Sub-Recipient/Contractor for the duration of the Contract shall maintain appropriate standards for health and safety in work and training situations. Health and safety standards, including Child Labor Laws, established under State and Federal law, otherwise applicable to working conditions of participants. The Sub-Recipient/Contractor assures that appropriate standards for health and safety in work and training situations will be maintained. Where participants or employees covered under this Contract are engaged in activities not covered under the Occupational Safety and Health Act of 1970, they shall not be required or permitted to work, be trained, or receive services in buildings or surroundings or under working conditions which are unsanitary, hazardous or dangerous to their health or safety. Participants employed or trained for inherently dangerous occupations, e.g., fire or police jobs shall be assigned to work in accordance with reasonable safety practices.

IX. Further Assurance

The Sub-Recipient/Contractor assures that it, and its Sub-Recipient/Contractors, will comply with all applicable accreditation, business licensing, taxation and insurance requirements of State or Federal statute or law.

X. Complaints and Grievances

The Sub-Recipient/Contractor will adhere to the Complaint and Grievance Procedures outlined in CSCR's policies.

XI. General Description of Workforce Delivery System

Title I of WIOA assigns responsibilities at the local, State and Federal level to ensure the creation and maintenance of a Workforce delivery system that enhances the range and quality of workforce development services that are accessible to individuals seeking assistance.

In general, the Workforce System is a structure under which entities responsible for administering separate workforce investment, educational, and other human resource programs and funding streams (referred to as Workforce Partners) collaborate to create a coordinated delivery of service that will enhance access to program services and improve long-term employment outcomes for individuals receiving assistance.

The Workforce System will provide access to numerous workforce investment and educational and other human resource services, activities and programs. Rather than requiring individuals and businesses to seek workforce development information and services at several different locations, CSCR and its Partners will strive to simplify and expand access to services for career seekers and employers.

As providers in the Workforce System, all Sub-Recipient/Contractors will be required to provide services through this system.

XII. Compliance with Acts relating to Work And Safety

The Sub-Recipient/Contractor shall comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. 276a to 276a7), the Copeland Act 40 U.S.C. 276c and 18 U.S.C. 874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333), regarding labor standards for federally assisted construction agreements.

XIII. Safeguarding Data Including Personally Identifiable Information (PII)

The Sub-Recipient/Contractor must recognize that confidentiality of PII and other sensitive data is of paramount importance and must be observed except where disclosure is allowed by the prior written approval of CSCR or by court order. All data exchanges conducted through or during the course of performance of this contract will be conducted in a manner consistent with applicable Federal law and TEGL NO. 39-11 (issued June 28, 2012). All such activity conducted by ETA and/or Sub-Recipient/Contractor/s will be performed in a manner consistent with applicable state and Federal laws.

The Sub-Recipient/Contractor agrees to take all necessary steps to protect such confidentiality by complying with the following provisions that are applicable in governing their handling of confidential information: To ensure that such PII is not transmitted to unauthorized users, all PII and other sensitive data transmitted via e-mail or stored on CDs, DVDs, thumb drives, etc., must be encrypted using a Federal Information Processing Standards (FIPS) 140-2 compliant and National Institute of Standards and Technology (NIST) validated cryptographic module. The Sub-Recipient/Contractor must not e-mail unencrypted sensitive PII to any entity, including ETA or Sub-Recipient/Contractors.

- A. The Sub-Recipient/Contractor must take the steps necessary to ensure the privacy of all PII obtained from participants and/or other individuals and to protect such information from unauthorized disclosure. The Sub-Recipient/Contractor must maintain such PII in accordance with the ETA standards for information security described in this TEGL and any updates to such standards provided to the Sub-Recipient/Contractor by ETA. The Sub-Recipient/Contractor who wish to obtain more information on data security should contact their Federal Project Officer.
- B. The Sub-Recipient/Contractor shall ensure that any PII used during the performance of their grant has been obtained in conformity with applicable Federal and state laws governing the confidentiality of information.
- C. The Sub-Recipient/Contractor further acknowledge that all PII data obtained through their ETA grant shall be stored in an area that is physically safe from access by unauthorized persons at all times and the data will be processed using Sub-Recipient/Contractor issued equipment, managed information technology (IT) services, and designated locations approved by ETA. Accessing, processing, and storing of ETA grant PII data on personally owned equipment, at off-site locations e.g., employee's home, and non-Sub-Recipient/Contractor managed IT services, e.g., Yahoo mail, is strictly prohibited unless approved by ETA.
- D. Sub-Recipient/Contractor employees and other personnel who will have access to sensitive/confidential/proprietary/private data must be advised of the confidential nature of the information, the safeguards required to protect the information, and that there are civil and criminal sanctions for noncompliance with such safeguards that are contained in Federal and state laws.
- E. The Sub-Recipient/Contractor must have their policies and procedures in place under which Sub-Recipient/Contractor employees and other personnel, before being granted access to PII, acknowledge their understanding of the confidential nature of the data and the safeguards with which they must comply in their handling of such data as well as the fact that they may be liable to civil and criminal sanctions for improper disclosure.
- F. The Sub-Recipient/Contractor must not extract information from data supplied by ETA for any purpose not stated in the grant agreement.

- G. Access to any PII created by the ETA grant must be restricted to only those employees of the grant recipient who need it in their official capacity to perform duties in connection with the scope of work in the grant agreement.
- H. All PII data must be processed in a manner that will protect the confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving such records by computer, remote terminal or any other means. Data may be downloaded to, or maintained on, mobile or portable devices only if the data are encrypted using NIST validated software products based on FIPS 140-2 encryption. In addition, wage data may only be accessed from secure locations.
- I. PII data obtained by the Sub-Recipient/Contractor through a request from ETA must not be disclosed to anyone but the individual requestor except as permitted by the Grant Officer.
- J. The Sub-Recipient/Contractor must permit ETA to make onsite inspections during regular business hours for the purpose of conducting audits and/or conducting other investigations to assure that the Sub-Recipient/Contractor is complying with the confidentiality requirements described above. In accordance with this responsibility, the Sub-Recipient/Contractor must make records applicable to this Agreement available to authorized persons for the purpose of inspection, review, and/or audit.
- K. The Sub-Recipient/Contractor must retain data received from ETA only for the period of time required to use it for assessment and other purposes, or to satisfy applicable Federal records retention requirements, if any. Thereafter, the Sub-Recipient/Contractor agrees that all data will be destroyed, including the degaussing of magnetic tape files and deletion of electronic data.

XIV. Byrd Anti-Lobbying Amendment (31 U.S.C.1352)

Contractors who apply or bid for an award exceeding \$100,000 shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, office or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier up to the recipient.

XV. E-VERIFY

Contractor warrants and represents that it is in compliance with section 448.095, Florida Statutes, as may be amended, and that it: (1) is registered with the E-Verify system (E-Verify.gov), and beginning January 1, 2021, uses the E-Verify system to electronically verify the employment eligibility of all newly hired workers; and (2) has verified that all of Contractor's subcontractors performing the duties and obligations of the Agreement are registered with the E-Verify System, and beginning January

This bid solicitation is fully supported by the U.S. Departments of Labor, Health and Human Services, and Agriculture as part of awards totaling \$6,083,592.

Attachment D – Budget Summary

Budget Line Items	Direct Costs	Non-Direct Costs	Total Annual Budget
1. Salaries			
2. Fringe Benefits			
a) FICA, SS			
b) FICA, Med			
c) Health Insurance			
d) Dental Insurance			
Life Ins/Std/ Ltd			
a. 401K			
b. 401K Admin			
c. Unemployment State			
d. Unemployment Federal			
e. Workers Compensation			
3. Office Supplies			
4. Staff Travel, in region			
5. Staff Travel, out of region			
6. Staff training			
7. Advertisement/Recruitment			
8. Overhead, Allocated, Indirect Costs & Profit			
9. Other			
Grand Total			
Percentage of Grand Total			100%

Attachment E - Contractual Performance Goals

Measures	PY 2025 – 2026 Performance Goals
Customer Experience:	
Customer Experience Rating (Net Promoter)	80%
Performance Measures:	
WIOA Exits	50%
Youth Employed 4 th Quarter After Exit	50%
Adult Employed 4 th Quarter After Exit	50%
Dislocated Worker Employed 4 th Quarter After Exit	65%
Youth Credential Attainment Rate	35%
Adult Credential Attainment Rate	80%
Dislocated Worker Credential Attainment Rate	75%
Youth Measurable Skill Gains	40%
Adult Measurable Skill Gains	65%
Dislocated Worker Measurable Skill Gains	50%
Welfare Participation Rate	50%
Welfare Entered Employment Outcome Rate	32%
Youth Average Wage at Placement	\$14.00
Adult Average Wage at Placement	\$15.42
Dislocated Worker Average Wage at Placement	\$15.42

Attachment F – WIOA Indicators of Performance Goals - CSCR

Measures	PY 2023 Performance	PY 2024 Performance Goals	PY 2025 Performance Goals
Adults:			
Employed 2nd Qtr. After Exit	90.5%	74.4%	74.4%
Employed 4th Qtr. After Exit	82.9%	70.3%	70.3%
Median Wage 2nd Quarter After Exit	\$6,972	\$7,575	\$7,575
Credential Attainment Rate	60.0%	76.9%	76.9%
Measurable Skill Gains	77.1%	47.1%	47.1%
Dislocated Workers:			
Employed 2nd Qtr. After Exit	100.0%	75.0%	75.0%
Employed 4th Qtr. After Exit	0.00%	75.0%	75.0%
Median Wage 2nd Quarter After Exit	\$18,697	\$7,200	\$7,500
Credential Attainment Rate	0.0%	75.0%	60.0%
Measurable Skill Gains	100.0%	47.0%	47.0%
Youth:			
Employed 2nd Qtr. After Exit	76.6%	71.1%	71.1%
Employed 4th Qtr. After Exit	80.5%	67.8%	67.8%
Median Wage 2nd Quarter After Exit	\$4,050	\$4,236	\$4,236
Credential Attainment Rate	47.6%	18.8%	18.8%
Measurable Skill Gains	64.4%	23.7%	23.7%
Wagner-Peyser:			
Employed 2nd Qtr. After Exit	69.8%	66.0%	66.0%
Employed 4th Qtr. After Exit	69.8%	62.7%	62.7%
Median Wage 2nd Quarter After Exit	\$6,186	\$4,935	\$4,935

Attachment G – REACH Act Letter Grade - CSCR

Metric	PY 2023 Performance Rate (%)	PY 2024 Target (%)
1. Participants with Increased Earnings	49.36	50.00
2. Reduction in Public Assistance	43.02	50.00
3. Employment and Training Outcomes	77.78	100.00
4. Participants in Work-Related Training	8.83	25.00
5. Continued Repeat Business	32.56	35.00
6. Year-Over-Year Business Penetration	9.03	100.00
7. Completion-to-Funding Ratio	100.00	100.00
Extra Credit: Serving Individuals on Public Assistance	4.00	Up to 5 points

*For PY 2025-26:

- Completion-to-Funding Ratio weight reduced from 10 points to 5 points.
- Serving individuals on Public Assistance is now a core metric, weighted at 5 points, rather than an extra credit item.
- The total possible points for letter grades decreased from 105 to 100.
- Individuals who received SNAP or TANF services AND Adult Education, Blind Services, or Vocational Rehabilitation services will still be weighted at 1.5 in the numerator.

**BIG BEND JOBS AND
EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION**

FINANCIAL STATEMENTS

JUNE 30, 2025

**BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
TABLE OF CONTENTS
JUNE 30, 2025**

	Page(s)
Independent Auditors’ Report	1 – 3
Management’s Discussion and Analysis	4 – 7
Basic Financial Statements:	
Government-wide Financial Statements	
Statement of Net Position	8
Statement of Activities	9
Fund Financial Statements	
Balance Sheet – Governmental Fund	10
Reconciliation of the Balance Sheet – Governmental Funds to the Statement of Net Position	11
Statement of Revenues, Expenditures, and Changes in Fund Balance – Governmental Fund	12
Reconciliation of the Statement of Revenues, Expenditures, and Changes in Fund Balance – Governmental Fund to the Statement of Activities	13
Notes to Financial Statements	14 – 23
Schedule of Expenditures of Federal Awards	24
Notes to Schedule of Expenditures of Federal Awards	25
Independent Auditors’ Report on Internal Control Over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with <i>Government Auditing Standards</i>	26 – 27
Independent Auditors’ Report on Compliance for Each Major Federal Program and Report on Internal Control Over Compliance in Accordance with Uniform Guidance	28 – 30
Schedule of Findings and Questioned Costs	31 – 35
Management’s Response to Findings	36 – 37

INDEPENDENT AUDITORS' REPORT

To the Board of Directors,
Big Bend Jobs and Education Council, Inc.
d/b/a CareerSource Capital Region:

Report on the Audit of the Financial Statements

Opinions

We have audited the financial statements of the governmental activities and the major fund of Big Bend Jobs and Education Council, Inc. d/b/a CareerSource Capital Region (“CareerSource Capital Region”), as of and for the year ended June 30, 2025, and the related notes to the financial statements, which collectively comprise CareerSource Capital Region’s basic financial statements as listed in the table of contents.

In our opinion, the accompanying financial statements present fairly, in all material respects, the respective financial position of the governmental activities and the major fund of CareerSource Capital Region, as of June 30, 2025, and the respective changes in financial position thereof for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinions

We conducted our audit in accordance with auditing standards generally accepted in the United States of America (GAAS) and the standards applicable to financial audits contained in *Government Auditing Standards* (GAS), issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditors’ Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of CareerSource Capital Region and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Financial Statements Restated

As discussed in note (15) the financial statements, the June 30, 2024, financial statements have been restated to correct a misstatement. Our opinion is not modified with respect to this matter

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about CareerSource Capital Region's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

Auditors' Responsibility for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS and GAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with GAAS and GAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of CareerSource Capital Region's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about CareerSource Capital Region's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the management's discussion and analysis as listed in the table of contents be presented to supplement the basic financial statements. Such information is the responsibility of management and, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context.

We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

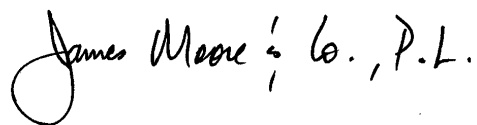
Supplementary Information

Our audit was conducted for the purpose of forming opinions on the financial statements that collectively comprise CareerSource Capital Region's basic financial statements. The accompanying Schedule of Expenditures of Federal Awards, as required by the audit requirements of Title 2 U.S. Code of Federal Regulations (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance), is presented for purposes of additional analysis and is not a required part of the basic financial statements.

The Schedule of Expenditures of Federal Awards is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. The information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the Schedule of Expenditures of Federal Awards is fairly stated, in all material respects, in relation to the basic financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated March 17, 2026, on our consideration of CareerSource Capital Region's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering CareerSource Capital Region's internal control over financial reporting and compliance.

A handwritten signature in black ink that reads "James Moore & Co., P.L." The signature is written in a cursive, flowing style.

Tallahassee, Florida
March 17, 2026

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
MANAGEMENT’S DISCUSSION AND ANALYSIS
JUNE 30, 2025

Management is pleased to offer the following assessment of the operations of Big Bend Jobs and Education Council, Inc. d/b/a CareerSource Capital Region (“CareerSource Capital Region”) for the year ended June 30, 2025.

Overview of Financial Statements

This discussion and analysis is intended to serve as an introduction to CareerSource Capital Region’s basic financial statements. CareerSource Capital Region’s basic financial statements comprise three components: 1) government-wide financial statements, 2) fund financial statements, and 3) notes to the financial statements. This report also contains other supplementary information in addition to the basic financial statements themselves.

Government-wide financial statements. The *government-wide financial statements* are designed to provide readers with a broad overview of CareerSource Capital Region’s finances in a manner similar to a private sector business. The government-wide financial statements consist of the Statement of Net Position and the Statement of Activities.

The *statement of net position* presents information on all of CareerSource Capital Region’s assets and liabilities, with the difference between the two reported as net position. Over time increases or decreases in net position may serve as a useful indicator of whether the financial position of CareerSource Capital Region is improving or deteriorating.

The *statement of activities* presents information showing how CareerSource Capital Region’s net position changed during the most recent fiscal year. All changes in net position are reported as soon as the underlying event giving rise to the change occurs, *regardless of the timing of related cash flows*. Thus, revenues and expenses are reported in this statement for some items that will only result in cash flows in future fiscal periods (e.g., earned but unused vacation leave).

Fund financial statements. A *fund* is a grouping of related accounts that is used to maintain control over resources that have been segregated for specific activities or objectives. CareerSource Capital Region uses fund accounting to ensure and demonstrate compliance with finance-related legal requirements. CareerSource Capital Region maintains one fund, which is the general fund.

Governmental funds. *Governmental funds* are used to account for essentially the same functions reported as *governmental activities* in the government-wide financial statements. However, unlike the government-wide financial statements, governmental fund financial statements focus on *near term inflows and outflows of spendable resources*, as well as on *balances of spendable resources* available at the end of the fiscal year. Such information may be used in evaluating a government’s near-term financing requirements.

Because the focus of governmental funds is narrower than that of the government-wide financial statements, it is useful to compare the information presented for *governmental funds* with similar information presented for *governmental activities* in the government-wide financial statements. By doing so, readers may better understand the long-term impact of the government’s near-term financing decisions. Both the governmental fund balance sheet and the governmental fund statement of revenues, expenditures, and changes in fund balances provide a reconciliation to facilitate this comparison between *governmental funds* and *governmental activities*.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
MANAGEMENT'S DISCUSSION AND ANALYSIS
JUNE 30, 2025
(Continued)

Notes to the financial statements. The notes provide additional information that is essential to a full understanding of the data provided in the government-wide and fund financial statements.

Other information. In addition to the basic financial statements and accompanying notes, this report also presents a Schedule of Expenditures of Federal Awards. This schedule lists all Federal grants awarded to CareerSource Capital Region and the related expenditures for the fiscal year ended June 30, 2025.

Government-wide Financial Analysis *Condensed financial information* - As noted earlier, net position may serve over time as a useful indicator of a government's financial position.

Condensed Statements of Net Position

	2025	2024 (Restated)
Current assets	\$ 981,068	\$ 905,868
Capital assets, net	442,830	895,988
Total assets	1,423,898	1,801,856
Current liabilities	895,193	889,669
Noncurrent liabilities	181,593	540,068
Total liabilities	1,076,786	1,429,737
Unrestricted	359,315	395,639
Net investment in capital assets	(12,203)	(23,520)
Net position	\$ 347,112	\$ 372,119

Condensed Statements of Activities

	2025	2024 (Restated)
Program Revenues		
Operating grants and contributions	\$ 4,766,731	\$ 5,033,486
Total program revenues	4,766,731	5,033,486
General Revenues		
Other	68,135	77,821
Total revenues	4,834,866	5,111,307
Expenses		
Training, retraining, and adjustment	4,859,873	5,128,687
Change in net position	(25,007)	(17,380)
Net position, beginning of year	372,119	389,499
Net position, end of year	\$ 347,112	\$ 372,119

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
MANAGEMENT’S DISCUSSION AND ANALYSIS
JUNE 30, 2025

During fiscal year 2025, the Organization restated its fiscal year 2024 financial statements to correct an error related to improperly recorded grants receivables. The restatement increased current assets by \$131,045 and unrestricted net position by \$131,045. The impact of the restatement is reflected in the comparative information presented in this MD&A.

Financial Highlights

The liabilities of CareerSource Capital Region exceeded its assets at June 30, 2025, by \$347,112.

Governmental activities. Governmental activities decreased CareerSource Capital Region’s net position by \$25,007. Key elements of this decrease are as follows:

The decrease in net position for the year ending June 30, 2025, is due primarily to the use of unrestricted funds accumulated in prior years, with no associated revenue to offset them in the current year. These funds were received and recognized in prior years. In addition, net position was restated to correct a misstatement as discussed in note 15.

Capital Assets

CareerSource Capital Region’s investment in capital assets (including right-to-use leased assets) for its governmental activities as of June 30, 2025, amounts to \$442,830 (net of accumulated depreciation). This investment in capital assets includes machinery and equipment, leasehold improvements and right-to-use leased assets.

Budgetary Highlights

CareerSource Capital Region is not legally required to adopt a budget. As such, budgetary exhibits are not presented.

Economic Factors

CareerSource Capital Region currently is not aware of any conditions that are expected to have a significant effect on CareerSource Capital Region ‘s financial position or results of operations.

Debt Administration

CareerSource Capital Region's long-term debt is its accrual for compensated absences and lease liability. Please refer to the notes accompanying financial statements entitled *Long Term Debt* and *Leases* for more detailed information about long-term debt activity.

Request for Information

This report is designed to provide a general overview of Big Bend Jobs and Education Council, Inc.'s finances for all those with an interest in Big Bend Jobs and Education Council, Inc.'s finances. Questions concerning any of the information in this report or requests for additional information should be addressed as follows:

Big Bend Jobs and Education Council, Inc.
d/b/a CareerSource Capital Region
2910 Kerry Forest Parkway
Suite D4-273
Tallahassee, Florida 32309

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
STATEMENT OF NET POSITION
JUNE 30, 2025

	<u>Governmental Activities</u>
ASSETS	
Cash and cash equivalents	\$ 359,518
Grant, contract and other receivables	618,769
Prepays	2,781
Capital assets, net of accumulated depreciation and amortization	442,830
Total assets	<u><u>\$ 1,423,898</u></u>
 LIABILITIES	
Accounts payable and accrued expenses	\$ 203,486
Interest payable	2,110
Unearned revenue	266,705
Compensated absences, current portion	22,418
Lease liability, current portion	400,474
Noncurrent liabilities:	
Compensated absences, noncurrent portion	127,034
Lease liability, noncurrent portion	54,559
Total liabilities	<u><u>\$ 1,076,786</u></u>
 NET POSITION	
Unrestricted	\$ 359,315
Net investment in capital assets	(12,203)
Total net position	<u><u>\$ 347,112</u></u>

The accompanying notes to financial statements
are an integral part of this statement.

**BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
STATEMENT OF ACTIVITIES
FOR THE YEAR ENDED JUNE 30, 2025**

	PROGRAM REVENUES			NET (EXPENSE) REVENUE AND CHANGES IN NET POSITION
Functions/Programs	EXPENSES	OPERATING GRANTS AND CONTRIBUTIONS	CAPITAL GRANTS	GOVERNMENTAL ACTIVITIES
Governmental activities:				
Training, retraining and readjustment	\$ 4,859,873	\$ 4,766,731	\$ -	\$ (93,142)
Total governmental activities	\$ 4,859,873	\$ 4,766,731	\$ -	\$ (93,142)
		General revenues:		
		Other		68,135
		Change in net position		(25,007)
		Net position, beginning of year, as previously presented		241,074
		Error correction		131,045
		Net position, beginning of year, as restated		372,119
		Net position, end of year		\$ 347,112

The accompanying notes to financial statements
are an integral part of this statement.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
BALANCE SHEET
GOVERNMENTAL FUND
JUNE 30, 2025

	General Fund
ASSETS	
Cash and cash equivalents	\$ 359,518
Grant, contract and other receivables	618,769
Prepays	2,781
Total assets	\$ 981,068
LIABILITIES	
Accounts payable and accrued expenses	\$ 203,486
Unearned revenue	266,705
Total liabilities	470,191
FUND BALANCE	
Nonspendable	2,781
Unassigned	508,096
Total fund balance	510,877
Total liabilities and fund balance	\$ 981,068

The accompanying notes to financial statements
are an integral part of this statement.

**BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
RECONCILIATION OF THE BALANCE SHEET — GOVERNMENTAL FUND
TO THE STATEMENT OF NET POSITION
JUNE 30, 2025**

Fund balances - total governmental fund		\$ 510,877
<p>Amounts reported for governmental activities in the statement of net position are different because:</p>		
<p>Capital assets used in governmental activities are not financial resources and, therefore, are not reported in the funds.</p>		
Total governmental capital assets	270,269	
Less: accumulated depreciation	<u>(228,644)</u>	41,625
<p>Right-to-use leased assets and liabilities used in governmental activities are not financial resources and, therefore, are not reported in the funds.</p>		
Lease asset	1,896,176	
Accumulated amortization	(1,494,971)	
Lease liability	<u>(455,033)</u>	(53,828)
<p>Long-term liabilities are not due and payable in the current period and, therefore, are not reported in the funds.</p>		
Interest payable	(2,110)	
Compensated absences	<u>(149,452)</u>	(151,562)
Net position of governmental activities		<u><u>\$ 347,112</u></u>

The accompanying notes to financial statements are an integral part of this statement.

**BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
STATEMENT OF REVENUES, EXPENDITURES, AND
CHANGES IN FUND BALANCE — GOVERNMENTAL FUND
FOR THE YEAR ENDED JUNE 30, 2025**

	General Fund
Revenues	
Grants and contracts	\$ 4,766,731
Other	68,135
Total revenues	4,834,866
Expenditures	
Personnel and benefits	1,330,574
Accounting and auditing	28,275
Advertising and marketing	23,169
Communications, systems and utilities	297,843
Furniture and equipment	5,796
Printing and supplies	24,234
Short-term lease	22,022
Direct program	2,290,457
Insurance	38,396
Professional fees	2,820
Repairs and maintenance	30,582
Other	226,344
Debt service:	
Principal	460,280
Interest	38,877
Total expenditures	4,819,669
Net change in fund balance	15,197
Fund balance, beginning of year, as previously presented	364,635
Error correction	131,045
Fund balance, beginning of year, as restated	495,680
Fund balance, end of year	\$ 510,877

The accompanying notes to financial statements
are an integral part of this statement.

**BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
RECONCILIATION OF THE STATEMENT OF REVENUES, EXPENDITURES, AND
CHANGES IN FUND BALANCE — GOVERNMENTAL FUND TO
THE STATEMENT OF ACTIVITIES
FOR THE YEAR ENDED JUNE 30, 2025**

Amounts reported for governmental activities in the statement of activities are different because:

Net change in fund balances-total governmental funds		\$ 15,197
Some revenues and expenses reported in the statement of activities do not require the use of current financial resources and, therefore, are not reported as revenues and expenditures in governmental funds.		
Changes in:		
Compensated absences	(49,411)	
Interest payable	2,084	(47,327)
Governmental funds report capital outlays as expenditures. However, in the statement of activities the cost of those assets is allocated over their estimated useful lives and reported as depreciation and amortization expense. This is the amount of capital outlay and depreciation and amortization expense in the current period		
Depreciation	(14,138)	
Amortization	(439,019)	(453,157)
The issuance of long-term debt provides current financial resources to governmental funds, while repayment of the principal of long-term debt consumes the current financial resources of governmental funds		
Long-term lease liability - repayment of principal	460,280	460,280
Change in net position of governmental activities:		\$ (25,007)

The accompanying notes to financial statements
are an integral part of this statement.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2025

(1) **Summary of Significant Accounting Policies:**

The following is a summary of the more significant accounting policies of Big Bend Jobs and Education Council, Inc. d/b/a CareerSource Capital Region (“CareerSource Capital Region”), which affect significant elements of the accompanying basic financial statements:

(a) **Description of government wide financial statements**—The government-wide financial statements (i.e., the statement of net position and the statement of activities) report information on all of the nonfiduciary activities of CareerSource Capital Region. Governmental activities are normally supported by intergovernmental revenues and other nonexchange transactions.

(b) **Reporting entity**—CareerSource Capital Region is a nonprofit corporation established to provide for enhanced coordination, cooperation, and outcomes by and between the several entities, both public and private, which are involved at the local level in providing youth and adults with opportunities to develop and continuously upgrade their knowledge and skills in order to advance economically and socially throughout their lifetime, and in providing employers with the skilled workforce necessary to be competitive in local, state, national and/or international markets. CareerSource Capital Region was created to fulfill the duties and responsibilities provided for by the Workforce Investment Act (WIA) of 1998-Title 1, superseded by the Workforce Innovation and Opportunity Act of 2014 (WIOA), and the State of Florida Workforce Innovation Act of 2000 for the Region 5 Local Workforce Investment Area which is comprised of Gadsden, Leon and Wakulla counties. The governing board of CareerSource Capital Region consists of thirty-seven members who are appointed by state and local officials.

The governing board of CareerSource Capital Region is the Board of Directors. As required by generally accepted accounting principles, the financial statements of the reporting entity include those of CareerSource Capital Region (the primary government unit) and its component units. There were no entities that required inclusion as a component unit within CareerSource Capital Region's financial statements.

(c) **Basis of presentation – government-wide financial statements**—While separate government-wide and fund financial statements are presented, they are interrelated. The governmental activities column incorporates data from the governmental fund. Separate financial statements are provided for the governmental fund.

(d) **Basis of presentation – fund financial statements**—The fund financial statements provide information about CareerSource Capital Region’s fund. CareerSource Capital Region reports one governmental fund:

The general fund is established to account for resources devoted to financing the general operations of CareerSource Capital Region. All operating resources are recorded in the general fund.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2025

(1) **Summary of Significant Accounting Policies:** (Continued)

(e) **Measurement focus and basis of accounting**—The government-wide financial statements are reported using the economic resources measurement focus and the accrual basis of accounting. Revenues are recognized in the period earned and expenses are recognized when a liability is incurred, regardless of the timing of related cash flows. Amounts reported as program revenues include charges for services, operating grants and contributions, and capital grants and contributions. Items not properly included among program revenues are reported as general revenues.

All governmental fund financial statements are reported using the current financial resources measurement focus and the modified accrual basis of accounting. Under the modified accrual basis of accounting, revenues, except for certain grant revenues, are recognized in the accounting period in which they become both measurable and available. Available means collectible within the current period, or soon enough thereafter to be used to pay liabilities of the current period. For this purpose, CareerSource Capital Region considers revenues to be available if they are collected within sixty days of the end of the current fiscal period. When grant terms provide that the expenditure of resources is the prime factor for determining eligibility for Federal, state, and other grant resources, revenue is recognized at the time the expenditure is made. Under the modified accrual basis of accounting, expenditures are generally recorded when the related fund liability is incurred. The principal exceptions to this are: principal and interest on general long-term debt, which are recorded as expenditures only when payment is due.

CareerSource Capital Region's financial statements have been prepared in accordance with accounting principles generally accepted in the United States of America as prescribed by the Governmental Accounting Standards Board. Accordingly, the financial statements are organized on the basis of funds. A fund is an accounting entity having a self-balancing set of accounts for recording assets, liabilities, fund equity, revenues, expenditures, and other financing sources and uses.

(f) **Deposits and investments**—Cash and cash equivalents include amounts in demand deposits as well as investments that are readily convertible to known amounts of cash. Investments with original maturities of three months or less are considered to be cash equivalents.

(g) **Prepaid items**—Certain payments to vendors reflect costs applicable to future accounting periods and are recorded as prepaid items in both the government wide and fund financial statements. The cost of prepaid items is recorded when consumed rather than when purchased.

(h) **Capital assets**—Capital assets acquired by CareerSource Capital Region are considered to be owned by CareerSource Capital Region. However, funding sources may maintain an equitable interest in the capital assets purchased with grant monies as well as the right to determine the use of any proceeds from the sale of these assets. The Federal Government has a reversionary interest in those assets purchased with its funds which have a cost of \$5,000 or more and an estimated useful life of at least one year.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2025

(1) **Summary of Significant Accounting Policies:** (Continued)

Capital assets with a value greater than \$5,000 and an estimated useful life of at least one year are recorded at cost when purchased or at estimated fair value when contributed. Depreciation is computed using the straight-line method over the estimated useful life of the assets, ranging from three to ten years.

(i) **Long-term obligations**—In the government-wide financial statements long-term debt and other long-term obligations are reported as liabilities in the applicable governmental activities fund type statement of net position.

(j) **Leases**—CareerSource Capital Region leases building facilities and determines if an arrangement is a lease at inception. CareerSource Capital Region recognizes intangible right-to-use (RTU) assets and corresponding lease liabilities for all leases that are not considered short-term. RTU assets represent the CareerSource Capital Region's right to use an underlying asset for the lease term and lease liabilities represent CareerSource Capital Region's obligation to make lease payments arising from the lease. RTU assets and liabilities are recognized at the lease commencement date based on the present value of lease payments over the lease term.

Basis of lease classification – Leases that meet the following requirement will not be considered short term: the maximum possible lease term(s) is non-cancelable by both lessee and lessor, and is more than 12 months, and (2) the present value of lease payments for the lease is less than \$5,000.

Discount Rate – Unless explicitly stated in the lease agreement, known by CareerSource Capital Region, or CareerSource Capital Region is able to determine the rate implicit within the lease, the discount rate used to calculate lease right-to-use assets and liabilities will be CareerSource Capital Region's incremental borrowing rate (IBR), which will be the rate utilized for the subsequent fiscal year. CareerSource Capital Region's IBR was 5.50% at June 30, 2025, and was the discount rate utilized for applicable leases beginning July 1, 2021, and applicable lease conversions.

The CareerSource Capital Region's lease agreements do not contain any material residual value guarantees or material restrictive covenants.

(k) **Use of estimates**—The process of preparing financial statements in conformity with accounting principles generally accepted in the United States of America requires the use of estimates and assumptions regarding certain types of assets, liabilities, revenues and expenses. Such estimates primarily relate to unsettled transactions and events as of the date of the financial statements. Accordingly, upon settlement, actual results may differ from estimated amounts.

(l) **Compensated absences**—Eligible employees earn paid time off at varying rates based upon length of employment. Paid time off is accrued as earned by employees and recorded as an expense in the period earned. The total accumulated paid time off is paid out to eligible employees at termination.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2025

(1) **Summary of Significant Accounting Policies:** (Continued)

(m) **Grant, contract and other receivables**—Grant, contract, and other receivables are stated at the amount management expects to collect from balances outstanding at year-end. Based on management’s assessment of the credit history with grantors, contractors, and subrecipients having outstanding balances and current relationships with them, it has concluded that realization losses on balances outstanding at year-end will be immaterial.

(n) **Net position flow assumption**—Sometimes CareerSource Capital Region will fund outlays for a particular purpose from both restricted and unrestricted resources. In order to calculate the amounts to report as restricted and unrestricted net position in the government-wide financial statements, a flow assumption must be made about the order in which the resources are considered to be applied. It is CareerSource Capital Region’s policy to consider restricted – net position to have been depleted before unrestricted – net position is applied.

(o) **Fund balance flow assumptions**—Sometimes CareerSource Capital Region will fund outlays for a particular purpose from both restricted and unrestricted resources (the total of committed, assigned and unassigned fund balance). In order to calculate the amounts to report as restricted, committed, assigned, and unassigned fund balance in the governmental fund financial statements, a flow assumption must be made about the order in which the resources are considered to be applied. It is CareerSource Capital Region’s policy to consider restricted fund balance to have been depleted before using any of the components of unrestricted fund balance. Further, when the components of unrestricted fund balance can be used for the same purpose, committed fund balance is depleted first, followed by assigned fund balance. Unassigned fund balance is applied last.

(p) **Fund balance policies**—Fund balance of governmental funds is reported in various categories based on the nature of any limitations requiring the use of resources for specific purposes. The government itself can establish limitations on the use of resources through either a commitment (committed fund balance) or an assignment (assigned fund balance).

The committed fund balance classification includes amounts that can be used only for the specific purposes determined by a formal action of CareerSource Capital Region’s highest level of decision-making authority. The Board of Directors is the highest level of decision-making authority for CareerSource Capital Region that can, by passing a motion prior to the end of the fiscal year, commit fund balance. Once adopted, the limitation imposed by the ordinance remains in place until a similar action is taken (the adoption of another ordinance) to remove or revise the limitation.

Amounts in the assigned fund balance classification are intended to be used by CareerSource Capital Region for specific purposes but do not meet the criteria to be classified as committed. The Board of Directors may also assign fund balance as it does when appropriating fund balance to cover a gap between estimated revenue and appropriations in the subsequent year’s appropriated budget. Unlike commitments, assignments generally only exist temporarily. In other words, an additional action does not normally have to be taken for the removal of an assignment. Conversely, as discussed above, an additional action is essential to either remove or revise a commitment.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2025

(1) **Summary of Significant Accounting Policies:** (Continued)

Additionally, CareerSource Capital Region has nonspendable fund balance. This includes amounts that cannot be spent because they are either: (a) not in spendable form; or (b) are legally or contractually required to be maintained intact.

(q) **Revenues and expenditures/expenses**—Generally, revenue is received from the State of Florida, Department of Commerce and is earned on a cost reimbursement basis.

(r) **Budgets**—The general expenditure authority of CareerSource Capital Region, as provided by Sections 445.004 and 445.007 of the Florida Statutes, does not require a legally adopted budget placed into public law. Accordingly, the budgetary comparison schedules for governmental funds have not been presented as supplementary information required by the Governmental Accounting Standards Board.

(2) **Deposits:**

Custodial credit risk-deposits. In the case of deposits, this is the risk that in the event of a bank failure, CareerSource Capital Region’s deposits may not be returned. At year end, the carrying amount of deposits was \$359,518 and the bank balance was \$378,654. Of the bank balance, \$250,000 was insured up to Federal Deposit Insurance Corporation (“FDIC”) limits.

(3) **Retirement Plan:**

CareerSource Capital Region sponsors a defined contribution 401(k) profit sharing plan which covers substantially all employees. The amount of retirement expense for the year ended June 30, 2025, was \$72,530.

(4) **Unearned Revenue:**

Governmental funds defer revenue recognition in connection with resources that have been received, but not yet earned. At the end of the June 30, 2025, unearned revenue from grant drawdowns made prior to meeting all requirements was \$266,705.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2025

(5) **Capital Assets:**

Capital asset activity for the year ended June 30, 2025, was as follows:

	Balance 07/01/24	Increases	Decreases	Balance 06/30/25
Furniture, fixtures and equipment	\$ 274,107	\$ -	\$ (30,271)	\$ 243,836
Leasehold improvements	26,433	-	-	26,433
Right-to-use leased assets	1,896,176	-	-	1,896,176
Total capital assets	2,196,716	-	(30,271)	2,166,445
Less accumulated depreciation	(244,777)	(14,138)	30,271	(228,644)
Less accumulated amortization	(1,055,951)	(439,020)		(1,494,971)
Capital assets, net	<u>\$ 895,988</u>	<u>\$ (453,158)</u>	<u>\$ -</u>	<u>\$ 442,830</u>

Depreciation expense was \$14,138, and amortization expense for right-to-use lease assets was \$439,020 for the year ended June 30, 2025.

(6) **Leases:**

CareerSource Capital Region has leases in effect for buildings with terms ending from fiscal years 2025 through 2027. The buildings are considered a right-to-use assets of CareerSource Capital Region. For disclosure purposes, this lease excludes ancillary costs included in the lease, such as utilities.

The principal and interest requirements to maturity for the lease liability as of June 30, 2025, is as follows:

Year Ending June 30,	Principal	Interest	Total
2026	\$ 400,474	\$ 13,846	\$ 414,320
2027	54,559	376	54,935
Total future minimum lease payments	<u>\$ 455,033</u>	<u>\$ 14,222</u>	<u>\$ 469,255</u>

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2025

(7) **Long-term Liabilities:**

Changes in Long-term Liabilities. Long-term liability activity for the year ended June 30, 2025, was as follows:

	<u>Balance</u> 07/01/24	<u>Additions</u>	<u>Reductions</u>	<u>Balance</u> 06/30/25	<u>Due in</u> <u>one year</u>
Governmental activities					
Lease liability	\$ 915,313	\$ -	\$ (460,280)	\$ 455,033	\$ 400,474
Compensated absences	100,041	49,411	-	149,452	22,418
Total Long-term liabilities	<u>\$ 1,015,354</u>	<u>\$ 49,411</u>	<u>\$ (460,280)</u>	<u>\$ 604,485</u>	<u>\$ 422,892</u>

(8) **Related Parties:**

Certain board members are employees of entities that provide services either directly or indirectly to CareerSource Capital Region. The board members that are affiliated with these entities do not directly benefit as they do not hold higher positions and are not directly involved in the daily operations. The total amount of services provided for the year ended June 30, 2025, is as follows:

Economic Development Assistance \$ 11,314

There were no amounts payable to related parties at June 30, 2025.

(9) **Risk Management:**

CareerSource Capital Region is exposed to various risks of loss related to torts; theft of, damage to and destruction of assets; errors and omissions; and natural disasters for which CareerSource Capital Region carries commercial insurance. Insurance against losses is provided for the following types of risk:

- Personal Property
- Public Officials' Liability

(10) **Contingencies:**

Grant Programs - Amounts received or receivable from grantor agencies are subject to audit and adjustment by grantor agencies, principally the Federal government and the State of Florida. Any disallowed claims, including amounts already collected, may constitute a liability of the applicable funds. The amount, if any, of expenditures which may be disallowed by the grantor cannot be determined at this time although CareerSource Capital Region expects such amounts, if any, to be immaterial.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2025

(10) **Contingencies:** (Continued)

Additional Items - CareerSource Capital Region is currently subject to an investigation by the Florida Office of Inspector General related to certain financial and administrative matters. As of March 17, 2026, the date of the financial statements were available to be issued, the investigation remains ongoing and as of March 17, 2026, the Office of Inspector General have issued tentative and preliminary findings to the Organization. Management is cooperating fully with the investigation. Because the matter is still in process, the ultimate outcome and any potential material impact to the financial statements cannot be determined at this time.

(11) **Income Taxes:**

CareerSource Capital Region is generally exempt from income taxes under Section 501(c)(3) of the Internal Revenue Code, and therefore, no provision for income taxes has been made in the accompanying financial statements.

CareerSource Capital Region is exempt from requirements to file income tax returns in the U.S. Federal jurisdiction.

CareerSource Capital Region has reviewed and evaluated the relevant technical merits of each of its tax positions in accordance with accounting principles generally accepted in the United States of America for accounting for uncertainty in income taxes and determined that there are no uncertain tax positions that would have a material impact on the financial statements of CareerSource Capital Region. CareerSource Capital Region's income tax returns for the past three years are subject to examination by tax authorities and may change upon examination.

(12) **Recent Accounting Pronouncements:**

The Governmental Accounting Standards Board (GASB) has issued several pronouncements that have effective dates that may impact future financial statements. Listed below are pronouncements with required implementation dates, effective for subsequent fiscal years that have not yet been implemented or were implemented in the current year. Management has not currently determined what, if any, impact implementation of the future pronouncements will have on CareerSource Capital Region's financial statements:

- a) GASB issued Statement No. 101, *Compensated Absences*, in June 2022. GASB Statement No. 101 updates the recognition and measurement guidance for compensated absences, which include leave for vacation, holidays, sick time, or other paid time off. The Statement establishes a unified model for recognizing a compensated absence liability when leave is attributable to services already rendered, accumulates, and is more likely than not to be used for time off or paid to the employee. This guidance replaces prior provisions under GASB Statement No. 16. CareerSource Capital Region implemented this Statement and its various provisions during the year ended June 30, 2025, and had no significant impact on the financial statements. Accordingly, no prior-period adjustment has been reported.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2025

(12) **Recent Accounting Pronouncements:** (Continued)

- b) GASB issued Statement No. 102, *Certain Risk Disclosures*, in December 2023. GASB Statement No. 102 (GASB 102) amends GASB Statement No. 62 regarding the disclosure of a government's vulnerability to risks related to certain concentrations and constraints that limit its ability to acquire resources or control spending. The provisions for GASB 102 are effective for fiscal years beginning after June 15, 2024. The implementation of the Statement did not have a material effect on the CareerSource Capital Region.
- c) GASB issued Statement No. 103, *Financial Reporting Model Improvements*, in April 2024. GASB Statement No. 103 (GASB 103) amends various provisions regarding the calculation methodology and required disclosures related to the liability for compensated absences. The provisions for GASB 103 are effective for fiscal years beginning after June 15, 2025.
- d) GASB issued Statement No. 104, *Disclosure of Certain Capital Assets*, in September 2024. GASB Statement No. 104 (GASB 104) requires governments to provide detailed information about certain types of capital assets, including lease assets, intangible right-to-use assets, and subscription assets, in the notes to financial statements. The provisions for GASB 104 are effective for fiscal years beginning after June 15, 2025.
- e) GASB issued Statement No. 105, *Subsequent Events*, in December 2025. GASB Statement No. 105 (GASB 105) clarifies the subsequent events that constitute recognized and non-recognized events and establishes specific note disclosure requirements. The provisions of GASB 105 are effective for fiscal years beginning after June 15, 2026.

(13) **Significant Funding Source:**

CareerSource Capital Region receives a substantial amount of its funding from the United States Department of Labor passed through the State of Florida, Department of Commerce, and from the United States Department of Health and Human Services passed through the State of Florida, Department of Commerce. A significant reduction in the level of this funding, if this were to occur, could have an adverse effect on CareerSource Capital Region's programs and activities.

(14) **Subsequent Events:**

CareerSource Capital Region has evaluated events and transactions for potential recognition or disclosure in the financial statements through March 17, 2026, the date which the financial statements were available to be issued. No subsequent events have been recognized or disclosed.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2025

(15) **Restatement of Beginning Fund Balance and Beginning Net Position:**

During the fiscal year ending June 30, 2024, a restatement of beginning fund balance and beginning net position was made for a correction of an error in previously issued financial statements for the following: an understatement of grants receivable due to improper recording in the prior period. The net effect of these adjustments on beginning fund balance and beginning net position were as follows.

	Fund Balance <u>General Fund</u>
Fund Balance – 6/30/24, originally reported	\$ 364,635
Grants receivable restatements	131,045
Fund Balance – 6/30/24, as restated	\$ 495,680

	Net Position <u>Governmental Activities</u>
Net position – 6/30/24, originally reported	\$ 241,074
Grants receivable restatements	131,045
Net position – 6/30/24, as restated	\$ 372,119

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
FOR THE YEAR ENDED JUNE 30, 2025

Federal Grantor/Pass-Through Entity/ Federal Program or Cluster Title	Federal Assistance Listing Number	Pass-Through Entity Identification Number	Federal Expenditures	Amount to Subrecipients
FEDERAL AGENCY				
Department of Health and Human Services				
Passed through Florida Department of Commerce:				
Temporary Assistance to Needy Families	93.558	WTS24	\$ 139,892	\$ 6,561
Temporary Assistance to Needy Families	93.558	WTS24	219,801	183,355
Temporary Assistance to Needy Families	93.558	WTS25	653,373	320,499
			<u>1,013,066</u>	<u>510,415</u>
United States Department of Labor:				
Passed through the State of Florida, Department of Commerce:				
Employment Service Cluster:				
Employment Service/Wagner-Peyser Funded Activities	17.207	WPA24	26,495	5,674
Employment Service/Wagner-Peyser Funded Activities	17.207	WPB24	4,734	-
Employment Service/Wagner-Peyser Funded Activities	17.207	WPB24	37,941	24,903
Employment Service/Wagner-Peyser Funded Activities	17.207	WPA25	229,648	7,832
Employment Service/Wagner-Peyser Funded Activities	17.207	WPB25	37,429	31,389
Employment Service/Wagner-Peyser Funded Activities	17.207	WPB25	56,662	1,479
Disable Veterans' Outreach Program (DVOP)	17.801	DVP24	16,999	2,077
Disable Veterans' Outreach Program (DVOP)	17.801	DVP25	27,228	2,276
Local Veterans' Employment Representatives (LVER)	17.801	LVR24	5,828	145
Local Veterans' Employment Representatives (LVER)	17.801	LVR25	18,982	1,425
Total Employment Service Cluster			<u>461,946</u>	<u>77,200</u>
Unemployment Compensation	17.225	UCR23	43,925	25,428
Unemployment Compensation	17.225	UCR24	70,340	36,941
Total Unemployment Compensation			<u>114,265</u>	<u>62,369</u>
National Emergency Grants	17.277	WNT24	26,327	21,529
Total National Emergency Grants			<u>26,327</u>	<u>21,529</u>
Workforce Innovation and Opportunity Act Cluster:				
WIOA Adult Program	17.258	WIA24	380,376	122,064
WIOA Adult Program	17.258	WIA25	668,744	322,194
WIOA Adult Program	17.258	WIR25	38,489	1,005
WIOA Adult Program	17.258	WIS24	145	-
WIOA Adult Program	17.258	WIS24	24,000	-
WIOA Adult Program	17.258	WIS24	9,600	-
WIOA Youth Activities	17.259	WIY25	1,187,250	435,446
WIOA Youth Activities	17.259	WIR25	37,286	973
WIOA Youth Activities	17.259	WIS24	140	-
WIOA Youth Activities	17.259	WIS24	23,250	-
WIOA Youth Activities	17.259	WIS24	9,300	-
WIOA Dislocated Worker Formulas Grants	17.278	WID24	531,718	36,414
WIOA Dislocated Worker Formulas Grants	17.278	WID25	51,316	17,403
WIOA Dislocated Worker Formulas Grants	17.278	WIR25	44,503	1,140
WIOA Dislocated Worker Formulas Grants	17.278	WIS24	167	-
WIOA Dislocated Worker Formulas Grants	17.278	WIS24	27,750	-
WIOA Dislocated Worker Formulas Grants	17.278	WIS24	11,100	-
Total Workforce Innovation and Opportunity Act Cluster			<u>3,045,134</u>	<u>936,639</u>
Total United States Department of Labor			<u>3,647,672</u>	<u>1,097,737</u>
U.S. Department of Agriculture				
Passed through the State of Florida, Department of Commerce:				
State Administrative Matching Grants for the Supplemental Nutrition Assistance Programs	10.561	FSH24	16,404	16,404
State Administrative Matching Grants for the Supplemental Nutrition Assistance Programs	10.561	FSH25	89,589	41,074
Total Child Nutrition Cluster			<u>105,993</u>	<u>57,478</u>
TOTAL EXPENDITURES OF FEDERAL AWARDS			<u>\$ 4,766,731</u>	<u>\$ 1,665,630</u>

The accompanying notes to schedule of expenditures of federal awards are an integral part of this schedule.

**BIG BEND JOBS AND EDUCATION COUNCIL, INC., D/B/A
CAREERSOURCE CAPITAL REGION
NOTES TO SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
FOR THE YEAR ENDED JUNE 30, 2025**

(1) **Basis of Presentation:**

The accompanying Schedule of Expenditures of Federal Awards (the Schedule) includes the Federal awards activity of Big Bend Jobs and Education Council, Inc. d/b/a CareerSource Capital Region (“CareerSource Capital Region”) under programs of the federal government for the year ended June 30, 2025 in accordance with the requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Because the Schedule presents only a selected portion of the operations of CareerSource Capital Region it is not intended to and does not present the financial position, changes in net assets, or cash flows of CareerSource Capital Region.

(2) **Summary of Significant Accounting Policies:**

Expenditures reported on the schedule are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in the Uniform Guidance, wherein certain types of expenditures are not allowed or are limited as to reimbursement.

(3) **De Minimis Indirect Cost Rate Election:**

CareerSource Capital Region has elected not to use the de minimis indirect cost rate as allowed under Uniform Guidance.

**INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL
REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF
FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH *GOVERNMENT
AUDITING STANDARDS***

To the Board of Directors,
Big Bend Jobs and Education Council, Inc. d/b/a CareerSource Capital Region:

We have audited, in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States (*Government Auditing Standards*), the financial statements of the governmental activities and each major fund of Big Bend Jobs and Education Council, Inc. ("CareerSource Capital Region") as of and for the year ended June 30, 2025, and the related notes to the financial statements, which collectively comprise CareerSource Capital Region's basic financial statements, and have issued our report thereon dated March 17, 2026.

Report on Internal Control Over Financial Reporting

In planning and performing our audit of the financial statements, we considered CareerSource Capital Region's internal control over financial reporting (internal control) as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of CareerSource Capital Region's internal control. Accordingly, we do not express an opinion on the effectiveness of CareerSource Capital Region's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees in the normal course of performing their assigned functions, to prevent, or detect and correct misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of CareerSource Capital Region's financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies and therefore, material weaknesses or significant deficiencies may exist that were not identified. We identified a certain deficiency in internal control, described in the accompanying schedule of findings and questions costs as item 2025-001, 2025-002, 2025-003, 2025-004, and 2025-005 that we consider to be material weaknesses.

Report on Compliance and Other Matters

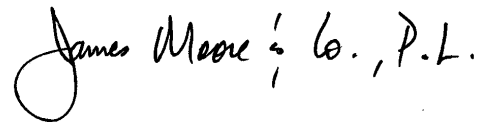
As part of obtaining reasonable assurance about whether CareerSource Capital Region's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

CareerSource Capital Region's Response to Findings

Government Auditing Standards requires the auditor to perform limited procedures on the CareerSource Capital Region's response to the findings identified in our audit and described in the accompanying schedule of findings and questioned costs. CareerSource Capital Region's response was not subjected to the other auditing procedures applied in the audit of the financial statements and, accordingly, we express no opinion on the response.

Purpose of This Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

James Moore & Co., P.L.

Tallahassee, Florida
March 17, 2026



INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH MAJOR FEDERAL PROGRAM AND REPORT ON INTERNAL CONTROL OVER COMPLIANCE IN ACCORDANCE WITH THE UNIFORM GUIDANCE

To the Board of Directors,
Big Bend Jobs and Education Council, Inc.
d/b/a CareerSource Capital Region

Report on Compliance for Each Major Federal Program

Opinion on Each Major Federal Program

We have audited Big Bend Jobs and Education Council, Inc.'s ("the Organization") compliance with the types of compliance requirements identified as subject to audit in the OMB *Compliance Supplement* that could have a direct and material effect on each of the Organization's major federal programs for the year ended June 30, 2025. The Organization's major federal programs are identified in the summary of auditors' results section of the accompanying schedule of findings and questioned costs.

In our opinion, the Organization complied, in all material respects, with the compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2025.

Basis for Opinion on Each Major Federal Program

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America (GAAS); the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States (*Government Auditing Standards*); the special audit guidance provided by the State of Florida Department of Commerce; and the audit requirements of Title 2 U.S. Code of Federal Regulations Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance). Our responsibilities under those standards and the Uniform Guidance are further described in the Auditors' Responsibilities for the Audit of Compliance section of our report.

We are required to be independent of the Organization and to meet our other ethical responsibilities, in accordance with relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on compliance for each major federal program. Our audit does not provide a legal determination of the Organization's compliance with the compliance requirements referred to above.

Responsibilities of Management for Compliance

Management is responsible for compliance with the requirements referred to above and for the design, implementation, and maintenance of effective internal control over compliance with the requirements of laws, statutes, regulations, rules and provisions of contracts or grant agreements applicable to the Organization's federal programs.

Auditors' Responsibilities for the Audit of Compliance

Our objectives are to obtain reasonable assurance about whether material noncompliance with the compliance requirements referred to above occurred, whether due to fraud or error, and express an opinion on the Organization's compliance based on our audit. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS, *Government Auditing Standards*, the special audit guidance provided by the State of Florida, Department of Commerce, and the Uniform Guidance will always detect material noncompliance when it exists. The risk of not detecting material noncompliance resulting from fraud is higher than for that resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Noncompliance with the compliance requirements referred to above is considered material, if there is a substantial likelihood that, individually or in the aggregate, it would influence the judgment made by a reasonable user of the report on compliance about the Organization's compliance with the requirements of each major federal program as a whole.

In performing an audit in accordance with GAAS, *Government Auditing Standards*, Uniform Guidance, and special audit guidance provided by the State of Florida Department of Commerce, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material noncompliance, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the Organization's compliance with the compliance requirements referred to above and performing such other procedures as we considered necessary in the circumstances.
- Obtain an understanding of the Organization's internal control over compliance relevant to the audit in order to design audit procedures that are appropriate in the circumstances and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control over compliance. Accordingly, no such opinion is expressed.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and any significant deficiencies and material weaknesses in internal control over compliance that we identified during the audit.

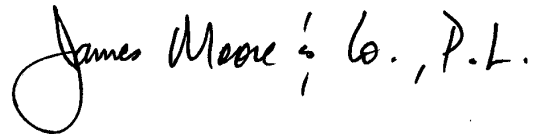
Report on Internal Control Over Compliance

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. *A material weakness in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the Auditors' Responsibilities for the Audit of Compliance section above and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies in internal control over compliance. Given these limitations, during our audit we did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above. However, material weaknesses or significant deficiencies in internal control over compliance may exist that were not identified.

Our audit was not designed for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, no such opinion is expressed.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

A handwritten signature in black ink that reads "James Moore & Co., P.L." The signature is written in a cursive style with a large, prominent initial 'J'.

Tallahassee, Florida
March 17, 2026

**BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
JUNE 30, 2025**

I. Summary of Auditors' Results:

Financial Statements

A. Type of audit report issued on the financial statements: *Unmodified*

Internal control over financial reporting:

- Material weakness(es) identified? X yes no
- Significant deficiency(ies) identified? yes X none reported

Noncompliance material to financial statements noted? yes X no

Federal Awards

Internal control over major Federal programs:

- Material weakness(es) identified? yes X no
- Significant deficiency(ies) identified? yes X none reported

Types of auditor's report issued on compliance for major Federal programs: *Unmodified*

Any audit findings that are required to be reported in accordance with 2 CFR 200.516(a)? yes X no

B. Identification of major programs:

Federal Program	Assistance Listing Number
Temporary Assistance to Needy Families	93.558
Dollar threshold used to distinguish between type A and type B programs:	\$750,000
Auditee qualified as low-risk auditee?	<u> X </u> yes <u> </u> no

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
JUNE 30, 2025
(Continued)

II. Financial Statement Findings:

2025-001 – Reconciliation of Account Balances and Prior Period Adjustment for Correction of Error

Criteria: During our testing of Florida Commerce grant funding and related balances, we noted several balances did not fully agree to the Subrecipient Enterprise Resource Application (SERA) balances. As such, we noted several adjustments were required to net position, refundable advances, and grants receivable with some adjustments were related to the current year and some were related to the prior year. This included a prior period adjustment to net position which was needed to correct errors relating to the prior year.

Condition: Year-end balances such as net position, refundable advances, and grants receivable should be reviewed and reconciled thoroughly at year-end.

Cause: The cause of the audit adjustments was due to insufficient review and reconciliation of these year-end general ledger account balances.

Effect: The effect was, had the audit adjustments not been proposed, there would have been misstatements of the general ledger account balances at year-end.

Recommendation: We recommend increasing review of year-end balances to verify all balances agree fully to the SERA grant summary report and to verify all required adjustments are made.

2025-002 – Improper Controls Over Cash Draws

Criteria: CareerSource's agreement with the Florida Department of Commerce (DOC) and its subgrantee award agreement states that auditors are required to test compliance with cash management requirements and to report any material problems. Cash management requirements further require that drawdowns of grant funds be properly authorized, reviewed, and supported to ensure that funds are requested only for allowable and incurred expenditures and that adequate internal controls are maintained. During our testing of controls and compliance over cash draws, we noted that cash draws were not subject to documented independent review and approval.

Condition: For 8 of 8 cash draws selected for testing, we noted that the former CFO both prepared and submitted the cash draw request, with no evidence of secondary review or approval by the former CEO or other authorized personnel. There was no documented evidence of independent oversight over the draw process.

Cause: The cause was inadequate internal controls over cash management procedures, including a lack of segregation of duties and absence of a formalized approval process for grant drawdowns.

Effect: The lack of independent review increases the risk of improper cash draws. The Organization was not following cash management control expectations and increased its risk of requesting funds that were unsupported, inaccurate, or not in alignment with allowable expenditures.

Recommendation: We recommend the Organization implement and document a formal review and approval process for all grant cash draws, ensuring that preparation and submission functions are segregated and that an independent, authorized individual reviews and approves each draw in accordance with DOC compliance guidelines and the Organization's internal control policies.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
JUNE 30, 2025
(Continued)

2025-003 – Improper Disbursement Approval and Lack of Segregation of Duties

Criteria: Management is responsible for establishing and maintaining effective internal controls over disbursements, including proper review and approval of all reimbursements and vendor payments and adequate segregation of duties. During our testing of additional cash disbursements in response to the tentative and preliminary report issued by the Florida Department of Commerce Office of Inspector General (OIG), we noted multiple instances where expense reimbursements to the former CEO and CFO and other vendor disbursements lacked documented approval. We further noted instances where the former CFO was both the individual receiving reimbursement and the individual approving invoices, with no evidence of independent review. Additionally, we identified travel reimbursements paid to the former CEO without evidence of independent review and approval.

Condition: Disbursements and reimbursements were processed without proper documented approval per Organization written policy, and in certain cases, the individual receiving payment also approved the transaction. There was no evidence that another qualified individual reviewed and approved these transactions, including reimbursements to executive leadership.

Cause: The cause was inadequate segregation of duties and the absence of clearly defined and enforced approval procedures, including executive-level reimbursements. Written policies did not sufficiently address independent review requirements for CEO reimbursements or prevent self-approval of disbursements.

Effect: The Organization was exposed to an increased risk of unauthorized, improper, or unsupported disbursements. The lack of segregation of duties and independent review weakens internal control over financial reporting and increases the risk of material misstatement or misappropriation of assets.

Recommendation: We recommend the Organization strengthen internal controls by requiring documented independent review and approval for all reimbursements and disbursements, ensuring that individuals do not approve payments made to themselves. We also recommend formally incorporating into written policy a requirement that CEO reimbursements be reviewed and approved by an independent party, such as the Board Chair or another designated board member.

2025-004 – Improper Safeguarding of Assets

Criteria: Management is responsible for establishing and maintaining effective internal controls to ensure that Organization assets are properly safeguarded and that purchases are billed to and delivered to authorized Organization locations. During our testing of additional cash disbursements in response to the tentative and preliminary report issued by the OIG, we noted multiple instances where prepaid gas cards were billed and shipped directly to the former CFO's personal residence. We further noted several purchases, primarily from Amazon, that were shipped to the personal residences of the former CFO or CEO, as well as instances where items were billed directly to a personal residence rather than the Organization, including one instance involving the Director of Human Resources.

Condition: Organization assets and purchased items were billed to and delivered at personal residences rather than authorized Organization locations. These practices indicate that assets were not consistently safeguarded and that controls surrounding billing and shipping procedures, particularly for remote workers, were insufficient.

Cause: The cause was a lack of sufficient controls over the safeguarding of assets, particularly in relation to remote work arrangements, and inadequate enforcement of policies requiring Organization purchases to be billed to and delivered at authorized Organization locations.

BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
JUNE 30, 2025
(Continued)

Effect: Organization assets were not properly safeguarded and were exposed to an increased risk of misappropriation, misuse, or loss. The use of personal addresses for billing and shipping also weakens accountability and impairs the Organization’s ability to maintain an effective audit trail over assets and Organization supplies.

Recommendation: We recommend the Organization strengthen controls over asset safeguarding by requiring all purchases to be billed to and shipped to authorized Organization locations, prohibiting the use of personal addresses or information for Organization transactions, and establishing clear policies governing remote work and the custody of Organization assets.

2025-005 – Lack of Business Purpose and Lack of Sufficient Documentation

Criteria: Management is responsible for establishing and maintaining effective internal controls to ensure that all disbursements are properly authorized, supported by adequate documentation, and clearly demonstrate a legitimate business purpose. During our testing of additional cash disbursements in response to the tentative and preliminary report issued by the OIG, we noted multiple instances where disbursements and personnel reimbursements lacked sufficient supporting documentation and did not clearly define the business purpose of the expenditure. For certain reimbursements to the former CFO, we were unable to ascertain whether the transactions were for Organization purposes or personal use. We further noted the use of a personal Yahoo email account for Organization business and payments made in cash without a sufficient audit trail.

Condition: Multiple disbursements and reimbursements were processed without adequate documentation to substantiate the charges or clearly identify the related business purpose. In certain instances, the supporting documentation was insufficient to determine whether the expense was organizational or personal in nature. Additionally, certain Organization business communications were conducted through a personal email account, and some cash payments lacked a clear supporting trail.

Cause: The cause was inadequate oversight and enforcement of existing documentation and approval policies, as well as a lack of clear controls prohibiting the use of personal accounts and informal payment methods for Organization business.

Effect: The effect was that Organization funds spent could not be clearly identified with Organization activities, potentially exposing the Organization to misappropriation of assets or noncompliance with Florida DOC requirements.

Recommendation: We recommend that the Organization strengthen internal controls by requiring detailed supporting documentation and explicit business purpose for all disbursements and reimbursements, prohibiting the use of personal email accounts and other personal information for Organization business, enhancing independent review of executive-level reimbursements, and implementing improved documentation and retention procedures to ensure a complete audit trail for all payments.

III. Federal Award Findings and Questioned Costs:

None.

IV. Summary Schedule of Prior Year Findings:

There were no audit findings for the year ended June 30, 2024.

V. Corrective Action Plan:

See the Organization’s Response to Findings on page 36.

**BIG BEND JOBS AND EDUCATION COUNCIL, INC.
D/B/A CAREERSOURCE CAPITAL REGION
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
JUNE 30, 2025
(Continued)**

V. State of Florida, Department of Commerce (DOC) Reporting Requirements:

1.	Timely reconciliation between the general ledger accounting system and the Subrecipient Enterprise Resource Application (SERA) maintained by the DOC.	Yes
2.	Annual reconciliation to year-end financial records must include the following:	Yes
a.	Each federal award passed through DOC balanced by the individual DOC NFA ID# since each NFA is required to be a self-balancing set of accounts.	Yes
b.	Net assets of each federal award equaled zero.	No, see 2025-006 below
c.	Federal awards did not have negative cash balances without sufficient explanation.	Yes
d.	All cost pools were allocated to their final cost objectives.	Yes
3.	Application of indirect cost rate agreements negotiated with the federal cognizant agency or DOC had no areas of noncompliance noted.	Yes
4.	Federal cash management processes complied with DOC requirements.	No, see 2025-007 below

2025-006 – Net assets for Federal Awards

During our testing of the Florida Department of Commerce (DOC) requirements, we noted that the Organization had the following noncompliance: multiple federal awards had nets assets which did not equal zero. This was due to the Organization’s current set up of the chart of accounts. We recommend that the Organization ensure that any grants which have been closed out from prior years do not continue to show net assets in subsequent years.

2025-007 – Improper Approval of Cash Draws

During our testing of the Florida Department of Commerce (DOC) requirements, we noted that the Organization had the following noncompliance: multiple instances of cash draws not being properly approved. This was due to the former CFO not leaving any physical or documented approvals behind for cash draws completed before year-end before separation of employment subsequent to year end. We recommend that the Organization ensure that all DOC cash draws are properly substantiated by documented approvals at the time of the draw and retain for reference and documentation.



Management's Response to Findings

2025-001 – Reconciliation of Account Balances

- Management concurs with the finding. CareerSource Capital Region has strengthened its month-end and year-end close procedures to ensure general ledger balances are fully reconciled to the Florida Department of Commerce Subrecipient Enterprise Resource Application (SERA) grant summary reports. Management has implemented a documented reconciliation checklist for grants receivable, refundable advances/unearned revenue, and net position/fund balance; and will perform a final tie-out to SERA prior to issuance of year-end financial reports. These procedures are in effect for the current fiscal year and will be monitored by the Finance Director with periodic reporting to executive leadership.

2025-002 – Improper Controls Over Cash Draws

- Management concurs with the finding. CareerSource Capital Region has implemented a formal cash draw review and approval process to ensure drawdowns are supported by allowable, incurred expenditures and are independently reviewed prior to submission. Draw packages now include supporting expenditure detail and documented approval by an authorized reviewer who is not involved in preparation. Draw documentation is retained in a centralized repository in accordance with record retention requirements. These controls are effective immediately.

2025-003 – Improper Disbursement Approval & Lack of Segregation of Duties

- Management concurs with the finding. CareerSource Capital Region has revised its disbursement and reimbursement approval procedures to reinforce segregation of duties and ensure independent review for all payments, including executive reimbursements. Reimbursements and vendor payments now require documented approval by an authorized approver who is not the payee and not the preparer, and the accounting function will not process transactions without complete approval documentation. Executive-level reimbursements are subject to an additional independent approval consistent with governance expectations (e.g., designated Board officer or designee), and self-approval is prohibited. These requirements have been communicated to staff, incorporated into processing checklists, and are effective immediately.

2025-004 – Improper Safeguarding of Assets

- Management concurs with the finding. CareerSource Capital Region has strengthened controls over the safeguarding of assets and purchasing delivery requirements. Purchases are required to be billed to and shipped to approved CareerSource Capital Region locations, and the use of personal addresses for organization transactions is prohibited. Purchasing and receiving procedures have been re-communicated to staff and will be monitored by the Finance Director.

2025-005 – Lack of Business Purpose and Lack of Sufficient Documentation

- Management concurs with the finding. CareerSource Capital Region has reinforced documentation standards to ensure every disbursement and reimbursement includes adequate support and a clear business purpose. Payment requests must include itemized source documentation (e.g., invoices, receipts, agendas/attendee lists when applicable), a statement of business purpose tied to programmatic or administrative need, and evidence of independent approval prior to processing. CareerSource Capital Region has also prohibited the use of personal email accounts for organization business and limited payment methods to those that provide an auditable trail, with all supporting documentation retained in a centralized electronic filing structure. These controls are effective immediately, and management will perform periodic spot-checks to verify completeness and consistency.



March 17, 2026

To the Board of Directors of
Big Bend Jobs and Education Council, Inc.:

We have audited the financial statements of Big Bend Jobs and Education Council, Inc. (the Organization) as of and for the year ended June 30, 2025, and have issued our report thereon dated March 17, 2026. Professional standards require that we advise you of the following matters relating to our audit.

Our Responsibility in Relation to the Financial Statement Audit

As communicated in our engagement letter dated April 9, 2025, our responsibility, as described by professional standards, is to form and express an opinion(s) about whether the financial statements that have been prepared by management with your oversight are presented fairly, in all material respects, in accordance with accounting principles generally accepted in the United States of America. Our audit of the financial statements does not relieve you or management of your respective responsibilities.

Our responsibility, as prescribed by professional standards, is to plan and perform our audit to obtain reasonable, rather than absolute, assurance about whether the financial statements are free of material misstatement. An audit of financial statements includes consideration of the system of internal control over financial reporting as a basis for designing audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control over financial reporting. Accordingly, as part of our audit, we considered the system of internal control of the Organization solely for the purpose of determining our audit procedures and not to provide any assurance concerning such internal control.

We are also responsible for communicating significant matters related to the audit that are, in our professional judgment, relevant to your responsibilities in overseeing the financial reporting process. However, we are not required to design procedures for the purpose of identifying other matters to communicate to you.

Planned Scope and Timing of the Audit

We conducted our audit consistent with the planned scope and timing we previously communicated to you.

Compliance with All Ethics Requirements Regarding Independence

The engagement team, others in our firm, as appropriate, our firm, and our network firms have complied with all relevant ethical requirements regarding independence.

We have applied safeguards related to our preparation of the Organization's financial statements, Form 990, Data Collection Form, depreciation schedule, lease balances, and any cash to accrual adjustments, including, but not limited to, an assessment of management's skills, knowledge, and experience.

Significant Risks Identified

We have identified the following areas that are considered to be significant risks for the Organization and were tested during the audit. There were no modifications to the risks identified during the audit and no findings noted in these areas:

- Improper revenue recognition is considered an inherent risk according to GAAS
- Management override of controls is considered an inherent risk according to GAAS
- Improper use of grant funds and submitting for reimbursement on improper expenditures is considered a specific risk

Qualitative Aspects of the Entity's Significant Accounting Practices

Significant Accounting Policies

Management has the responsibility to select and use appropriate accounting policies. A summary of the significant accounting policies adopted by the Organization is included in Note 1 to the financial statements. There has been no initial selection of accounting policies and no changes in significant accounting policies or their application during 2025 other than the implementation of Government Accounting Standards Board (GASB) Statement No. 101, *Compensated Absences*. No matters have come to our attention that would require us, under professional standards, to inform you about (1) the methods used to account for significant unusual transactions and (2) the effect of significant accounting policies in controversial or emerging areas for which there is a lack of authoritative guidance or consensus.

Significant Accounting Estimates and Related Disclosures

Accounting estimates and related disclosures are an integral part of the financial statements prepared by management and are based on management's current judgments. Those judgments are normally based on knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ markedly from management's current judgments. No significant accounting estimates noted.

Financial Statement Disclosures

Certain financial statement disclosures involve significant judgment and are particularly sensitive because of their significance to financial statement users. The most sensitive disclosures affecting the Organization's financial statements relate to:

- Note 6 – Leases
- Note 8 – Related Parties
- Note 10 – Contingencies
- Note 13 – Significant Funding Source

Significant Unusual Transactions

For purposes of this communication, professional standards require us to communicate to you significant unusual transactions identified during our audit. We identified no significant unusual transactions as a result of our audit procedures.

Significant Difficulties Encountered during the Audit

We encountered no significant difficulties in dealing with management relating to the performance of the audit.

Uncorrected and Corrected Misstatements

For purposes of this communication, professional standards also require us to accumulate all known and likely misstatements identified during the audit, other than those that we believe are trivial, and communicate them to the appropriate level of management. Further, professional standards require us to also communicate the effect of uncorrected misstatements related to prior periods on the relevant classes of transactions, account balances or disclosures, and the financial statements as a whole and each applicable opinion unit. There were no such uncorrected financial statement misstatements whose effect in the current period, as determined by management, were immaterial, both individually and in the aggregate, to the financial statements taken as a whole. See below for uncorrected financial statement misstatements whose effects in the current and prior periods, as determined by management, are immaterial, both individually and in the aggregate, to the financial statements taken as a whole and to the applicable opinion units. Uncorrected misstatements or matters underlying those uncorrected misstatements could potentially cause future-period financial statements to be materially misstated, even though the uncorrected misstatements are immaterial to the financial statements currently under audit.

- None

In addition, professional standards require us to communicate to you all material, corrected misstatements that were brought to the attention of management as a result of our audit procedures. The following material misstatements that we identified as a result of our audit procedures were brought to the attention of, and corrected by, management:

- Prior period adjustment of approximately \$131,000 to adjust grants receivable and net position as needed to agree to SERA balances and to correct prior period error.
- Current period adjustment of approximately \$62,000 to net position, grants receivable, unearned revenue, and loss on disposal to agree to SERA balances.

Disagreements with Management

For purposes of this letter, professional standards define a disagreement with management as a matter, whether or not resolved to our satisfaction, concerning a financial accounting, reporting, or auditing matter, which could be significant to the Organization's financial statements or the auditors' report. No such disagreements arose during the course of the audit.

Circumstances that Affect the Form and Content of the Auditor's Report

For purposes of this letter, professional standards require that we communicate any circumstances that affect the form and content of our auditors' report. We identified no such circumstances.

Representations Requested from Management

We have requested certain written representations from management, which are included in the attached management representation letter dated March 17, 2026.

Management's Consultations with Other Accountants

In some cases, management may decide to consult with other accountants about auditing and accounting matters. Management informed us that, and to our knowledge, there were no consultations with other accountants regarding auditing and accounting matters.

Other Significant Matters, Findings, or Issues

In the normal course of our professional association with the Organization, we generally discuss a variety of matters, including the application of accounting principles and auditing standards, significant events or transactions that occurred during the year, operating and regulatory conditions affecting the entity, and operational plans and strategies that may affect the risks of material misstatement. None of the matters discussed resulted in a condition to our retention as the Organization's auditors.

Our responsibility also includes communicating to you any information which we believe is a material misstatement of fact. Nothing came to our attention that caused us to believe that such information, or its manner of presentation, is materially inconsistent with the information, or manner of its presentation, appearing in the financial statements. We had the following recommendation:

Hotel/Lodging Support – Per the Organization's Policy & Procedure Manual, hotel expenses over \$149 per night require additional justification. During our testing of additional cash disbursements in response to the tentative and preliminary report issued by the Florida Department of Commerce Office of Inspector General, we noted that for two selections, the CEO's hotel/lodging cost was greater than \$149. Per review of support, there was no additional justification for this in the supporting documentation. We recommend the Organization ensure that additional justification is explicitly documented for any stays over the policy amounts.

This report is intended solely for the information and use of the Board of Directors and management of Big Bend Jobs and Education Council, Inc. and is not intended to be and should not be used by anyone other than these specified parties.

Very truly yours,



JAMES MOORE & CO., P.L.



REQUEST FOR PROPOSAL

ONE-STOP OPERATOR

RFP # 2025-03

ISSUE DATE: March 25, 2026

PROPOSALS DUE: May 6, 2026, by 4:00 P.M.

CONTACT:

Keantha B. Moore, Chief Executive Officer
CareerSource Capital Region
2910 Kerry Forest Parkway
D4-273
Tallahassee, Florida 32309
Telephone Number: (850) 617-4601
keantha.moore@careersourcecapitalregion.com

I. INTRODUCTION

CareerSource Capital Region (CSCR) is one of 21 Local Workforce Development Boards (LWDB) that make up the CareerSource Florida network in the State of Florida, which is part of the American Job Center (AJC) system. In keeping with CareerSource Florida's branding standards, AJCs in Florida are referred to as career centers and will hereby be referred to as career centers in this RFP. CSCR is governed by a Board of Directors comprised of volunteers from Gadsden, Jefferson, Leon and Wakulla Counties who represent private-sector employers, labor, economic development, education, community-based organizations and state agencies. Joint oversight is provided through an inter-local agreement between CSCR and Gadsden, Jefferson, Leon and Wakulla Counties Board of County Commissioners.

Through two comprehensive one-stop career centers and several specialized access points, CSCR provides workforce development services for career seekers and employers focused on matching talent with employer demand. CSCR provides the framework for a local workforce preparation network that is quality focused, employer driven, and customer centered. This framework is designed to assist individuals with barriers and increase access to employment, education, training and support so they may succeed in the labor market. Targeted populations include economically disadvantaged individuals including youth, people with disabilities, long-term unemployed, returning citizens (ex-offenders), underemployed and veterans.

CareerSource Capital Region's strategic goals include, but are not limited to, the following:

- Develop and maintain a streamlined Integrated Service Delivery (ISD) model to support employer's talent needs.
- Improve the effectiveness of service delivery to our customers - employers and career seekers.
- Attract, develop and retain top talent to provide for the workforce needs of employers in the region.
- Develop and improve community partnerships that enhance workforce development.
- Ensure that the community understands and recognizes our value and services.
- Champion work-based learning by engaging and educating parents of school-aged children.
- Improve awareness of CSCR in the general business community, beyond the sectors through three tactics: Extensive involvement at business networking events, Investment "cafeteria menu", and collaborating with the Economic Development Organizations.

For more information about CSCR's mission, vision, values and board of directors, please visit the CSCR website at www.careersourcecapitalregion.com.

II. BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) sets forth a vision for the workforce development system to operate as a comprehensive, integrated, streamlined system that aligns with the needs of business and is a force in helping stimulate local economies. Therefore, under WIOA, the career centers are required to partner with a range of federally funded employment and training programs to promote the coordination of services on behalf of job seekers and businesses. The programs and funding streams already integrated and delivered through CSCR's career centers are as follows:

- WIOA Title I Adult, Dislocated Worker, and Youth Programs
- Wagner-Peyser (WP) Employment Services
- Jobs for Veterans State Grant (JVSG)
- Trade Adjustment Assistance (TAA)
- Reemployment Services and Eligibility Assessment (RESEA)

- Temporary Assistance for Needy Families (TANF) Programs / Welfare Transition (WT) in Florida
- Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T)

Other mandated partners are as follows:

- Family Literacy and Adult Education Act
- Vocational Rehabilitation
- Career and Technical Education
- Community Services Block Grant
- Second Chance Act
- Department of Housing and Urban Development

Inclusive of the requirements under WIOA is the necessity to competitively select a One-Stop Operator (OSO) to support the implementation of services within the career center (one-stop delivery) system locally. Therefore, LWDBs are required to define the role of an OSO and competitively procure the entity or entities as set forth in sec. 121 (d) (2) (a) of WIOA.

CareerSource Capital Region, per 20 CFR 678.620 requires, at a minimum, that the OSO must coordinate the service delivery of the required one-stop partners and service providers.

III. ONE-STOP OPERATOR QUALIFICATIONS

The OSO must be a single entity or multiple entities working together to form a consortium. If the consortium is comprised of One Stop Career Center partners, it must include a minimum of three (3) One Stop Career Center partners in 20 CFR 678.400. The OSO may be:

- A public, private, for-profit, or non-profit organization.
- An institution of higher education.
- A government agency.
- A community based, non-profit organization.

CSCR seeks a Respondent that meets the following qualifications:

- Possess a strong business acumen and professional presence.
- Strong, demonstrated experience (3-5 years) facilitating large, diverse stakeholder groups to a common goal or outcome is expected. The ability to remain a neutral facilitator will be critical.
- Ability to work with various demographics in the CSCR operating area (Gadsden, Jefferson, Leon and Wakulla Counties).
- Possess an understanding of WIOA.
 - Similarly, a general understanding of the local workforce system and its stakeholders is preferred.
- Has provided services similar in nature and complexity, with at least one organization, within the past five (5) years.
- Experience in meeting agenda development, planning, and execution.
- Ability to work closely with CSCR administrative staff to monitor the system's strategic objectives and make recommendations for system continuous improvements.
- Be licensed to conduct business in the state of Florida.

CSCR requires the Respondent to be organized in accordance with state and federal law and in business for

at least one year.

No person, affiliate, or entity may submit a response or be awarded under contract if:

- Placed on the convicted Proposer list following a conviction for a public entity crime, for a period of 36 months from the date of being placed on the convicted Proposer list.
- Has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency.
- Has not complied with an official order of any agency of the state of Florida or the United States Department of Labor to repay disallowed costs incurred during its conduct of projects, programs, or services.
- Previous contract(s) with CSCR have been terminated for cause.

IV. METHOD OF SOLICITATION

A Request for Proposal (RFP) is a solicitation method that ensures open competition to maximize the likelihood of receiving exemplary proposals. Notice of this RFP will be posted on CSCR's website at: <https://www.careersourcecapitalregion.com/about/request-for-proposal>, shared via CSCR's social media channels, and sent via email to organizations on the CSCR Bidder's List.

V. CONTRACT TERM

The expected contract(s) awarded under this RFP solicitation will start on July 1, 2026, through June 30, 2027, and can be reviewed for renewal annually, for three additional one-year periods, as allowed by Florida Statutes, based on performance. CSCR reserves the option to modify contract(s) on a year-to-year basis for an additional three years.

VI. FUNDING

The Respondent is responsible for proposing a reasonable total cost for delivering the services described in this RFP. Funding during the contract period may be adjusted due to changes in funding received by CSCR. Funding for this solicitation comes from the following sources:

- WIOA Adult
- WIOA Dislocated Worker
- WIOA Youth
- WP
- TANF/WT
- SNAP E&T
- RESEA

The actual amount of the contract award will be based on the proposed budgets, availability of funds, and the standards for the use of public funds, and is not expected to exceed \$50,000. All costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories and in accordance with 2 CFR 200.

VII. PROCESS AND TIMETABLE

1. Timetable

Critical Date	Time	Procurement Action
March 25, 2026	n/a	RFP issued by CareerSource Capital Region
April 8, 2026	4:00 p.m.	Deadline for questions/requests for clarification
April 13, 2026	n/a	Answers to questions posted at www.careersourcecapitalregion.com
April 27, 2026	4:00 p.m.	Deadline for Proposal submittal
May 14, 2026	Noon	Board of Directors' approval
June 15, 2026	n/a	The target date for contract execution
July 1, 2026	n/a	Provision of services begins

**Note: All times shown are Eastern Daylight Time (EDT).

The above timeline is the schedule of events identifying key actions and the dates/times which the action must be taken. CareerSource Capital Region reserves the right to adjust the schedule or to extend any published deadline in this RFP when it is in the best interest of CSCR. Changes will be communicated via the CSCR website - <https://www.careersourcecapitalregion.com/about/request-for-proposal>.

2. Questions and Requests for Clarification

All questions/requests for clarification must be submitted and **received** in writing via email by April 8, 2026 not later than 4:00 PM EDT to: procurement@careersourcecapitalregion.com

Verbal questions/requests for clarification shall not be accepted. Further, CSCR reserves the right to reject any or all requests for clarification, in whole or in part. All responses to written questions/requests for clarification that are accepted by CSCR will be posted to the CareerSource Capital Region website by April 13, 2026 at: <https://www.careersourcecapitalregion.com/about/request-for-proposal>. It is the responsibility of the Respondent to monitor the CSCR website for updates.

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VIII. SCOPE OF SERVICES

This scope of services outlines the Statement of Work (SOW) and establishes the expectations, responsibilities, and deliverables for the One-Stop Operator (OSO) for CareerSource Capital Region (CSCR). The OSO, serving in a consultative and coordination role, will support the local workforce system in aligning and optimizing services across partners to achieve CSCR's service delivery vision and performance goals. CSCR shall designate an OSO in accordance with 20 CFR 678.605-678, 625, Section 445-0009, F.S., and applicable state policies. For purposes of this RFP, CareerSource Capital Region defines the basic role of a One-Stop Operator as an entity that will coordinate the service delivery of participating one-stop partners and service providers within the CSCR career centers.

CareerSource Capital Region is seeking an organization with expertise and established track record for providing services required of a One-Stop Operator. The selected entity will be responsible for working with CSCR to assure that CSCR is coordinating services across program lines and with other organizations required by the Workforce Innovation and Opportunity Act (WIOA).

The One-Stop Operator selected under this RFP will:

1. Strategically coordinate all mandatory and optional partners across the four counties represented by CareerSource Capital Region as required by WIOA, and whose responsibilities will not include service delivery. The OSO will work with CSCR to meet all state and federal requirements.
2. Coordinate the service delivery of the required and additional one-stop partners and service providers as prescribed by WIOA sec. 121(b)(1)(B), 20 CFR 678.400, 34 CFR 361.400 and 34 CFR 463.400.
3. Work with CSCR to coordinate mandatory and additional partners across the one-stop delivery system, with priority placed on the comprehensive career centers in Leon and Wakulla counties. The coordination of programs will include:
 - a. Workforce development programs directly administered by CSCR and its provider of workforce development services (WIOA Adult, DW, Youth; Wagner-Peyser; Jobs for Veterans State Grant; Migrant and Seasonal Farmworker; Trade Adjustment Assistance; TANF/WT; RESEA; SNAP E&T).
 - b. Mandatory partner programs such as Job Corps, Adult Education and Family Literacy Act, Vocational Rehabilitation, Division of Blind Services, Senior Community Service Employment, Career and Technical Education, Community Services Block Grant, Department of Housing and Urban Development, Reemployment Assistance, and Second Chance Act.
 - c. Additional partner programs included in 20 CFR 378.410, as appropriate.
4. Work with CSCR to develop, update and track Memoranda of Understanding (MOU) and Infrastructure Funding Agreements (IFA) to maintain compliance with mandatory partners. Ensure timely execution of MOUs and IFAs to prevent gaps in service delivery. Tracking shall include monitoring partner activity supporting the IFA, identifying MOU deficiencies or gaps that hinder optimal seamless service delivery; and recommending modifications, when needed.
5. Serve as the primary point of contact for the Crosswalk agency to agency referral system for CSCR mandatory and other partners. Facilitate conversations and engagement with CSCR partners to support, increase and maintain the use of Crosswalk.
6. Work with CSCR to identify and coordinate other partners such as local community-based organizations that have shared customers and are aligned to CSCR's mission, vision and values.

- a. Assist CSCR with developing Memorandums of Agreement (MOA) to formalize other partnerships; align with CSCR on the MOA template to be used.
 - b. Support CSCR's Affiliate Site Partnership initiatives including, recruitment, management and certification of affiliate sites. At least annually each affiliate site must be certified to retain its affiliate status.
- 7. Create and maintain an up-to-date list of partners and the agreed upon service offering and referral processes. Coordinate with CSCR leadership to publish on organization's website. Maintain up-to-date contact information and descriptions of services.
- 8. Coordinate, schedule and facilitate quarterly meetings with one-stop partners through CSCR's Partners' Council to promote Crosswalk usage, share information, discuss strategies to positively impact employment outcomes for shared clients, and problem solve collaboration issues. Meetings may be conducted virtually or in person with at least one in-person meeting per year.
- 9. Participate in CSCR community or stakeholder strategic meetings related to partners' service delivery needs and design, as needed.
- 10. Manage, track and oversee a career seeker customer experience program.
 - a. Utilize continuous process improvement methodologies to evaluate customer satisfaction and delivery of services to customers of career centers; identify deficiencies or gaps in communications, referrals, and other links that hinder optimal, seamless service delivery; recommend strategies for improvement; and identify successes and best practices.
 - b. Recommend customer experience tools, delivery systems and procedures for consideration by CSCR senior leadership.
 - c. Provide monthly reports on the results/responses from the approved customer experience tools sorted by career center, staff, and program.
 - d. Review customer comments, identifying trend data that allows for continuous improvement; making recommendations to CSCR senior leadership for service delivery process changes that address unfavorable customer experiences/comments.
 - e. Provide monthly customer comments (quotes) for use by CSCR for marketing purposes.
- 11. Provide written quarterly reports and/or presentations to CSCR's Board of Directors and select committees; attend at least one full Board of Directors meeting in person. Written quarterly reports should describe activities conducted (meetings, partnerships, MOA/MOU execution, customer satisfaction survey results, mandatory partner engagement (Crosswalk activity, referral activity), partner strategies to coordinate and deliver services, partner success stories, and highlights of services coordination efforts.
- 12. In carrying out the role, the OSO must:
 - a. Disclose any potential conflicts of interest arising from the relationships of the one-stop operators with training service providers or other service providers, including but not limited to, career services providers.
 - b. In coordinating services and serving as a one-stop operator, refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services.
 - c. Comply with federal regulations, and procurement policies, relating to the calculation and use of profits.

IX. Narrative Questions and Responses (Limit 7 pages)

Respondents are advised to review all parts of this RFP to provide context for the following narrative questions. In addition to the questions noted below, responses should clearly define how the respondent plans to successfully provide the services noted in the Scope of Services section above. Please include the question before each of your responses.

- a.** Scope of Services VIII.1– VIII.3: Describe your approach to strategically coordinating mandatory and optional partners and coordinating the service delivery of required and additional one-stop partners and service providers across CSCR’s one-stop delivery system. Include how you will facilitate communication, referrals, and issue resolution to promote seamless customer access and partner alignment.
- b.** Scope of Services VIII.4: Describe how you will work with CSCR to develop, update, and track MOUs and IFAs, ensure timely execution to prevent gaps in service delivery, monitor partner activity supporting the IFA, identify deficiencies/gaps, and recommend modifications when needed.
- c.** Scope of Services VIII.5: Describe your experience with referral systems and your plan to serve as the primary point of contact for the Crosswalk agency-to-agency referral system. Include how you will increase and maintain partner engagement and use of Crosswalk, and how you will track usage and improve referral outcomes.
- d.** Scope of Services VIII.6 and VIII.6.a: Describe how you will identify and coordinate other partners (e.g., community-based organizations) aligned to CSCR’s mission, vision, and values, and how you will assist CSCR with developing MOAs to formalize other partnerships (including alignment on the MOA template to be used).
- e.** Scope of Services VIII.6.b: Describe your approach and past success in supporting affiliate site partnership initiatives or similar activities, including recruitment, management, and annual certification/recertification activities. Include how you will help CSCR track status and maintain documentation needed to retain affiliate site designation.
- f.** Scope of Services VIII.8: Describe your experience coordinating, scheduling, and facilitating quarterly partner meetings (virtual and in-person). Include your approach to agenda development, documenting outcomes (e.g., minutes/action items), and follow-up to promote collaboration, share information, discuss strategies to improve outcomes for shared clients, and problem-solve collaboration issues.
- g.** Scope of Services VIII.9: Describe your experience participating in and supporting community or stakeholder strategic meetings related to partners’ service delivery needs and design. Include how you will help CSCR and partners identify opportunities to strengthen coordination, streamline processes, and improve outcomes for shared customers.
- h.** Scope of Services VIII.10: Describe your approach to managing, tracking, and overseeing a career seeker or other customer experience program, including continuous process improvement methods to evaluate customer satisfaction and service delivery, identifying gaps in communications/referrals, recommending strategies for improvement, and identifying successes/best practices.
- i.** Scope of Services VIII.11: Describe your approach to providing written quarterly reports and/or

presentations to Boards of Directors and committees. Include what you will report on (e.g., meetings, partnerships, MOA/MOU/IFA status, Crosswalk/referral activity, customer satisfaction results, partner strategies, success stories, and highlights of coordination efforts) and how you will communicate risks, issues, and recommendations.

- j. Scope of Services VIII.12.a: Describe how you will maintain neutrality and avoid conflicts of interest while coordinating among partners and service providers. Include how you will disclose potential conflicts of interest and handle disagreements or competing priorities while remaining an impartial facilitator.

X. RESPONSE SUBMITTAL

A. General Guidelines

Below are the items that CSCR considers critical to responsiveness in a proposal. Failure to meet any of these stipulations will result in non-responsiveness and your proposal will be disqualified.

CSCR must receive all proposals no later than Thursday, April 27, 2026 at 4:00 PM EDT. Any proposal received later than the specified time will not be considered in CSCR's evaluation process. Facsimiles will not be accepted.

Acceptable proposals shall, at a minimum, meet the specifications contained in this RFP. Respondents are responsible for determining all factors necessary for the preparation of informative, responsive proposals. Proposals should demonstrate methods, strategies and expertise to accomplish the tasks identified in the Scope of Services.

CSCR is not seeking elaborate proposals. Brief narratives are requested that specify and clearly define the proposed services and document qualifications. Responses should illustrate experience with populations targeted and an in-depth knowledge of the fiscal, administrative and programmatic requirements of the multiple funding streams utilized by CSCR.

Proposals must be received electronically, via email, and must include all proposal information and attachments, including last available audit. Proposals without all required forms, as specified in the RFP, will not be considered in CSCR's evaluation process.

All narratives must fit on 8 ½ x 11" plain white paper, typed in 12-point font size, and double spaced with margins of 1" on each side.

Each page of the proposal should be numbered sequentially. These page numbers should then be reflected on your table of contents.

Proposals must include completed versions of Attachments A, B, and C, along with signatures and initials where required.

B. Authorized Signature

An official authorized to legally bind the applicant organization must sign the proposal:

- Attachment A: Proposal Cover Sheet

- Attachment B: Representations and Certifications

Proposals must also include the name of the contact person of the applicant organization during the period of proposal evaluation if different from the signatory official.

C. Limitation

CSCR is requesting proposals with the intent of awarding a contract for the requirements contained in this RFP. However, CSCR is not obligated to award a contract on this solicitation and reserves the right to reject any and all proposals. This RFP does not commit or obligate CSCR to pay any costs incurred in the preparation or presentation of a proposal to this RFP, to pay for any costs incurred in advance of the execution of a contract or to procure or contract for services or supplies.

CSCR reserves the right to cancel in part, or in its entirety, this RFP if it is in the best interest of CSCR to do so. CSCR may require the bidder(s) selected to participate in negotiations or to submit revisions of their proposals.

D. Acceptance of Proposals

CSCR must receive all proposals no later than April 27, 2026 at 4:00 p.m. EDT. Deliver proposals via email to: procurement@careersourcecapitalregion.com

CSCR will not accept any changes, modifications or additions to the proposals after the deadline for submitting the proposals has passed. Any addendums submitted by the respondent prior to the April 27, 2026 deadline must have the word "Addendum" clearly marked in the file name and the subject line of the submission email.

CSCR reserves the right to waive any minor technical irregularity.

E. Withdrawal of a Proposal

Any organization that has submitted a proposal to CSCR on or before April 27, 2026 at 4:00 p.m. EDT and who finds it necessary to withdraw their proposals must submit their request in writing to CSCR.

All proposals become the property of CSCR and will be a matter of public record subject to the provisions of WIOA and of Chapter 119, Florida Statutes. However, public access is not allowed if: (a) disclosure of information would constitute a clearly unwarranted invasion of personal privacy; and (b) the information constitutes a trade secret, or commercial or financial information that is obtained from a person that is privileged or confidential.

F. Proposal Evaluation

Proposals will be initially reviewed and rated by a formed CareerSource Capital Region review team using a point system based on a Proposal Evaluation / Rating Form. The review team will prepare a proposal-rating summary for review by the Board and/or one of its committees. Proposals will then be evaluated by appropriate Board members. Prospective providers may be invited to make oral presentations and /or explain their proposals.

G. Notice of Contract Award

The contract may be awarded, based on proposals received, without discussion of such proposed programs with the bidders. Therefore, each offer should be submitted in the most favorable terms from a price and technical standpoint that the bidder can make to CSCR Board of Directors.

Final award of a contract will be contingent upon:

- Successful negotiation of a contract
- Acceptance by the Respondent of the contract terms and conditions
- Satisfactory verification of past performance and systems (e.g., financial), where applicable
- Availability of funding

The notice to all respondents, including intended contract awardees, is expected to be made no later than June 30, 2026.

H. Protests or Disputes

In accordance with applicable regulations, Respondents who are denied funding have the right to appeal. The following steps must be taken for organizations to appeal funding decisions:

Submit a letter within three (3) business days from the date of the contract award to the Chief Executive Officer of CareerSource Capital Region stating that an appeal to the contract award is being filed and the specific reasons for that appeal based on the four criteria below:

- Clear and substantial error or misstated facts by the review team upon which the Board of Directors' decision was made
- Unfair competition or conflict of interest in decision making process
- Any illegal or improper act or violation of law
- Other legal basis on grounds that may substantially alter the Board's decision

The Chief Executive Officer will review the appeal and respond within 10 business days.

In the event the Chief Executive Officer's response is not satisfactory to the Respondent, an appeal to the CareerSource Capital Region Executive Committee may be requested. The request must be addressed in writing within 15 days from receipt of response from CareerSource Capital Region to:

CareerSource Capital Region
Attention: Board Chair
2910 Kerry Forest Parkway
D4-273
Tallahassee, Florida 32309

The appeal will be heard at a time set by the Chair of the Board of Directors after consultation with legal counsel.

I. Funding Availability

CSCR will make sufficient funding available from various sources. At the time of this solicitation, CSCR has not received an official notice of its allocation for program funds. For planning purposes, please submit budgets for the program year beginning July 1, 2026 and ending June 30, 2027. Attachment C Budget Summary may be submitted.

CSCR reserves the right to adjust the contract amount as final funding information becomes available. Funding during the contract period may be adjusted due to changes in funding availability.

Although this solicitation involves WIOA, SNAP, WP and WTP funds, CSCR reserves the right to later add additional dollars from other funding streams (such as State or Federal grants) to modify any agreement resulting from this solicitation. These additional dollars will be subject to the regulations that affect those specific funding streams.

J. Conditions of this RFP/Reserved Rights

The issuance of this RFP constitutes only an invitation to present proposals. The rights reserved by CSCR, which shall be exercised in its sole and absolute discretion, include without limitation, the right to:

- End contract negotiations if acceptable progress, as determined by CSCR, is not being made within a reasonable time frame. Should a proposal be selected for funding, the respondent will then complete contract negotiations. For a contract to be executed, the respondent must meet certain requirements with CSCR.
- Supplement, amend or otherwise modify or cancel any provisions set forth in this solicitation at any time.
- Accept or reject any non-responsive or untimely responses or reject all responses to this RFP and/or seek new proposals.
- Disqualify any respondent who submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Change or waive any provisions set forth in this RFP.
- Require additional information, oral presentation, additional data and/or technical or price revisions from one or more respondents to supplement or to clarify the proposal submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete or whether the respondent has adequately responded and has the necessary experience, including seeking and evaluating independent information on any respondent.
- Verify representations in the response by visiting and examining any of the project sites referenced in the proposal submitted and to observe and inspect the operations at such sites.
- Negotiate any and all proposed terms, conditions, costs, staffing level, services/activities mix, and all other specifics.
- Conduct a pre-award review that may include, but is not limited to, a review of the respondent's record keeping procedures, management systems, and accounting and administrative systems.
- Change specifications and modify contracts as necessary **a)** to facilitate compliance with the legislation, regulations and policy directives, **b)** to manage funding, and **c)** to meet the needs of the customers.
- Must be operational on July 1, 2026.
- All contractors must have current fiscal and compliance audits as required by CFR 200.
- All contractors are required to be an Equal Employment Opportunity Business.
- All contractors must provide a certificate of insurance for comprehensive general public liability

insurance with combined single limit coverage of at least \$1,000,000 and Workers Compensation Insurance. A certificate of coverage may be submitted within thirty (30) days of award.

- All contractors are ensuring, by signing the contract, that adequate and qualified staff will be dedicated to the contracted services.

To avoid actual or perceived conflict or undue influence over the process, all respondents (including current Contractor if a proposal is submitted) are prohibited from contacting any CSCR board member, committee member or staff (other than the contact listed above) regarding this RFP. Contacting anyone for purposes of influencing the outcome of the procurement will result in disqualification of the prospective Respondent from this competitive procurement process.

Respondents should be familiar with the general terms and conditions of CSCR's contracts (Attachment D of this RFP).

K. Contract Modifications

All contractors are ensuring, by signing the contract, that the negotiated price or services provided in a contract cannot be changed without CSCR's approval and a modification to the contract. All requests for modification must be submitted to CSCR with written justification prior to implementation of any changes, including costs.

P. Program Evaluation

The primary responsibility for program evaluation and oversight throughout the year will reside with CSCR Board of Directors and/or a committee thereof. The CSCR staff will conduct regularly scheduled monitoring and evaluation of each program and service provider throughout the program year.

Q. Selection

CareerSource Capital Region maintains a policy that an organization must possess the demonstrated ability to perform successfully under the terms and conditions of a proposed contract prior to the contract being executed. Determinations of demonstrated performance shall take into consideration such matters as to whether the organization has:

- Adequate financial resources or the ability to obtain them.
- The ability to meet the RFP design specifications at a reasonable cost, as well as the ability to meet performance goals.
- A satisfactory record of past performance in delivering the proposed services, including demonstrated quality of services and successful outcome rates from past programs.
- The ability to prioritize and provide services and/or a program(s) that can meet the need identified.
- A satisfactory record of integrity, business ethics and fiscal accountability.
- The necessary organization, accounting and operational controls.
- The technical skills to perform the work.
- Is in alignment with CareerSource Capital Region's mission, visions, and values.

Attachment A – Proposal Cover Sheet

1. Legal Name of Respondent: _____
2. Former Name(s) Under Which Respondent Has Operated: _____
3. Authorized Contact Person: _____
4. Address: _____
5. Telephone Number: () _____ 6. Website Address: _____
7. Date of Business Inception: _____ 8. Number of Years in Business: _____
9. # of Years Delivering the Solicited Workforce Services: ____ 10. # of Full-time Employees: _____
10. Type of Business: For-Profit Non-Profit Public
11. Legal Structure: Sole Proprietorship Partnership Corporation
12. Authorized to conduct business in Florida? Yes or No
13. Check to indicate if your organization is a:
14. Community-based Organization (CBO) Minority-owned Female-owned N/A
15. The proposer certifies that:

a. It has no outstanding liens, claims, debts, judgments, or litigation pending against it which would materially affect its programmatic or financial abilities to implement and carry out its proposed program.	Yes No
b. It has complied with an official order of any agency of the State of Florida, or the United States Department of Labor to repay disallowed costs incurred during its conduct of projects or services.	Yes No N/A
c. It is current in its payment of applicable federal, state, and local taxes.	Yes No
d. It is free and clear of any disallowed audited costs.	Yes No
e. Its costs and pricing data submitted with this proposal are representative of only those reasonable, allowable, and allocable costs necessary for carrying out its proposed program.	Yes No
f. It will comply with the assurances attached to this RFP, WIOA and its promulgated rules and regulations.	Yes No
g. It is authorized to submit this proposal in accordance with the policies of its governing body.	Yes No

By my signature, I am empowered and can act on behalf of the proposing organization in submitting this proposal. I certify that the information contained herein is true and correct to the best of my knowledge, and that the offer contained herein is true and correct to the best of my knowledge, and that the offer contained herein is firm and valid for a period not to exceed 60 days from this proposal's date.

Organization

Name of Certifying Official

Signature

Date

Attachment B – Representations and Certifications

THESE REPRESENTATIONS AND CERTIFICATIONS MUST BE SIGNED AND SWORN TO BY AN AUTHORIZED REPRESENTATIVE OF THE RESPONDENT IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

Where the respondent is not able to certify to any of the following representations and certifications, the respondent shall submit with its proposal a written explanation of why it cannot do so.

Representations and certifications provided by vendors are submitted to CareerSource Capital Region (CSCR) in response to a specific solicitation. In submitting a proposal, each respondent understands, represents and acknowledges the following:

Company Name: _____

DUNS: _____

Certification Validity Date: _____

By submitting this certification, I _____, am attesting
(Authorized Representative Name)

to the accuracy of the representations and certifications contained herein. I understand that I may be subject to penalties if I misrepresent _____ in any of the representations or certifications
(Respondent/Company Name)

to CSCR.

By submission of this proposal I certify that following statements are true and correct:

- I. The Respondent is not currently under suspension or debarment by the State or any other governmental authority.
- II. To the best of the knowledge of the person signing the response, the respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.
- III. Respondent currently has no delinquent obligations to the State of Florida or U.S. Government including a claim by the State of Florida or U.S. Government or for liquidated damages under any other contract.
- IV. The submission is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive response.
- V. The prices and amounts have been arrived at independently and without consultation, communication, or agreement with any other respondent or potential respondent; neither the prices nor amounts,

actual or approximate, have been disclosed to any respondent or potential respondent, nor they will not be disclosed before the solicitation opening.

- VI. The respondent has fully informed CSCR in writing of all convictions of the firm, its affiliates (as defined in section 287.133(1)(a) of the Florida Statutes), and all directors, officers, and employees of the firm and its affiliates for violation of state or federal antitrust laws with respect to a public contract for violation of any state or federal law involving fraud, bribery, collusion, conspiracy or material misrepresentation with respect to a public contract. This includes disclosure of the names of current employees who were convicted of contract crimes while in the employ of another company.
- VII. The Respondent understands that a “public entity crime” as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
- VII. The Respondent understands that “convicted” or “conviction” as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding or guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
- IX. The Respondent understands that an “affiliate” as defined in Paragraph 287.133(1)(a), Florida Statutes, means: A predecessor or successor of a person convicted of a public entity crime; or an entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term “affiliate” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm’s length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
- X. The Respondent understands that a “person” as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services led by a public entity. The term “person” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
- XI. Based on information and belief, the applicable statement which I have marked below is true in relation to the entity submitting this sworn statement.

(Initial one)

_____ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. Attached is a copy of the final order.

XII. The Respondent has read and understands the terms and conditions, and the submission is made in conformance with those terms and conditions.

XIII. If an award is made to the respondent, the respondent agrees that it intends to be legally bound to the Contract that is formed with CSCR.

XIV. The Respondent has made a diligent inquiry of its employees and agents responsible for preparing, approving, or submitting the response, and has been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or other conduct inconsistent with any of the statements and representations made in the response.

XV. The Respondent shall indemnify, defend, and hold harmless CSCR and its employees against any cost, damage, or expense which may be incurred or be caused by any error in the respondent's preparation of its bid.

XVI. All information provided by, and representations made by, the respondent are material and important and will be relied upon by CSCR in awarding the Contract. Any misstatement shall be treated as fraudulent concealment from CSCR of the true facts relating to submission of the bid.

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XVII. CERTIFICATION OF DRUG-FREE WORKPLACE. As required by the Drug-Free Workplace Act of 1988, the respondent represents as part of its offer that it will or will continue to provide a drug-free workplace by complying fully with the following requirements:

- A. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- B. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- C. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection A.
- D. In the statement specified in subsection A, notify the employees that as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, F.S., or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- E. Impose a sanction on or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- F. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

Complete appropriate boxes:

XVIII. PREVIOUS CONTRACTS AND COMPLIANCE REPORTS. The respondent represents as part of its offer that it:

Has, Has Not

participated in a previous contract or subcontract subject to either the Equal Opportunity clause of this solicitation;

Has, Has Not

filed all required compliance reports.

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XIX. CONFLICT OF INTEREST CERTIFICATION. Except for the possible exceptions noted below, respondent certifies that it and its principals, owners, and employees have no interest, direct or indirect, which could conflict in any manner or degree with the performance or provisions of goods and/or services to CSCR.

DISCLOSURE OF POSSIBLE CONFLICT OF INTEREST.

The principals* and owners** of the firm:

Have, Do Not Have

A relative who is a Member of the Board of Directors of CSCR. If applicable the relative's name is

_____.

The relationship of the relative to the principle and/or owner of the firm is

_____.

There Is, There Is Not

A principal or owner who is a Member of the Board of Directors of CSCR. If applicable, the principal's or owner's name is:

_____.

There is, There Is Not

A principal or owner who is an employee of CSCR. If applicable, the principal's or owner's name is

_____.

* "Principal" means an owner or high-level management employee with decision-making authority.

**"Owner" means a person having any ownership interest in the firm.

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XX. CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS

- A. The definitions and prohibitions contained in the clause, at FAR 52.203-12, Limitation on Payments to Influence Certain Federal Transactions, included in this solicitation, are hereby incorporated by reference in paragraph (b) of this certification.
- B. The Respondent, by signing its offer, hereby certifies to the best of his or her knowledge and belief that on or after October 14, 2020:
 - i. No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with the awarding of a contract;
 - ii. If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal transaction) have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with this solicitation, the Offeror shall complete and submit, with its offer, OMB standard form LLL, Disclosure of Lobbying Activities, to the Contracting Officer; and
 - iii. He or she will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of \$100,000 shall certify and disclose accordingly.
 - iv. Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by Section 1352, Title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or amended by this provision, shall be subject to a civil penalty of not less than \$10,000, and not more than \$100,000, for each such failure.

XXI. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTIONS

As required by Executive Order 12549, Debarment and Suspension and implemented at 29 CFR Part 98 for prospective participants in primary covered transactions –

- A. The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:
 - a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency,
 - b. have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c. are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

Attachment C – Budget Summary

Budget Line Items	Direct Costs	Non-Direct Costs	Total Annual Budget
1. Salaries			
2. Fringe Benefits			
a) FICA, SS			
b) FICA, Med			
c) Health Insurance			
d) Dental Insurance			
Life Ins/Std/ Ltd			
a. 401K			
b. 401K Admin			
c. Unemployment State			
d. Unemployment Federal			
e. Workers Compensation			
3. Office Supplies			
4. Staff Travel, in region			
5. Staff Travel, out of region			
6. Staff training			
7. Advertisement/Recruitment			
8. Overhead, Allocated, Indirect Costs & Profit			
9. Other			
Grand Total			
Percentage of Grand Total			100%

Attachment D – General Terms and Conditions

I. Termination of Contract, Modification and Breach of Contract

- A. Modifications to this Contract shall be unilateral in nature when required by changes in US Department of Labor or State of Florida regulations, policies or funding, or when required by a change in State or Federal law.
- B. For Convenience - Either party may terminate the performance of work under this Contract, in whole, or from time to time, in part, whenever it determines such termination or suspension is in their best interest. Written notification from one party to the other transmitting notice via certified mail with return receipt is required. Termination will be effective thirty (30) days after the notice has been issued, and the other party will have thirty (30) days after the termination date to close out the Contract.
- C. For Cause - The performance of work under this Contract may be terminated effective immediately, in whole, or from time to time, in part, by CareerSource Capital Region, (CSCR) at its sole discretion. The Sub-Recipient/Contractor will be notified by certified mail. Termination will be effective immediately and the Sub-Recipient/Contractor will be given thirty (30) days after the termination date to close out the Contract.
 - a. Reasons for termination with cause include, but are not limited to, the following:
 - i. If, through any cause not attributable to CSCR, the Sub-Recipient/Contractor fails to fulfill in a timely and proper manner its obligations under this Contract.
 - ii. If the Sub-Recipient/Contractor violates any of the covenants, agreements or stipulations of this Contract.
 - iii. If Temporary Assistance to Needy Families/Welfare Transition Program (TANF/WTP), or Workforce Innovation and Opportunity Act (WIOA) funding is not available.
 - iv. If the Sub-Recipient/Contractor fails or refuses to permit inspection of its books by the US Secretary of Labor, Inspector General, CSCR or its designee, or any authorized person seeking inspection of the Sub-Recipient/Contractor's records pursuant to the Florida Public Records Law, Chapter 119, Florida Statutes.
 - v. CSCR determines that it is necessary to protect the integrity of the funds or ensure proper operation of the program.
- D. Notice of Termination - Termination of work hereunder shall be affected by either party by the delivery of a Notice of Termination by a certified letter to the other party specifying the extent to which the performance of work under the Contract is terminated and the date upon which such termination becomes effective.
- E. Communication related to contractual obligations will be sent to the following parties:

Keantha B. Moore, CEO

Keantha.moore@careersourcecapitalregion.com

For the second party (Sub-Recipient/Contractor):

Authorized Signatory as identified on the Administrative Capability Form, if applicable, included in the awarded proposal.

Business address as identified on the Administrative Capability Form, if applicable included in the awarded proposal.

- F. Action to Be Taken After Receipt of Notice of Termination - After receipt of the notice of termination, the Sub-Recipient/Contractor shall cancel outstanding commitments covering the procurement or rental of materials, supplies, equipment and miscellaneous items and shall exercise all reasonable diligence to accomplish the cancellation or diversion of outstanding commitments covering persons and/or services that extend beyond the date of such termination to the extent that they relate to the performance of any work terminated by the notice. With respect to such canceled commitments, the Sub-Recipient/Contractor agrees to:
- a. Settle all outstanding liabilities and claims arising out of such cancellation of commitments or ratify all such settlements.
 - b. Assign to CSCR in the manner, at the time and to the extent directed by CSCR, all of the rights, titles and interests of the Sub-Recipient/Contractor under the orders and subcontracts so terminated. CSCR shall have the right, at its discretion, to settle or pay any or all claims arising out of the termination of such orders and second parties.
 - c. For Cost Reimbursement Contracts: Payments will be made for expenditures incurred up to the date that termination notification is received. CSCR must receive the final request for cost reimbursement, within thirty (30) days after the termination of the Contract unless otherwise stipulated by CSCR.
 - d. Any litigation shall be heard under the laws of Florida. Attorney Fees; The prevailing party in litigation including breach, enforcement, or interpretation arising out of the RFP or Contract shall be entitled to recover from the non-prevailing party reasonable attorney's fees, costs, and expenses.

II. Availability of Funds

It is expressly understood and agreed that the obligation of CSCR to proceed under this Contract is conditioned upon the appropriation of funds by the State of Florida and receipt of Federal and/or State funds. If the funds anticipated for the fulfillment of this Contract are, at any time, not forthcoming or insufficient, either through the failure of the Federal Government to provide funds or the State of Florida to appropriate funds or the discontinuance or material alteration of the program under which funds were provided or if funds are not otherwise available to CSCR for the payments or performance due under this Contract, CSCR shall not be obligated to pay the amounts due under this Contract; and all further obligations of CSCR under this Contract will cease immediately, without penalty, cost or expense to CSCR of any kind whatsoever. In the event of such non-appropriation of funds or lack of funds, CSCR shall notify the Sub-Recipient/Contractor and this Contract shall be null and void.

III. FAIN #s for funding streams associated with this contract may include but is not limited to the following: AA347622055A12, AA332231955A12, G2001FLTANF, ES353372055A12.

IV. Authority to Enter This Contract

The Sub-Recipient/Contractor assures that it possesses legal authority to enter into the Contract; and the

authority to file project plans, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of the Sub-Recipient/Contractor to act in connection with the Contract and to provide such additional information as may be required.

V. Debarment, Suspension and Other Responsibility Matters

- A. The Sub-Recipient/Contractor assures that it and its principals; 1) are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal, State or local Department or agency; 2) have not, within a three year period, been convicted of or had a civil judgment rendered against them for commission of fraud or criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of re-cords, making false statements or receiving stolen property; 3) are not presently indicted for or otherwise criminally or civilly charged by any government entity (Federal, State or local) with commission of any of the acts outlined herein; 4) have not, within a three year period preceding this Contract, had one or more public transactions terminated for cause or default; 5) are not on the State of Florida’s convicted vendor list and, 6) is properly licensed by the State of Florida to perform the services outlined in this contract. The Sub-Recipient/Contractor hereby certifies that all items identified in the preceding paragraph are true.

VI. Assignment of Contract

This Contract and the provisions stated herein shall not be assigned by the Sub-Recipient/Contractor without the expressed written consent of CSCR. The Sub-Recipient/Contractor shall not be relieved of its obligations without specific written release.

While it is understood that the Sub-Recipient/Contractor may enter into agreements or subcontracts with eligible entities for the provision of the services required with the approval of CSCR, any and all such agreements or subcontracts shall include all of the terms and conditions of the RFP under which this Contract was awarded. The Sub-Recipient/Contractor shall be fully responsible for the performance of its Contract.

Copies of all subcontracts, agreements and modifications thereto shall be forwarded to CSCR.

VII. Continuing Right of Enforcement

The failure of CSCR to strictly enforce any of the provisions of this Contract, or to require strict performance by the Sub-Recipient/Contractor of any of the provisions hereof, shall in no way be construed to be a waiver of such provisions or any other provision contained therein nor shall it in any way affect the validity of this Contract or any part hereof, or waive the right of CSCR to thereafter enforce each and every provision therein.

VIII. Rights of CSCR

CSCR, or any Federal, State or local agency to which CSCR has responsibility and accountability for funds provided under this Contract shall have the right to visit any site, interview any beneficiary, and observe any action covered by the Contract.

IX. Obligations of CSCR

- A. CSCR, through duly authorized representatives, shall have the obligation to:
 - i. Make available for review by the Sub-Recipient/Contractor each and every act, regulation, rule, law and plan that is specifically named and incorporated into this

Contract.

- ii. Notify the Sub-Recipient/Contractor of any changes in such act, regulation, rule, law and plan that is specifically named and incorporated in this Contract which may affect the Sub-Recipient/Contractor's performance under the terms and conditions to this Contract.

X. Catalogue of Federal Domestic Assistance (CFDA) numbers

CFDA numbers for funding received by CSCR: 10.561, 17.207, 17.225, 17.258, 17.259, 17.277, 17.278, 17.801, 17.804, 93.558.

XI. Records Retention and Maintenance

All recipients of federal financial assistance under the WIOA shall provide access to all documents, papers, letters, or other materials, prepared or received by the recipient regarding the subject matter of the contract, to the Program Review Unit, Office of Workforce Program Development and Guidance, and to the Office for Civil Rights upon request. Staff from the Program Review Unit and the Office for Civil Rights shall have the right to review and copy all such material for use in determining compliance with the nondiscrimination and equal opportunity provisions of the WIOA.

The Sub-Recipient/Contractor agrees:

- A. To maintain financial, participant, statistical, audit and documents pertaining to services provided and the characteristics of applicants, beneficiaries and participants of programs funded by this Contract as will enable it to properly comply with all reporting requirements of CSCR. Such records and documents shall be retained and kept available for audit purposes for five (5) years or until an approved audit of both CSCR and the Sub-Recipient/Contractor is completed, or until all litigation, claims or audit findings involving the records have been resolved, whichever occurs later. Such retention period starts from the date of CSCR approval of the Sub-Recipient/Contractor's closeout. Should the Sub-Recipient/Contractor be unable to maintain the records, such records shall be transmitted to CSCR in acceptable condition for storage.
- B. To permit CSCR, the US Secretary of Labor, the Inspector General of the US Department of Labor, the US Comptroller General, or their designated representatives to have access and the authority to audit, examine, and make excerpts, copies or transcripts from records, including all contracts, invoices, materials, payrolls, records of personnel, conditions of employment and other data relating to all matters covered by the Contract. To carry out this function, officials shall have access to all matter covered by this Contract during regular business hours and at reasonable locations, including the Sub-Recipient/Contractor's office or any other site at which the Sub-Recipient/Contractor may operate, maintain offices, or keep books and records.
- C. That if books and records used by the Sub-Recipient/Contractor, as determined in monitoring or audit reports in accounting for expenses incurred under this Contract, do not meet the minimum standards of accepted accounting practices and records management of CSCR, CSCR reserves the right to withhold any or all of its funding to the Sub-Recipient/Contractor until such time as standards are met. CSCR may withhold payments due under a later agreement to offset disallowed costs identified under an earlier agreement.
- D. That the Sub-Recipient/Contractor may be required to use different administrative or accounting

procedures for the planning, controlling, monitoring and reporting of all fiscal and participant matters relating to this Contract.

- E. That all direct and indirect costs shall be charged in accordance with CFR 200 or subsequent guidance.
- F. To establish and maintain an auditable accounting system, and report on an accrual basis in accordance with recognized accounting practices and CSCR's requirements for fiscal and program reports. This includes establishing record keeping systems that are sufficient to permit the preparation of reports required by the State of Florida and CSCR and to permit the tracing of funds to a level of expenditure adequate to ensure that the funds have not been spent unlawfully.
- G. To keep records that are sufficient to permit the tracing of funds to a level of expenditure adequate to ensure that the funds have not been unlawfully spent.
- H. Government organizations and non-profits are required to be audited in accordance with CFR 200 or subsequent guidance. Commercial organizations (for-profit) receiving more than \$750,000 in total federal funds for the fiscal year must have either a program specific independent financial and compliance audit in accordance with generally accepted government auditing standards or an organization-wide audit that includes coverage of the federal funds within its scope. Non-federal entities other than commercial organizations that expend less than \$750,000 in total federal funds are exempt from federal audit requirements.
- I. That the Sub-Recipient/Contractor will repay CSCR amounts found not to have been expended in accordance with the Contract or disallowed in the final resolution of the audit report. The Sub-Recipient/Contractor shall repay such amounts from funds other than funds received under the Contract. CSCR may withhold funds from future deliverables or cost reimbursement requests pending resolution of disallowed costs.
- J. The Sub-recipient/Contractor will adhere to the guidance for Commercial Organizations set forth in 48 CFR Part 31 if they are a for profit organization.

XII. Submission of Invoices

Failure to submit invoices within thirty (30) days of the activity shall relieve CSCR of financial liability.

XIII. Other Invoices/ Payments

Documentation to support payments made by CSCR shall be submitted along with request for payment in a timely manner. Such documentation shall be recorded in accordance with the applicable Policy and Procedure.

XIV. Liability for Damages and Disallowed Costs

Notwithstanding any terms or conditions of this Contract to the contrary, neither party shall be relieved of liability to the other party for damages sustained by the other party by virtue of any breach of Contract by the other party, or for any disallowed cost; and either party shall have the right to demand of the other party, within a period of time specified by the offended party, the return of any Contract funds used for such disallowed costs, and the Sub-Recipient/Contractor agrees to comply with such demand.

Indemnification and hold harmless clause. Each party will indemnify or hold harmless the other party with respect to damages in connection with bodily injury, illness or any other damage or loss, notwithstanding any term or condition of this Contract to the contrary, either party shall not be relieved of liability to the other party for damages sustained by virtue of any breach of the Contract by the other party.

XV. Applicability of Federal, State and Local Laws

Notwithstanding any term or condition of the Contract to the contrary, it is understood by all parties hereto that nothing in this Contract will relieve any of the parties from adherence to applicable Federal, State and local laws and regulations.

XVI. Hold Harmless

Both parties further agree to hold and save the other party, its officers, agents and employees harmless from liability of any nature or kind, including costs and expenses for, or on account of, any or all suits for damages sustained by any persons or property resulting in whole or in part from the negligent performance or omission of any employee, agent or representative of the Sub-Recipient/Contractor. This includes court costs and attorney's fees incurred by CSCR. In addition, either party shall hold harmless the other party with respect to any damages for bodily injury, illness or other losses.

XVII. General Terms

The Sub-Recipient/Contractor understands and agrees that oral communication between the parties will not be accepted in any audit determination or other matter involving interpretation of the rules, policy directives, and regulations governing the implementation of program activities under this Contract.

Refunds or credits from training institutions or other vendors for costs that have been paid by CSCR shall:

- A. Be returned to CSCR within ten (10) days of the Sub-Recipient/Contractor's receipt; or
- B. The next cost reimbursement request from the vendor may be reduced by the refund amount.
- C. The Sub-Recipient/Contractor will adhere to and comply with CSCR's Complaint and Grievance procedures that have been approved by the State of Florida.
- D. In the administration of this Contract, the Sub-Recipient/Contractor shall comply with the Standards of Conduct issued in the Florida Statutes Sections 112.313 (Standards of Conduct for Public Officers and Employees of Agencies) and 104.31 (Political Activities of State, County, and Municipal Officers and Employees), as applicable.
- E. In the administration of this Contract, every reasonable course of action will be taken by the Sub-Recipient/Contractor in order to maintain the integrity of the expenditure of public funds.
- F. CSCR reserves the right to impose financial penalties for non-compliance with the terms and conditions of this contract.

SPECIAL TERMS AND CONDITIONS

I. Compliance with Title VI and VII of the Civil Rights Acts of 1964, as amended, and WIOA Regulations, as amended, Regarding participation and Benefits

The Sub-Recipient/Contractor agrees to comply with Title VI and VII of the Civil Rights Act of 1964 (P.O. 88-352) and with 29 CFR, part 37, the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, and further agrees that no person in the United States shall on the ground of race, creed, color, handicap, national origin, sex, age, political affiliation or beliefs be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity funded in whole or in part with funds made available under this Contract.

II. Civil Rights Certification

The Sub-Recipient/Contractor gives this assurance in consideration of and for the purpose of obtaining

Federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance.

The Sub-Recipient/Contractor assures that it will comply with:

- A. Title VI of the Civil Rights Act of 1964, as amended, U.S.C. 2000d et seq., which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.
- B. Section 188 of the Workforce Innovation and Opportunity Act, as amended, which prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship or participation in WIOA.
- C. The Nontraditional Employment for Women Act of 1991, as amended, public law 102-235, which prohibits discrimination on the basis of sex-stereotyping in occupations traditional for the other sex.
- D. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, and the Americans with Disabilities Act of 1990 which prohibits discrimination on the basis of handicap in programs and activities receiving or benefiting from federal financial assistance.
- E. Title IX of the Education Amendments of 1975, as amended, 20 U.S.C. 1681 et seq., which prohibits discrimination on the basis of sex in education programs and activities.
- F. The Age Discrimination Act of 1972, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age in programs or activities.
- G. Section 654 of the Omnibus Budget Reconciliation Act of 1981, as amended, 42 U.S.C. 9849, which prohibits discrimination on the basis of race, creed, color, national origin, sex, handicap, political affiliation or beliefs in programs and activities.
- H. All regulations, guidelines, and standards as are now or may be lawfully adopted under the above statutes.

III. Equal Employment Opportunity

The Sub-Recipient/Contractor will not discriminate against any employee including WIOA, SNAP or WTP/TANF participants and beneficiaries for employment and training activities because of race, color, age, sex, religion, disability, political affiliation or national origin. The Sub-Recipient/Contractor will ensure that applicant and program beneficiaries are treated equally and fairly without regard to race, color, age, sex, religion, disability, political affiliation or national origin. Such action shall include, but not be limited to the following: upgrading, employment demotion, and transfer, recruitment and advertising, layoff and termination, rates of pay and other forms of compensation, and selection for training.

The Sub-Recipient/Contractor agrees that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Sub-Recipient/Contractor, its successors, transferees, and assignees for the period during which such assistance is provided. The Sub-Recipient/Contractor further assures that all Sub-Recipient/Contractors, subgrantees, or others with whom it arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In addition, there shall be no discrimination against individuals who are participants in activities supported by funds provided under this Contract.

IV. Transparency Act Requirements

The Sub-Recipient/Contractor must ensure that they have the necessary processes and systems in place to comply with the reporting requirements of the Federal Funding Accountability and Transparency Act of 2006 (Pub. Law 109-282, as amended by section 6202 of Pub. Law 110-252) (Transparency Act), as follows:

The following types of awards are not subject to the Federal Funding Accountability and Transparency Act:

- A. Federal awards to individuals who apply for or receive Federal awards as natural persons (i.e., unrelated to any business or non-profit organization he or she may own or operate in his or her name);
- B. Federal awards to entities that had a gross income, from all sources, of less than \$300,000 in the entities' previous tax year; and
- C. Federal awards, if the required reporting would disclose classified information.

V. Sub-Recipient/Contractor Supervision

Services and activities provided under this Contract shall be administered by or under the supervision of the Sub-Recipient/Contractor.

VI. Fraud and Program Abuse

The Sub-Recipient/Contractor shall ensure the integrity of the programs by maintaining sufficient, auditable, and otherwise adequate records that support the expenditure of all funds under the Contract.

The submittal of false information may be considered as fraud and could result in the immediate termination of the Contract and/or prosecution. The Sub-Recipient/Contractor is liable for the repayment of funds that were paid by CSCR for reported performance or other compensation for services or expenses subsequently determined to be invalid. Repayment may be by deduction from subsequent invoices or in the form of a check for the amount owed if the program ended. Resolution should occur within thirty (30) days.

VII. Theft or Embezzlement from Employment and Training Funds

The Sub-Recipient/Contractor shall be liable for prosecution under the criminal provision of the 18 U.S.C. 665 for theft or embezzlement.

VIII. Health and Safety

The Sub-Recipient/Contractor for the duration of the Contract shall maintain appropriate standards for health and safety in work and training situations. Health and safety standards, including Child Labor Laws, established under State and Federal law, otherwise applicable to working conditions of participants. The Sub-Recipient/Contractor assures that appropriate standards for health and safety in work and training situations will be maintained. Where participants or employees covered under this Contract are engaged in activities not covered under the Occupational Safety and Health Act of 1970, they shall not be required or permitted to work, be trained, or receive services in buildings or surroundings or under working conditions which are unsanitary, hazardous or dangerous to their health or safety. Participants employed or trained for inherently dangerous occupations, e.g., fire or police jobs shall be assigned to work in accordance with reasonable safety practices.

IX. Further Assurance

The Sub-Recipient/Contractor assures that it, and its Sub-Recipient/Contractors, will comply with all applicable accreditation, business licensing, taxation and insurance requirements of State or Federal statute or law.

X. Complaints and Grievances

The Sub-Recipient/Contractor will adhere to the Complaint and Grievance Procedures outlined in CSCR's policies.

XI. General Description of Workforce Delivery System

Title I of WIOA assigns responsibilities at the local, State and Federal level to ensure the creation and maintenance of a Workforce delivery system that enhances the range and quality of workforce development services that are accessible to individuals seeking assistance.

In general, the Workforce System is a structure under which entities responsible for administering separate workforce investment, educational, and other human resource programs and funding streams (referred to as Workforce Partners) collaborate to create a coordinated delivery of service that will enhance access to program services and improve long-term employment outcomes for individuals receiving assistance.

The Workforce System will provide access to numerous workforce investment and educational and other human resource services, activities and programs. Rather than requiring individuals and businesses to seek workforce development information and services at several different locations, CSCR and its Partners will strive to simplify and expand access to services for career seekers and employers.

As providers in the Workforce System, all Sub-Recipient/Contractors will be required to provide services through this system.

XII. Compliance with Acts relating to Work And Safety

The Sub-Recipient/Contractor shall comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. 276a to 276a7), the Copeland Act 940 U.S.C. 276c and 18 U.S.C. 874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333), regarding labor standards for federally assisted construction agreements.

XIII. Safeguarding Data Including Personally Identifiable Information (PII)

The Sub-Recipient/Contractor must recognize that confidentiality of PII and other sensitive data is of paramount importance and must be observed except where disclosure is allowed by the prior written approval of CSCR or by court order. All data exchanges conducted through or during the course of performance of this contract will be conducted in a manner consistent with applicable Federal law and TEGL NO. 39-11 (issued June 28, 2012). All such activity conducted by ETA and/or Sub-Recipient/Contractor/s will be performed in a manner consistent with applicable state and Federal laws.

The Sub-Recipient/Contractor agrees to take all necessary steps to protect such confidentiality by complying with the following provisions that are applicable in governing their handling of confidential information: To ensure that such PII is not transmitted to unauthorized users, all PII and other sensitive data transmitted via e-mail or stored on CDs, DVDs, thumb drives, etc., must be encrypted using a Federal Information Processing Standards (FIPS) 140-2 compliant and National Institute of Standards and Technology (NIST) validated cryptographic module. The Sub-Recipient/Contractor must not e-mail unencrypted sensitive PII to any entity, including ETA or Sub-Recipient/Contractors.

- A. The Sub-Recipient/Contractor must take the steps necessary to ensure the privacy of all PII obtained from participants and/or other individuals and to protect such information from unauthorized disclosure. The Sub-Recipient/Contractor must maintain such PII in accordance with the ETA standards for information security described in this TEGL and any updates to such standards provided

to the Sub-Recipient/Contractor by ETA. The Sub-Recipient/Contractor who wishes to obtain more information on data security should contact their Federal Project Officer.

- B. The Sub-Recipient/Contractor shall ensure that any PII used during the performance of their grant has been obtained in conformity with applicable Federal and state laws governing the confidentiality of information.
- C. The Sub-Recipient/Contractor further acknowledges that all PII data obtained through their ETA grant shall be stored in an area that is physically safe from access by unauthorized persons at all times and the data will be processed using Sub-Recipient/Contractor issued equipment, managed information technology (IT) services, and designated locations approved by ETA. Accessing, processing, and storing of ETA grant PII data on personally owned equipment, at off-site locations e.g., employee's home, and non-Sub-Recipient/Contractor managed IT services, e.g., Yahoo mail, is strictly prohibited unless approved by ETA.
- D. Sub-Recipient/Contractor employees and other personnel who will have access to sensitive/confidential/proprietary/private data must be advised of the confidential nature of the information, the safeguards required to protect the information, and that there are civil and criminal sanctions for noncompliance with such safeguards that are contained in Federal and state laws.
- E. The Sub-Recipient/Contractor must have their policies and procedures in place under which Sub-Recipient/Contractor employees and other personnel, before being granted access to PII, acknowledge their understanding of the confidential nature of the data and the safeguards with which they must comply in their handling of such data as well as the fact that they may be liable to civil and criminal sanctions for improper disclosure.
- F. The Sub-Recipient/Contractor must not extract information from data supplied by ETA for any purpose not stated in the grant agreement.
- G. Access to any PII created by the ETA grant must be restricted to only those employees of the grant recipient who need it in their official capacity to perform duties in connection with the scope of work in the grant agreement.
- H. All PII data must be processed in a manner that will protect the confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving such records by computer, remote terminal or any other means. Data may be downloaded to, or maintained on, mobile or portable devices only if the data are encrypted using NIST validated software products based on FIPS 140-2 encryption. In addition, wage data may only be accessed from secure locations.
- I. PII data obtained by the Sub-Recipient/Contractor through a request from ETA must not be disclosed to anyone but the individual requestor except as permitted by the Grant Officer.
- J. The Sub-Recipient/Contractor must permit ETA to make onsite inspections during regular business hours for the purpose of conducting audits and/or conducting other investigations to assure that the Sub-Recipient/Contractor is complying with the confidentiality requirements described above. In accordance with this responsibility, the Sub-Recipient/Contractor must make records applicable to this Agreement available to authorized persons for the purpose of inspection, review, and/or audit.
- K. The Sub-Recipient/Contractor must retain data received from ETA only for the period of time required to use it for assessment and other purposes, or to satisfy applicable Federal records retention requirements, if any. Thereafter, the Sub-Recipient/Contractor agrees that all data will be destroyed, including the degaussing of magnetic tape files and deletion of electronic data.

XIV. Byrd Anti-Lobbying Amendment (31 U.S.C.1352)

Contractors who apply or bid for an award exceeding \$100,000 shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, office or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier up to the recipient.

XV. E-VERIFY

Contractor warrants and represents that it is in compliance with section 448.095, Florida Statutes, as may be amended, and that it: (1) is registered with the E-Verify system (E-Verify.gov), and beginning January 1, 2021, uses the E-Verify system to electronically verify the employment eligibility of all newly hired workers; and (2) has verified that all of the Contractor's subcontractors performing the duties and obligations of the Agreement are registered with the E-Verify System, and beginning January

This bid solicitation is fully supported by the U.S. Departments of Labor, Health and Human Services, and Agriculture as part of awards totaling \$6,083,592.

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Request for Subsequent Local Workforce Development Area Designation

Name of Local Workforce Development Area:

Name of Contact Person:

Phone Number:

Title:

Email Address:

Date of Request:

Local workforce development areas that receive an initial designation will be granted a subsequent designation if, for the two most recent program years, the local workforce development area performed successfully and sustained fiscal integrity.

Performed Successfully

The term “Performed Successfully” means the local workforce development area met or exceeded the identified levels of performance for primary indicators of performance for the last two consecutive years for which data are available, and the local area has not failed the same individual measure for the last two consecutive program years.

Sustained Fiscal Integrity

The term “Sustained Fiscal Integrity” means that the Secretary of Labor has not made a formal determination, during either of the last two consecutive years preceding the determination regarding such integrity, that either the grant recipient or the administrative entity of the local workforce development area has mis-expended funds provided.

LOCAL AREA LEVELS OF PERFORMANCE

For subsequent designation of local workforce development areas, the local area must include the local negotiated levels of performance and actual levels of performance for the two program years (PY) for which data are available prior to the program year for which designation is requested.

Name of Local Workforce Development Area:				
Measures	Negotiated	Actual	Negotiated	Actual
	PY: _____	PY: _____	PY: _____	PY: _____
Adult				
Employed 2 nd Quarter After Exit				
Median Wages 2 nd Quarter After Exit				
Employed 4 th Quarter After Exit				
Credential Attainment Rate				
Measurable Skill Gains				
Dislocated Worker				
Employed 2 nd Quarter After Exit				
Median Wages 2 nd Quarter After Exit				
Employed 4 th Quarter After Exit				
Credential Attainment Rate				
Measurable Skill Gains				
Youth				
Employed 2 nd Quarter After Exit				
Median Wages 2 nd Quarter After Exit				
Employed 4 th Quarter After Exit				
Credential Attainment Rate				
Measurable Skill Gains				
Wagner-Peyser				
Employed 2 nd Quarter After Exit				
Median Wages 2 nd Quarter After Exit				
Employed 4 th Quarter After Exit				

CERTIFICATION AND APPROVAL OF REQUEST

By signing below, the local workforce board chairperson and chief local elected official certify that the local area has performed successfully and sustained fiscal integrity for subsequent designation of the existing local area.

Local Workforce Development Board Chairperson	
Name:	
Signature:	
Date:	

Chief Local Elected Official	
Name:	County:
Signature:	
Date:	

Chief Local Elected Official	
Name:	County:
Signature:	
Date:	

Chief Local Elected Official	
Name:	County:
Signature:	
Date:	

Chief Local Elected Official	
Name:	County:
Signature:	
Date:	

Chief Local Elected Official	
Name:	County:
Signature:	
Date:	

Chief Local Elected Official	
Name:	County:
Signature:	
Date:	

The completed request and certification page(s) must be submitted to: LWDBGovernance@commerce.fl.gov.

Request for Subsequent Area Designation Local Area Levels of Performance Addendum

Areas not met 2 consecutive years

Dislocated Worker Credential Attainment Rate

PY 2023-24: 0.00 (Goal 50.00)

PY 2024-25: 0.00 (Goal 75.00)

What is the plan for compliance?

Historically, the Dislocated Worker (DW) population in our local area has been small, which can significantly affect this measure. In PY 2023–2024 and PY 2024–2025, there were two and three DW enrollments, respectively. In both years, participants primarily pursued rapid reemployment rather than classroom-based occupational skills training that would lead to an industry-recognized credential. As a result, there were no DW participants enrolled in training during these program years, and therefore no DW participants were eligible to attain a credential within the reporting period. This limited participation in training contributed to the local area not meeting the Credential Attainment Rate performance level for DW.

To improve performance on the DW Credential Attainment Rate, CareerSource Capital Region (CSCR) will increase identification of DW participants who can benefit from training and strengthen career counseling and referral practices that support credential attainment. CSCR has expanded the initial assessment process to better identify potential DW participants outside of the Re-employment Services and Eligibility Assessment program, which has increased enrollments (12 enrollments for PY 2025–2026). Building on that change, CSCR will: (1) incorporate a standardized training-and-credential discussion into DW intake to ensure eligible participants understand available training options and the value of credentials; (2) prioritize enrollment into training for DW participants with skill gaps or who are unlikely to return to prior employment; (3) increase outreach to local training providers to expand reverse referrals of potential DWs who are engaged in, or interested in, classroom training leading to credentials; and (4) when enrolled in training, implement routine follow-up with DW participants to support training persistence and timely credential reporting. These actions are intended to increase the number of DW participants who enter training and attain credentials, thereby improving performance in future program years.

REQUEST FOR EXTENSION

LOCAL WORKFORCE AREA INFORMATION	
Name of Local Area: CareerSource Capital Region	
LWDB Number: 05	
Date of Submission: 03/23/2026	
Contact Person Name: Keantha Moore	Phone: 850-273-3780 Email Address: keantha.moore@careersourcecapitalregion.com

AMENDMENT TO THE LOCAL WORKFORCE SERVICES PLAN
<p>The Local Workforce Development Board seeks to extend its designation as a direct service provider of certain services by agreement of the Chief Elected Official and the Governor. This extension to the designation of the Local Workforce Development Board as a direct service provider of certain services is to be effective for the period <u>07/01/2026</u> through <u>06/30/2029</u>.</p> <p>The signatures below certify agreement to the request for extension submitted by the Local Workforce Development Board and the assurance that the Local Workforce Development Board will operate in accordance with this extension, its Workforce Service Plan, and applicable federal and state laws and regulations.</p>

LOCAL WORKFORCE DEVELOPMENT BOARD CHAIRMAN	
Name:	Title:
Signature:	Date:

LOCAL CHIEF ELECTED OFFICIAL	
Name and Title:	County:
Signature:	Date:

LOCAL CHIEF ELECTED OFFICIAL

Name and Title:

County:

Signature:

Date:

LOCAL CHIEF ELECTED OFFICIAL

Name and Title:

County:

Signature:

Date:

LOCAL CHIEF ELECTED OFFICIAL

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LOCAL CHIEF ELECTED OFFICIAL

Name and Title:

County:

Signature:

Date:

LOCAL CHIEF ELECTED OFFICIAL

Name and Title:

County:

Signature:

Date:

Direct Provider of Workforce Services Extension Request
LWDB 5 - CareerSource Capital Region

CareerSource Capital Region (CSCR) is the Local Workforce Development Board (LWDB) for Gadsden, Jefferson, Leon, and Wakulla counties. CSCR has procured two separate contractors: Educational Data Systems, Inc. (EDSI), which serves as the One-Stop Operator, and C2 Global Professional Services, LLC, which serves as the provider of workforce development services in CSCR's four-county operating area. CSCR oversees two comprehensive one-stop career centers and two access points. CSCR also directly engages and provides solutions to local businesses through the Business & Employer Solutions (BES) department. BES staff are managed by and report directly to one of CSCR's Senior Directors. The BES team consists of three Account Executives, two Business Services Representatives¹, one Business Solutions Operations Coordinator, one Local Veterans Employment Representative (LVER)¹, and one Events Manager.

In addition to BES, CSCR provides services to businesses and career seekers through its Special Projects department, which is also managed by the Senior Director over BES. This department currently has two positions: a Rapid Response Coordinator and an Apprenticeship Navigator Specialist. As CSCR is awarded new grants or initiatives, additional positions may be established to meet grant requirements and to support services for businesses and/or career seekers.

CSCR revamped its business model on August 1, 2016, to be sector-driven and to provide seamless services to both employers and career seekers. This dual-customer model supports job creation in in-demand industries.

CSCR intends to continue providing direct services to the business community to preserve the flexibility to adjust strategies as local labor market intelligence emerges through relationships with business leaders, industry associations, chambers, and economic development partners. CSCR also plans to continue providing direct services through the Special Projects department when direct delivery is the most effective approach to administer special grants or initiatives and to meet grant performance and compliance requirements.

¹ Represents jointly managed Florida Department of Commerce staff.

The requested extension would begin on July 1, 2026, and cover Program Years 2026–2027, 2027–2028, and 2028–2029.

1. *A review of the effectiveness of the firewall established by the LWDB to clearly separate existing roles as oversight body for the LWDB’s workforce delivery system and its role as the direct provider of workforce services, and an explanation of changes to be made to the firewall.*

To clearly separate CSCR’s role as the LWDB oversight body from its role as a direct provider of BES/special projects, CSCR established the Regional Oversight, Performance and Compliance (ROPC) department. ROPC is staffed by board employees and does not participate in service delivery; instead, it independently monitors the operations of the direct service providers (including CSCR) to ensure compliance and to maintain the firewall. ROPC provides quarterly reports to the full Board of Directors. The Senior Director who manages ROPC also advises the Chief Executive Officer on issues that could compromise, or have the potential to compromise, the firewall. In addition, ROPC is responsible for quality assurance, compliance monitoring, and risk identification. When quality or compliance concerns are identified, they are addressed through policy, monitoring, and process reviews. Findings require a Corrective Action Plan with defined steps and timelines to remedy deficiencies. ROPC notifies the direct service provider(s), Chief Executive Officer, and Board of Directors when issues arise and provides recommendations to resolve concerns, including perceived or actual conflicts of interest.

2. *CareerSource Capital Region’s service delivery model is funded by the below grant programs.*

- Workforce Innovation & Opportunity Act (WIOA) (Adult, Youth, and Dislocated Worker)
- Temporary Assistance for Needy Families/Welfare Transition
- Supplemental Nutrition Assistance Program Employment & Training
- RESEA
- Special Grants, such as Apprenticeship Navigator (Wagner-Peyser), Rapid Response (WIOA), Rural Initiatives (WIOA and State funds), etc.

3. *Analysis of the actual cost savings realized as a result of the LWDB providing the workforce service.*

Position	FY 26-27 Costs	FY 27-28 Costs	FY 28-29 Costs
Position 1	101,432	104,475	107,609
Position 2	71,572	73,719	75,930
Position 3	63,792	65,706	67,677
Position 4	63,792	65,706	67,677
	\$ 300,588	\$ 309,606	\$ 318,894

Position	FY 26-27 Cost Savings	FY 27-28 Cost Savings	FY 28-29 Cost Savings
Position 1	13,998	14,418	14,850
Position 2	9,877	10,173	10,478
Position 3	8,803	9,067	9,339
Position 4	8,803	9,067	9,339
	\$ 41,481	\$ 42,725	\$ 44,006

As reflected above, the extension produces year-over-year cost savings across the requested period. By retaining this portion of service delivery in-house, CSCR pays only direct personnel costs (salaries and benefits). If this function were competitively procured, CSCR would also incur additional costs associated with a provider's profit and indirect rate. Direct delivery through the BES and Special Projects departments also strengthens local control over service design and responsiveness to employers and special populations of career seekers. CSCR has built and retained a team with specialized HR and staffing expertise, which is particularly valuable for small businesses in the region that may not have dedicated HR capacity. This expertise helps employers recruit and retain talent and supports timely, tailored solutions to local workforce needs.

4. *Description of any realized improvement to the local service delivery system and any realized improvement in performance outcomes.*

CSCR has served as the direct provider of Business & Employer Solutions for more than 15 years. Direct delivery has strengthened CSCR's visibility and responsiveness to the business community through sustained engagement with employers, stakeholders, and partners. CSCR maintains a

robust schedule of employer-focused activities, including hiring and recruiting events, informational sessions (including HR best practices and program information), and professional development workshops and trainings. The BES team conducts an average of four employer-focused events per month. These activities have increased awareness of CSCR's employer solutions and contributed to an expanded customer base.

Over the past three years, even as the overall number of job postings has declined, CSCR's business engagement has remained focused on meeting employers' needs. In addition to job postings, employers request and receive support with recruiting through hiring events, and support with retention through professional development workshops and leadership trainings. Employer satisfaction and engagement remain high, and increased engagement is supported by staff capacity to provide more specialized solutions. Business & Employer Solutions team members build relationships through active involvement in local associations and ongoing networking. The Senior Director is engaged with the Tallahassee Chapter of the Society for Human Resource Management, and the Account Executives serve as Ambassadors for local chambers of commerce. Team members also engage with local Economic Development Organizations (EDOs) and chambers of commerce to align services with regional business needs.

Over the years, CSCR has been successfully operating special projects. There are currently two special project grants:

- **Rapid Response** – Grant dates July 2024 – June 2026 (extended from July 2021). This grant provides support for staff engaged in Rapid Response activities such as layoff aversion activities, business engagement activities, and serving as the lead for any Rapid Response events within the CSCR operating area.
 - As the number of layoffs that occur in the Capital Region are typically quite low, the Rapid Response Coordinator's activities are primarily focused on proactive layoff aversion strategies.
 - The Rapid Response Coordinator is very active in the community and is frequently asked to speak at Chamber, EDO and other events to provide information on both Rapid Response solutions as well as other business solutions offered by CSCR. The Rapid Response Coordinator implemented an annual information session called Growing Forward in 2023. These information sessions are targeted to small businesses in the Capital Region that may be struggling and focus on both CSCR

available solutions as well as solutions available to businesses from community partners. The next Growing Forward luncheon is scheduled for April 2026.

- **Apprenticeship Navigator Grant** – Grant dates July 2023 – June 2026 (extended from July 2023). This grant provides salary support for staff engaged in apprenticeship navigator functions that are intended to develop and/or expand viable apprenticeship programs (registered apprenticeship or industry-recognized apprenticeship programs) to meet local talent needs of employers in targeted industries.
 - The Apprenticeship Navigator Specialist has engaged with multiple employers across industry sectors to educate them about registered apprenticeship program (RAP) opportunities. Over the current period to date, the apprenticeship navigator had direct responsibility for creating seven new RAPs in CSCR’s operating area and is currently engaged with several employers and educational institutions developing three to four pre-apprenticeships.
 - In PY 24-25 CSCR started the Apprenticeship Spotlight, an annual lunch and learn session to bring awareness to both employers and career seekers in CSCR’s operating area about apprenticeships. The next Spotlight is scheduled for April 2026.

C2 Global Professional Services Performance Summary

Reporting Period: July 2025 – February 2026

Participant Outcomes (Contract Deliverables)

WIOA Adult, Dislocated Worker, and Youth

Across the reporting period, WIOA programs continued to support participant progress toward employment, credential attainment, and retention outcomes. Participants engaged in individualized career services, training referrals, and job placement activities aligned with their employment plans. Overall performance demonstrated **consistent participation and steady employment outcomes**, with credential attainment and post-exit employment remaining areas of strength. Variability in some measures reflects participant barriers, labor market conditions, and the time lag associated with training-related outcomes.

Welfare Transition (WT) & SNAP E&T

WT and SNAP E&T programs maintained ongoing participant engagement through orientations, employment activities, and supportive services. Monthly reports reflect **continued enrollments and service participation**, with employment outcomes occurring at a lower rate relative to participation volumes. Engagement data across the period highlights the challenge of converting referrals and scheduled activities into consistent attendance and entered employment outcomes, particularly among mandatory participants facing multiple barriers.

Service Delivery Highlights

(Program Reporting, Quality Monitoring, and Program Monitoring)

Service delivery throughout the period remained aligned with **contractual and state reporting requirements**. Staff consistently completed eligibility determinations, case notes, and service entries within required timelines. Program reporting processes supported accurate tracking of enrollments, services, and outcomes across all programs.

Quality monitoring and internal program monitoring activities emphasized:

- Accurate and timely documentation in case management systems
- Compliance with eligibility, participation, and follow-up requirements
- Ongoing review of caseload distribution and service delivery timeliness

These efforts supported operational consistency and positioned the programs for external monitoring and audits.

Challenges and Corrective Actions

Several recurring challenges were observed through February 2026, including:

- Participant engagement and attendance barriers, scheduling conflicts, and delays related to documentation or follow-up activities during periods of increased service demand.

These challenges were most evident within WT and SNAP E&T programming, where mandatory participation requirements and participant barriers affected consistent engagement and outcomes.

Corrective actions implemented during the period included increased and targeted outreach efforts, enhanced follow-up and reminder protocols, supervisory review of case activity, and staff coaching focused on documentation quality, timeliness, and workflow efficiency. These actions are intended to stabilize service delivery, improve participant engagement, and support continued compliance with contract and program requirements.

Personnel (Staffing Overview)

As of February 2026, the provider maintains 19 filled staff positions supporting contractual service delivery and program operations. Two positions are pending onboarding, and two vacancies remain in active recruitment, with potential candidates under review. Staffing levels continue to support contract requirements, with leadership monitoring recruitment activity to maintain operational continuity and service capacity.

Community Partnerships

The programs continued to leverage **community and employer partnerships** to support participant success. Partnerships with training providers, employers, and community organizations expanded access to:

- Employment opportunities
- Training and credential pathways
- Supportive services addressing barriers to employment

These partnerships remained a critical component of service delivery and workforce system alignment throughout the reporting period.

Upcoming Goals

Goals for upcoming months build on trends observed from July 2025 through January 2026 and include:

- Strengthening participant engagement and attendance, particularly within WT and SNAP E&T
- Increasing job placements and employment outcomes across WIOA programs
- Continuing to improve data quality, documentation timeliness, and reporting accuracy
- Expanding employer outreach and job-matching opportunities
- Assessing staffing capacity and workflow strategies to support sustained performance

These priorities are intended to support continued compliance, improved outcomes, and alignment with contract and state performance expectations.

CareerSource Capital Region Monthly One-Stop Operator Report

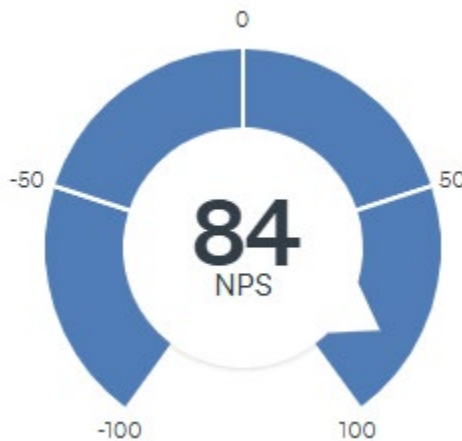
February 2026

Contents

Net Promoter Score	1
Customer Experience Survey Comments.....	2
Net Promoter Score Business Solutions.....	3
Employer Customer Satisfaction Survey Comments	3
Center Certification.....	3
Partner Council Attendance.....	4
Partner Council Membership.....	4
New Partner Engagement.....	5
Site Partnership Engagement	6
Professional Development Training.....	7
Outreach	7

Net Promoter Score

The NPS rating decreased from 94 in January to 84 in February. There were 3 **detractors** and 8 passives during the reporting month. The total number of responses in February was 86. The Leon office had 78 responses with an NPS of 85. There were 8 responses for the Wakulla office and an NPS of 75. The Gadsden office had 0 responses. The center managers have been sent the survey results and asked to work with employees to increase the quantity and quality of the surveys.



Customer Experience Survey Comments

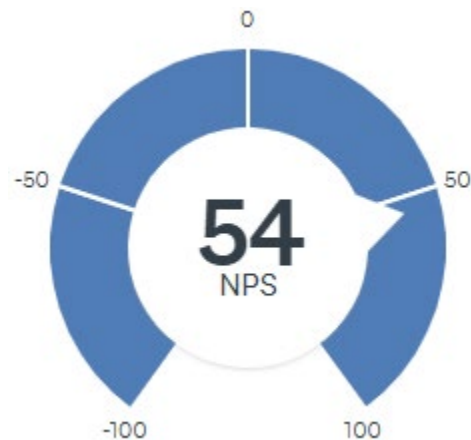
There was a total of 55 responses to survey questions. A sample of responses is included in the following table:

Center	Comment
Leon	Robin Watson was so friendly, informative, and helpful!
Leon	staff not helpful with job search assistance
Leon	The workshop was great and I learned a ton of valuable information.
Leon	Amazing services offered, Kelli was very patient and super informative, walked me along every step of the way and showed me different opportunities I didn't know were available to help even more with my job search. I appreciate the time, kindness, and understanding of my situation while helping guide me on best approaches. Glad to have quick phone access to Reemployment services to discuss any further concerns and questions about different steps in the process that were confusing to me at first. Glad to get clarification and so thankful these services are free or I would never have been able to afford or access them while looking for work. Looking forward to utilizing these services moving forward to hopefully land my next job!
Leon	The presenter was pleasant and knowledgeable
Leon	This place is awesome
Leon	Consistency and patience from staff made this a stress free and productive experience.
Leon	Chaquita Johnson she's incredible
Leon	everyone was very helpful and very friendly and professional
Leon	it is extremely helpful to anyone who knows about it
Leon	good place for finding work
Leon	ron was great
Leon	No additional comments. This first meeting was great and I'm very excited to continue exploring career opportunities here. :)
Leon	Ms. Chrishona Austin was very helpful, knowledgeable and kind.
Leon	professionalism,patience and very good coach
Leon	I always feel better after an appointment at CareerSource
Leon	My intake representative was very knowledgeable and professional, he explained details in a manner that presented me with a vast amount of information that was easy to comprehend and digest.
Leon	Kelli and Ron where very nice and helpful as was the entire staff
Leon	ron is a awesome empkoyee and needs a raise and vacation asap
Wakulla	I thought they helped me make a resume and walk me through the steps but i thought they might have connections or something to help me find a job easier
Wakulla	Kathie is patient and she works with you. Kind.
Wakulla	Thanks for all the help
Wakulla	Excellent customer service
Wakulla	they were very helpful, very respectful and respectable people, and i came in with a goal and they helped me reach the goal.
Wakulla	Has been very helpful with my job search

There were no respondents that left a contact number or email address for the purpose of discussing the survey.

Net Promoter Score Business Solutions

There were 14 responses to the survey for this recording period. The NPS was 54. There was no detractors ND 6 Passives.



Employer Customer Satisfaction Survey Comments

What can CSCR do to help meet your workforce needs?

Provide clarity in CSCR offerings. There have been changes and it is hard to understand what's available.

Post our most critical jobs we need assistance with hiring on.

If a CSCR staff member went above and beyond, please share with us.

Cat Spence is phenomenal. She delivered an excellent training on customer service in the healthcare setting. My staff were engaged, listened and benefited from the details shared. I truly enjoy working and partnering with Cat.

Britny is always so pleasant and delivers excellent customer service!

Renee Williams Walter has been exceptionally helpful. I really appreciate her and it is a pleasure to work with her.

Britny is fabulous! She is always willing to answer any questions I have and work with me to get our roles shared out to your career seekers. I appreciate her!

What is one thing, if done differently or better, would have enhanced your experience or improved your score?

Difficulty in paperwork is a significant detractor, as are logistical aspects of signing up. We would need to change our training schedule to accommodate applicants from Career Source, and this would be different from other hires.

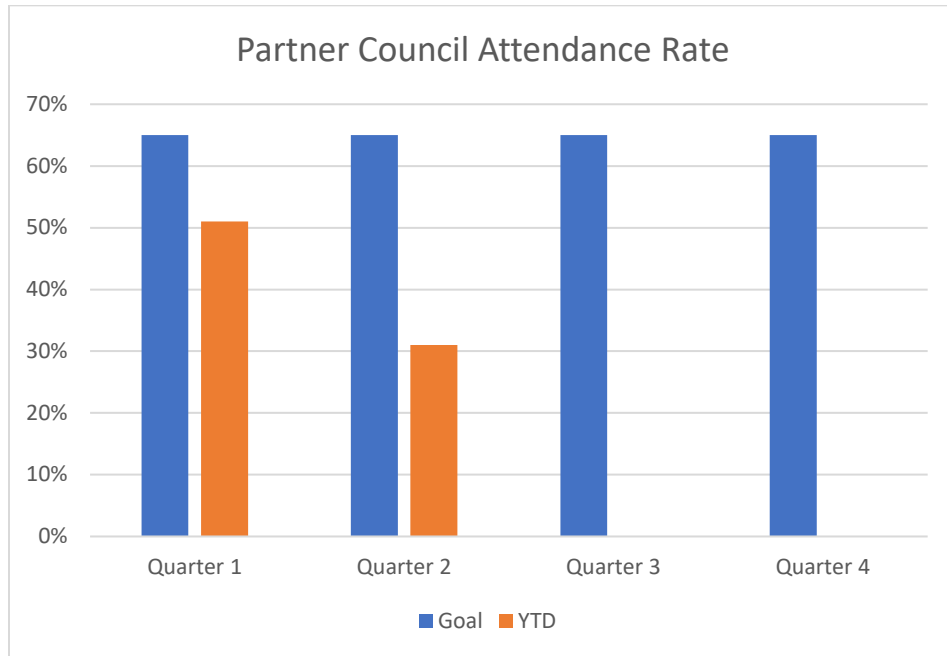
Perhpas take time to understand my needs and direct me to a program that is aligned. I don't know the person's name who I spoke with, but they seemed to make a quick assessment and moved on.

More diverse snacks and refreshments in the employer lounge.

Center Certification

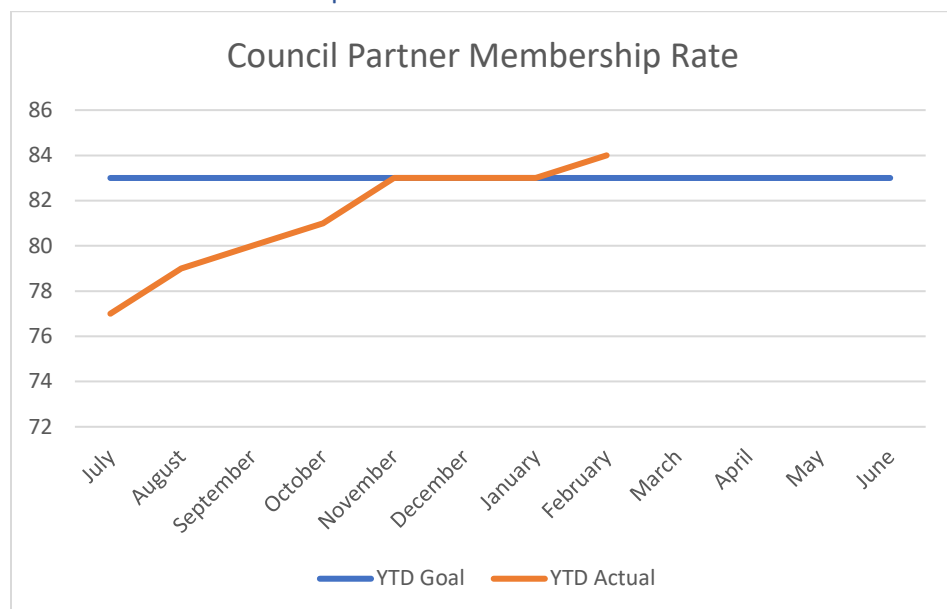
During November 2025, a site visit was made to each center. With the assistance of the center managers and staff, we conducted inspections of the required signage and posters. The review was made using the Florida Commerce monitoring tool. It was determined that each site was in compliance.

Partner Council Attendance



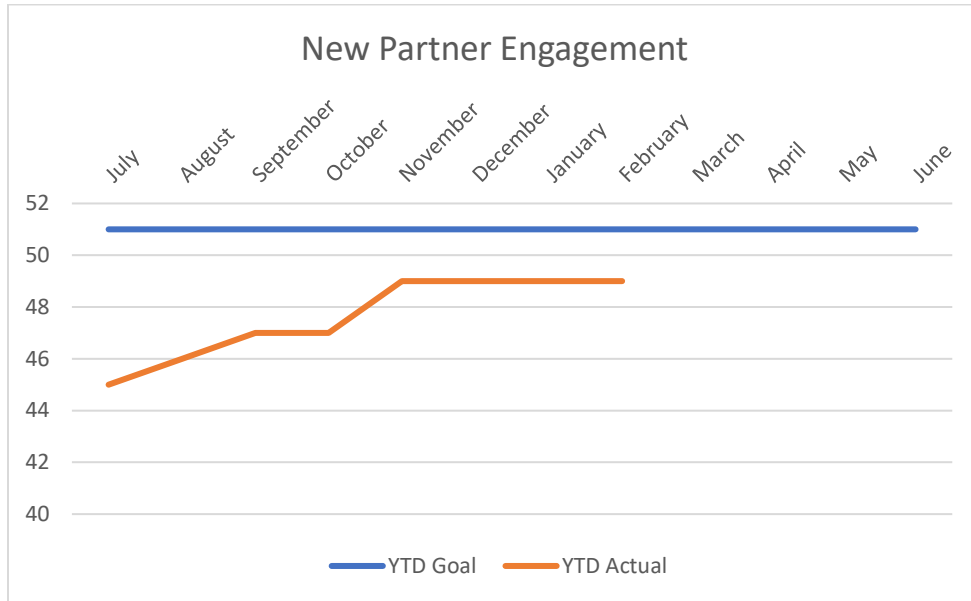
The second quarter Partner Council Meeting was held at the Blirstone office in December 2025. There were 25 people in attendance. The next Partner Council Parter Meeting is scheduled for March 13th.

Partner Council Membership



The current Partner Council membership is 84. The final total membership for PY24-25 was 75. The goal for PY 25-26 is to increase membership by 10% to 83 members.

New Partner Engagement

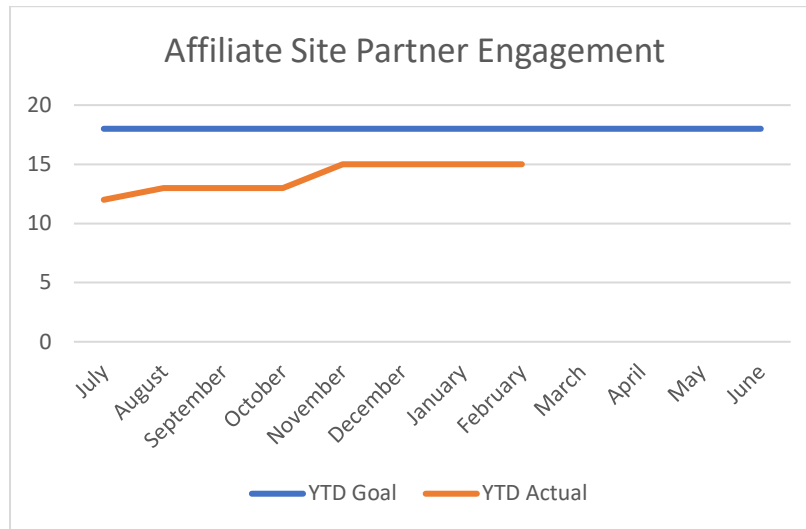


The goal for PY 25-26 is to increase the number of MOUs/MOAs in place with community partners by 15% to 51 MOUs/MOAs. There are 47 MOUs/MOAs signed for the current program year.

The following are MOUs/MOAs currently in progress:

- Sable Palm Family Resource Center
- Restoration Church
- Survive and Thrive Advocacy Center

Site Partnership Engagement



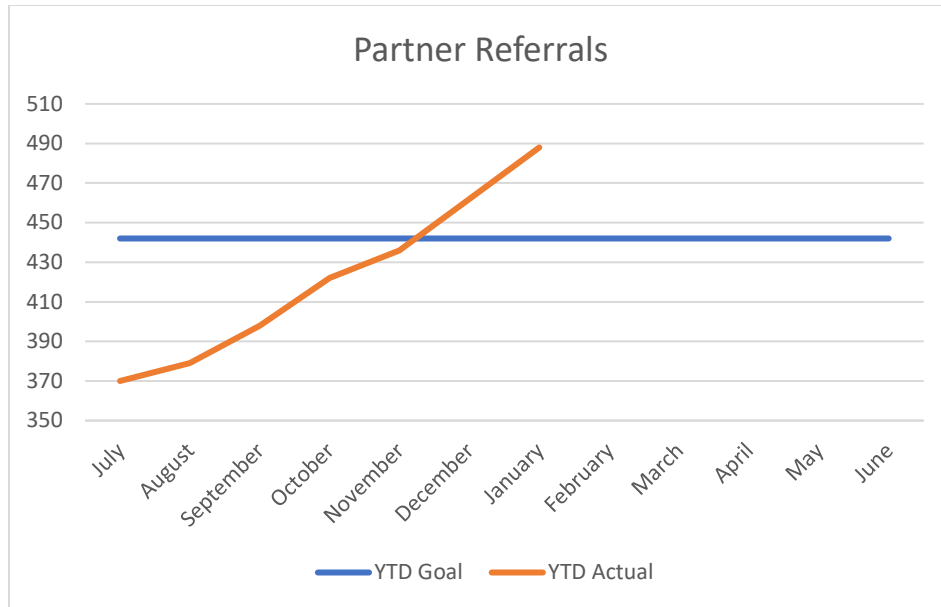
During PY 24-25, there were twelve affiliate site locations. The goal for PY 25-26 is to increase from twelve sites to eighteen. Fort Braden Family Resource Center signed an agreement in August, bringing the total number of affiliate sites to fifteen. A MOU is being created for the Sable Palm Family Resource Center.

Affiliate site workshops have been scheduled for the following locations:

September 11 th	Leon County Library Woodville Branch – Interviewing Skills
September 27 th	Leon County Library Woodville Branch – Teen Resume Workshop
October 11 th	Leon County Library Fort Braden Branch – Scarry Good Interview Skills
October 15 th	Mount Olive Affordable Housing and Community Development Corporation – Interview Skills Workshop
October 18 th	Leon County Library Northeast Branch - Scary Good Interview Skills
October 22 nd	Carter’s Corner Resume Writing Workshop
October 24 th	Wakulla County Library – Job Searching
October 25 th	Leon County Library Eastside Branch – Teen Resume Workshop
November 3 rd	Leon County Library – Leroy Collins Branch – Interviewing for Skilled Laborers
November 13 th	Jefferson K-12 School – Resume Writing
January 22 nd	Leon County BL Perry Branch – Resume Writing Workshop

Cross-Partner Referrals

During PY 24-25, we had 354 partner referrals. The goal for PY 25-26 is to increase this by 25% to 442 total referrals. During February 2026, we sent or received 14 referrals through the referral systems. The total number of referrals in Crosswalk is 502.



Professional Development Training

The OSO will provide monthly professional development to increase staff efficiency and effectiveness. Outlined below are the approved training courses for PY25-26:

Monthly OSO Training	Topic	Presenter
July	Crosswalk	OSO
August	Emergency Preparedness/Active Shooter	OSO
September	Partner Highlight	OSO
October	Trauma-Responsive De-escalation Skills – In Service	Amy
November	Empathetic Customer Service	Amy
December	Harassment Prevention	OSO
January	Human-Centered Design	Amy
February	Tobacco Free Florida Program	BBAHEC
March	Mental Health Awareness	OSO
April	Motivational Interviewing & Stages of Change – In Service	Amy
May	Apprenticeship Program	Katrina
June	Partner Highlight	OSO

Outreach

The goal of outreach is to provide training and support to center managers and partners and to increase the number of MOUs and MOAs. Listed below are outreach efforts for the month of February:

- Visited the Gadsden County Center
- Visited the Wakulla County Center

- Visited the Jefferson County location
- Attended the Big Bend After Reentry Coalition monthly meeting
- Attended the Shared Grace meeting
- Met with the Leon County Library
- Met with Ya'Deceia Denmark of Denmark Community Housing
- Attended Jefferson County UCF Certification committee meeting
- Provided Crosswalk training to Fy. Braden Family Resource Center
- Attended the Community Leadership Council Meeting in Jefferson County
- Read to 4th Graders at the Jefferson County Community Partnership School
- Participated in the move of the Wakulla office
- Attended the resource fair at the Leon County Main Library
- Met with Elain Carroll of Tallahassee Community College
- Attended the Circuit 2 Advisory Board subcommittee meeting.

Senior Director Report – Regional Oversight, Performance & Compliance

1. Performance

- a. **WIOA Indicators of Performance**- Below is the region’s actual performance for Quarter 1 of Program Year 2025-2026. Note: CSCR’s performance is reflected in Column #5 (Q1) and the performance for the State of Florida is reflected in column #8.

Measures	PY2024-2025 4th Quarter Performance	PY2024- 2025 % of Performance Goal Met For Q4	PY2024-2025 Performance Goals	LVDB 05			State of Florida		
				PY2025-2026 1st Quarter Performance	PY2025- 2026 % of Performance Goal Met For Q1	PY2025-2026 Performance Goals	PY2025-2026 1st Quarter Performance	PY2025- 2026 % of Performance Goal Met For Q1	PY2025-2026 Performance Goals
Adults:									
Employed 2nd Qtr After Exit	80.4	108.06	74.4	79.5	106.85	74.4	85.3	114.65	86.70
Median Wage 2nd Quarter After Exit	\$6,502	85.83	\$7,575	\$6,589	86.98	\$7,575	\$10,164.0	134.18	\$10,215
Employed 4th Qtr After Exit	84.9	120.77	70.3	75.5	107.40	70.3	83.1	118.21	73.50
Credential Attainment Rate	77.3	100.52	76.9	77.3	100.52	76.9	80.7	104.94	75.30
Measurable Skill Gains	83.3	176.86	47.1	73.3	155.63	47.1	78.4	166.45	76.00
Dislocated Workers:									
Employed 2nd Qtr After Exit	50	66.67	75	50	66.67	75	83.7	111.60	85.00
Median Wage 2nd Quarter After Exit	\$46,800	650.00	\$7,200	\$46,800	624.00	\$7,500	\$11,717.5	156.23	\$11,125
Employed 4th Qtr After Exit	100	133.33	75	100	133.33	75	82.3	109.73	80.20
Credential Attainment Rate	0	0.00	75	100	166.67	60	83.0	138.33	82.70
Measurable Skill Gains	0	0.00	47	0	0.00	47	81.6	173.62	68.80
Youth:									
Employed 2nd Qtr After Exit	78	109.70	71.1	68.4	96.20	71.1	76.5	107.59	81.40
Median Wage 2nd Quarter After Exit	\$5,003	118.11	\$4,236	\$4,505	106.35	\$4,236	\$5,211.0	123.02	\$4,795
Employed 4th Qtr After Exit	75	110.62	67.8	75	110.62	67.8	76.2	112.39	78.80
Credential Attainment Rate	41.7	221.81	18.8	45.8	243.62	18.8	70.3	373.94	73.40
Measurable Skill Gains	63.6	268.35	23.7	64.3	271.31	23.7	75.8	319.83	68.00
Wagner Peyser:									
Employed 2nd Qtr After Exit	67.1	101.67	66	67.2	101.82	66	65.4	99.09	68.20
Median Wage 2nd Quarter After Exit	\$6,245	126.55	\$4,935	\$6,455	130.79	\$4,935	\$7,764.0	157.33	\$7,571
Employed 4th Qtr After Exit	69.2	110.37	62.7	69	110.05	62.7	66.6	106.22	66.00
Not Met (less than 90% of negotiated)									
Met (90-100% of negotiated)									
Exceeded (greater than 100% of negotiated)									

Quarter 1 Performance

CSCR **exceeded 14 measures, met the performance for one (1) measure and did not meet the performance goals for three (3) measures.** Further, CSCR is meeting/exceeding 83.3% of its performance goals (5.6% more than the prior quarter). Out of 18 measures, six (6) measures experienced a decrease, six (6) measures experienced an increase and six (6) measures experienced no change. For reference, in the prior quarter, we exceeded 14 measures and did not meet the performance goals for four (4) measures.

Adult Metrics

- **Exceeded 4/5 measures**
- Employed 2nd Quarter After Exit – This measure experienced a slight decrease (-0.9%) from the prior quarter, and we continue to exceed this measure. We achieved 106.85% of the goal of 74.4.
- Median Wage 2nd Quarter After Exit – This measure experienced an increase (\$87.00) and we failed to meet this measure. We achieved 86.98% of the goal of \$7,575. This is the 2nd consecutive quarter not meeting this goal.
- Employed 4th Quarter After Exit - This measure experienced a decrease (-9.4%) for the 3rd consecutive quarter, though we continue to exceed the goal. We achieved 107.40% of the goal of 70.3.
- Credential Attainment Rate –There was no change in this measure and we continue to exceed the goal of 76.9.
- Measurable Skill Gains - There was a decrease of -10.0%, going from 83.3% to 73.3% and we continue to exceed the goal (47.1) for this measure.

Dislocated Worker Metrics

- **Exceeded 3/5 measures**
- Employed 2nd Quarter After Exit - There was no change in this measure, and the region failed to meet the goal of 75 for the 2nd consecutive quarter. We achieved 66.67%.
- Median Wage 2nd Quarter After Exit - There was no change in this measure, and the region exceeded the goal of \$7,500.
- Employed 4th Quarter After Exit- There was no change in this measure and the region continues to exceed the goal of 75.
- Credential Attainment - There was marked increase in this measure (100%), and the region met the goal for the first time since quarter 3, PY 2023-24.
- Measurable Skill Gains - There was no change in this measure and the region failed to meet the goal of 47 for the 4th consecutive quarter.

Youth Metrics

- **Exceeded 4/5 measures**
- Employed 2nd Quarter After Exit - There was a decrease in this measure (-9.6%) and the region met the goal, achieving 96.20% of the goal of 71.1.
- Median Wage 2nd Quarter After Exit – There was a decrease in this measure, moving from \$5,003 to \$4,505 and we continue to exceed the performance goal of \$4,236.
- Employed 4th Quarter After Exit - There was no change from the last quarter and the region continues to exceed the goal of 67.8.

- Credential Attainment Rate – There was an increase in this measure (4.1%), going from 41.7% to 45.8%, and the region exceeded the goal of 18.8.
- Measurable Skill Gains – There was a slight increase in this measure (0.7%) and the region continues to exceed the goal of 23.7.

Wagner-Peyser Metrics

- **All WP goals continue to be exceeded.**
- Employed 2nd Quarter After Exit – There was a slight increase (0.1%) in this measure and we continue to exceed the goal of 66.
- Median Wage 2nd Quarter After Exit - There was an increase (\$209.50) in this measure, going from \$6,245 to \$6,455 and we continue to exceed the goal of \$4,935.
- Employed 4th Quarter After Exit - There was a slight decrease (-.2%) in this measure, going from 69.2% to 69% and we continue to exceed the goal of 62.7.

2. Monitoring

a. **Quality Assurance Review**

The Board’s Regional Oversight, Performance & Compliance (ROPC) Department conducted a programmatic quality assurance review of CareerSource Capital Region’s workforce programs during the 2nd quarter of the program year. The workforce programs reviewed included Welfare Transition, Supplemental Nutrition Assistance Program Employment and Training, Workforce Innovation and Opportunity Act, Wagner-Peyser, Jobs for Veteran State Grants, and any identified special projects operational during the review period (September 1, 2024-August 31, 2025). Programmatic issues identified were categorized as findings, issues of non-compliance, and observations based on a scale of high, medium, and low risk probabilities. The final programmatic monitoring report is attached for review.

3. Technical Assistance Trainings

- a. The Board’s ROPC Department will be facilitating the following technical assistance trainings and additional trainings will be developed/conducted based on staff needs:
 - Wagner-Peyser (WP) Monitoring Review: Job Orders, RESEA, Placements, Universal Career Seekers
 - Jobs for Veteran State Grants (JVSG) Monitoring Review
 - Workforce Innovation & Opportunity Act (WIOA) Monitoring Review: Adult/Dislocated Worker, Youth, Special Projects
 - Welfare Transition (WT) Monitoring Review
 - Supplemental Nutrition Assistance Program, Employment & Training (SNAP E&T) Monitoring Review

PROGRAM YEAR 2025-2026

Programmatic Monitoring Results and Recommendations



Prepared By:
Regional Oversight, Performance and Compliance (ROPC) Department

January 15, 2026

MONITORING REPORT
CareerSource Capital Region
REGION 5

TABLE OF CONTENTS

<u>Introduction</u>	3
<u>Description Of Monitoring Approach</u>	3
• <u>Purpose of Review</u>	3
• <u>Scope and Methodology</u>	3
• <u>Monitoring Review Tools</u>	3
• <u>Sample Size/Selection Methodology</u>	3-4
<u>Overview Of Monitoring Results</u>	4-12
<u>Welfare Transition</u>	13-20
<u>Supplemental Nutrition Assistance Program</u>	20-24
<u>Workforce Innovation and Opportunity Act</u>	24-38
• <u>Adult and Dislocated Worker</u>	24-30
• <u>Youth</u>	30-37
• <u>Special Projects</u>	37-38
<u>Wagner-Peyser Program</u>	39-60
• <u>Universal Career Seekers</u>	39-41
• <u>Placements</u>	41-43
• <u>Job Orders</u>	43-44
• <u>Re-Employment Services and Eligibility Assessment</u>	44-51
• <u>Veterans Services - JVSG</u>	52-56
• <u>Veterans Services - LVER</u>	56-59
• <u>Veterans VR&E/Chapter 31</u>	59-60
<u>Migrant and Seasonal Farmworker Services and Outreach Program</u>	60
<u>Trade Adjustment Assistance</u>	60

INTRODUCTION

This report was prepared as a result of a programmatic quality assurance review conducted for the following programs: Welfare Transition/Temporary Assistance for Needy Families (WT/TANF), Supplemental Nutrition Assistance Program, Employment and Training (SNAP E&T), Workforce Innovation & Opportunity Act (WIOA), Trade Adjustment Assistance (TAA), Wagner-Peyser (WP), Migrant and Seasonal Farmworker (MSFW), and any special projects operational during the review period.

DESCRIPTION OF MONITORING APPROACH

Purpose of Review

The purpose of the review was to assess program activities and services for the various workforce programs that were operational during the September 1, 2024 through August 31, 2025 review period. The goal is to determine if the programs were operated in compliance with each of the programs' laws, regulations, State and local plans, and any contract or agreement terms.

Scope and Methodology

The scope of the review consisted of a remote review of C2 GPS electronic participant case file records. The automated electronic review included sample testing of participant case file records.

Other tasks completed by the monitoring review team to identify and document the issues presented in this report included, but were not limited to, the following:

- A review and analysis of data entered in the State's Management Information Systems (MIS) to determine if required/critical data was properly captured for reporting purposes.
- A review, examination, and analysis of participant case file records to determine whether adequate documentation was maintained to support participant eligibility and other services provided. The files were also reviewed and validated by checking the accuracy of MIS records and comparing keyed entries made by the staff against original source documents.

Monitoring Review Tools/Guides

The FloridaCommerce programmatic monitoring review tools were used to conduct the review for each program. The tools are designed to provide a comprehensive assessment of the processes and procedures used by staff to operate and manage the programs. Use of the monitoring tools ensured that the review process followed a planned and consistent course of action that provides adequate verification of specific program data elements. Use of the tools also provides staff with an understanding of how data derived from the tools can be used for internal assessment and process improvements.

Sample Size/Selection Methodology

The participant case file review sample size was compiled from the total participant population served by each program for the review period. This was determined based on the total number of files entered into

and captured by the automated data systems. Using the region's programmatic sampling methodology, the number of client files reviewed for each program was based on the relative percentage share of the total files. The participant files were randomly selected for each program reviewed.

OVERVIEW OF MONITORING RESULTS

The outcome of the review is detailed in the following sections of the report identified by the respective program. The information presented reflects the issues noted by the monitoring team during the review of programs. Outcomes in the report are classified as Findings, Other Noncompliance Issues and Observations. Recommendations and suggestions are also made on how to address any identified Findings, Other Noncompliance Issues and Observations. The following are descriptions of how the outcomes are classified in the report:

- **Findings** - are instances where noncompliance with requirements contained in federal or state laws, rules and regulations, administrative codes, state guidance or other documents are found and are considered to be issues that are of high risk that could potentially result in questioned costs and/or impact the integrity of program operations. Findings are expected to be responded to in the CAP.
- **Other Noncompliance Issues** – are general noncompliance conditions that are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, etc.). Other Noncompliance Issues are expected to be responded to in the CAP.
- **Observations** - are informative statements or constructive comments made to identify processes that can help improve service delivery and result in positive program outcomes. Observations are not expected to be responded to in the CAP.

Summary Table of Monitoring Results

The results of the review of each of the workforce programs are summarized below. Further discussion and analysis of these issues are outlined in the report by program and category.

Workforce Program	Issue	Current Year Finding	Current Year Other Noncompliance Issue
WELFARE TRANSITION	Five (5) instances where the participant's case file was not available for review.	Y	N/A
	Nine (9) instances where the file lacked a signed and dated Grievance/Complaint and Equal Employment Opportunity (EEO)/Discrimination Form.	Y	N/A
	Seven (7) instances where the file lacked a signed Opportunities & Obligations (O&O) Acknowledgement form.	Y	N/A
	One (1) instance where a participant received a childcare authorization and Referral form but was not receiving cash assistance.	Y	N/A
	One (1) instance where the initial assessment was not completed in OSST within 30 days of an individual becoming eligible for cash assistance.	Y	N/A
	Two (2) instances where the case files for participants deferred or assigned to an activity lacked a signed copy of an IRP/ARP.	Y	N/A
	Six (6) instances where the case files lacked documentation to support JPR hours entered.	Y	N/A
	Two (2) instances where the files lacked signed documentation to support JPR hours entered.	Y	N/A
	One (1) instance where the file lacked a completed and signed worksite agreement.	Y	N/A
	Two (2) instances where participants were assigned to Vocational Educational Training that did not meet the federal definition.	Y	N/A
	Two (2) instances where the participant was not notified of what (s)he was required to do prior to initiating a pre-penalty.	Y	N/A
	Five (5) instances where staff failed to attempt to contact the participants during the 10-day counseling period.	Y	N/A
	Two (2) instances where participants were not allowed three working days to provide good cause for their second failure.	Y	N/A
	One (1) instance where the Notice of Failure to Demonstrate Satisfactory Compliance form (WTP-2292) was not mailed for the second failure.	Y	N/A
	Two (2) instances where it was unclear whether the participant was eligible to receive transitional services.	Y	N/A
	16 instances where an exit survey was not administered to participants.	Y	N/A
	17 instances where case management services were not case noted in OSST.	Y	N/A

	Seven (7) instances where the initial assessment did not include the required initial intake survey and all data elements.	N/A	Y
	Six (6) instances where the IRP did not include all required elements.	N/A	Y
	One (1) instance where the job tracking and employment verification dates on the employment verification documentation did not match the dates entered in OSST.	N/A	Y
	Three (3) instances where the penalty process was not initiated and/or ended timely.	N/A	Y
	One (1) instance where the transitional childcare service was not ended in OSST as required.	N/A	Y
	Seven (7) instances where staff failed to administer the appropriate information resource from the CLIFF tool suite.	N/A	Y
Totals		17	6
SUPPL EMENTAL NUTRITION ASSISTANCE (SNAP) E&T PROGRAM	Four (4) instances where the participant's case files were not available for review.	Y	N/A
	Four (4) instances where the file lacked a signed and dated Grievance/Complaint and Equal Employment Opportunity (EEO)/Discrimination Form.	Y	N/A
	Five (5) instances where the file lacked a signed and dated Opportunities & Obligations (O&O) Acknowledgement form.	Y	N/A
	One (1) instance where the participant's scheduled hours exceeded 120 hours per month.	Y	N/A
	Four (4) instances where participants were not assigned/engaged in a required component for 80 hours per month.	Y	N/A
	Two (2) instances where staff failed to request manual GCC's for failure to attend the initial appointment, within two business days following the noncompliance.	Y	N/A
	Two (2) instances where staff failed to request GCC's per local policy or within 10 calendar days?	Y	N/A
	Two (2) instances where the appropriate participant outcome for the initial appointment (code 590 or 594) was not entered in OSST.	N/A	Y
	Seven (7) instances where the participant appointment status for the initial appointment (code 590) was not selected within two business days of the initial appointment.	N/A	Y
	Seven (7) instances where case management was not documented via case notes or maintained in the case file.	N/A	Y
	Totals		7

WORKFORCE OPPORTUNITY INNOVATION ACT- ADULT/DISLOCATED WORKER	One (1) instance where the file lacked documentation to support low-income determination.	Y	N/A
	One (1) instance where the file lacked documentation an employed participant was not earning a self-sufficient wage.	Y	N/A
	One (1) instance where the file lacked documentation of U.S. citizenship or authorization to work in the U.S.	Y	N/A
	One (1) instance where OA summary was not created using the OAS wizard in Employ Florida.	Y	N/A
	Two (2) instances where the file lacked documentation of a completed IEP, with at least one short term and one long term goal.	Y	N/A
	One (1) instance where a participant was paid wages that were inconsistent with the Work Experience Agreement.	Y	N/A
	One (1) instance where the file lacked timesheets to support the participant's engagement in work experience.	Y	N/A
	One (1) instance where follow-up services were not offered or provided.	Y	N/A
	Two (2) instances where required follow-ups were not conducted.	Y	N/A
	One (1) instance where the eligibility documentation did not match the information recorded in Employ Florida.	N/A	Y
	Eight (8) instances where the training activity begin and end dates were not recorded accurately in Employ Florida.	N/A	Y
	One (1) instance where the training was not provided as described in the work experience training plan.	N/A	Y
	Three (3) instances where Measurable Skills Gain documentation on file differed from the Measurable Skills Gain recorded.	N/A	Y
	One (1) instance where the file lacked documentation of a Measurable Skills Gain showing interim progress toward the completion of their educational or training requirements.	N/A	Y
	Three (3) instances where Measurable Skills Gains were not recorded by the end of the program year.	N/A	Y
WORKFORCE	One (1) instance where the file lacked documentation to support the federal or local barrier entered in the MIS.	Y	N/A
	One (1) instance where the file lacked documentation of Selective Service registration or an allowable exemption.	Y	N/A
	Seven (7) instances where the file lacked documentation verifying the youth was	Y	N/A

OPPORTUNITY INNOVATION ACT - YOUTH	provided with or was made aware of the 14 program elements.		
	Two (2) instances where the file lacked documentation that an ISS was created jointly by the participant and staff that had at least one of the 14 elements.	Y	N/A
	Two (2) instances where the file lacked documentation to determine if the work experience start date was on or after the effective date in the agreement.	Y	N/A
	Three (3) instances where the file lacked documentation of a determination of need for training services as identified in the ISS.	Y	N/A
	Two (2) instances where the file lacked documentation (WEX Agreement) that a work experience agreement was executed between the employer and CSCR.	Y	N/A
	Two (2) instances where the file lacked documentation to determine if the work experience activity included both academic and occupational education.	Y	N/A
	Two (2) instances where the file lacked documentation to determine if the wages paid were those stated in the agreement.	Y	N/A
	Three (3) instances where the file lacked timesheets to support engagement in the work experience activity.	Y	N/A
	Three (3) instances where quarterly follow-ups were not conducted.	Y	N/A
	Four (4) instances where the ISS did not list the activities and services the youth was engaged in during participation in the program.	N/A	Y
	One (1) instance where the training activity dates were not entered accurately.	N/A	Y
	Four (4) instances where the file lacked documentation to support training provided.	N/A	Y
	Two (2) instances where Measurable Skills Gain documentation in the file differed from the Measurable Skills Gain recorded in Employ Florida.	N/A	Y
	Two (2) instances of no MSG being recorded during the program year.	N/A	Y
	One (1) instance where the credential attainment date recorded in Employ Florida did not match the documentation on file.	N/A	Y
WORKFORCE OPPORTUNITY INNOVATION ACT - SPECIAL PROJECTS	Two (2) instances where Adults were not determined low income as described in the local plan or there was no documentation in the case file to support the low-income determination.	Y	N/A
	One (1) instance where the file lacked a signed and dated Grievance/Complaint and EEO/Discrimination Form.	Y	N/A

	One (1) instance where an IEP was not created using the Employ Florida IEP/Service Strategy wizard.	Y	N/A
	Two (2) instances where the file lacked documentation of an IEP with at least one short term goal and one long term goal.	Y	N/A
	Three (3) instances where participants who exited with unsubsidized employment were not offered or provided follow-up services.	Y	N/A
Totals		25	12
WAGNER-PEYSER Career Seekers	One (1) instance where a career seeker file was missing documentation of the initial assessment conducted.	Y	N/A
	Two (2) instances where the initial assessment results did not include all required elements.	N/A	Y
	Two (2) instances where the plan developed did not include the short and long-range occupational goals and action steps to achieve the goals.	N/A	Y
	22 instances where service codes and supporting documentation/case notes were not recorded in Employ Florida within 15 days of the service being provided.	N/A	Y
	Five (5) instances where service code case notes were missing required elements.	N/A	Y
WAGNER-PEYSER Placements	Two (2) instances where the career seeker's file lacked permission for the job order referral issued.	Y	N/A
	Two (2) instances where the file lacked documentation to support the placement recorded in Employ Florida.	Y	N/A
	One (1) instance where multiple placements were recorded in Employ Florida for the career seeker for the same employer, same position and same start date.	Y	N/A
	One (1) instance where the career seeker's qualifications did not meet the job order requirements for the referral issued.	N/A	Y
Job Orders	One (1) instance where the job order did not comply with the Employ Florida Terms and Conditions of Use Rules for Job Posting	Y	N/A
	One (1) instance where staff did not enter a case note on the job order indicating verification that the pay for a job order would be equal to or greater than the Florida Minimum wage.	Y	N/A
	One (1) instance where staff did not enter a service code and all required supporting documentation/case notes in Employ Florida within 15 days of service provision.	N/A	Y
	10 instances where the service codes entered in Employ Florida did not have the required elements from the Employ Florida service	N/A	Y

	guide for employer services in corresponding documentation or case notes.		
Re-Employment Services and Eligibility Assessment	Two (2) instances where the files lacked documentation to support that all required services were completed and documented during the initial RESEA appointment.	Y	N/A
	One (1) instance where the file lacked documentation of a completed EDP.	Y	N/A
	10 instances where the Cliff Dashboard use was not indicated via the recording of service code CLF in Employ Florida.	Y	N/A
	10 instances where the LMI provided was not specific to an occupation based on the participant's education/employment experience, skills or desired occupation.	N/A	Y
	Four (4) instances where the EDP did not state the participant's specific short-range occupational goals.	N/A	Y
	Eight (8) instances where the EDP did not state the participant's specific long-range occupational goals.	N/A	Y
	One (1) instance where there were no action steps listed in the EDP for the participant's long-range goals.	N/A	Y
	Eight (8) instances where the EDP did not include at least one work search activity.	N/A	Y
	Seven (7) instances where the work search activities were not scheduled and resulted through the Employ Florida Event Calendar module.	N/A	Y
	Four (4) instances where a copy of the RESEA Responsibility Statement was not in the case file for review.	N/A	Y
	Six (6) instances where the work search activities listed in the RESEA Responsibility Statement were not the same as those included on the EDP.	N/A	Y
	One (1) instance where the OA summary was not completed to its entirety to include required elements.	N/A	Y
	10 Instances where the file lacked documentation identifying the formal or informal assessment and/or testing used to gauge the individual's current knowledge, skills or abilities.	N/A	Y
	Five (5) instances where the EDP did not include the participant's specific short-range education and/or employment goals.	N/A	Y
	One (1) instance where the EDP lacked objectives for the completion of at least one of the short-range goals.	N/A	Y
Two (2) instances where goals were not identified based on the participant's	N/A	Y	

	documented past work experience or future desired occupation.		
	Three (3) instances where the completed EDP lacked the signature and date of the participant and staff member.	N/A	Y
	Six (6) instances where the file lacked documentation demonstrating the LMI provided was customized to each participant.	N/A	Y
	One (1) instance where the LMI case note did not include all required elements.	N/A	Y
	Two (2) instances where appointments were rescheduled beyond 30 calendar days of the originally scheduled appointment date.	N/A	Y
	One (1) instance where a Manually Obtained Employment or Manually Obtained Employment Post-Exit was not recorded as required.	N/A	Y
Totals		9	25
Veteran Services - JVSG	One (1) instance where the veteran intake screening service code was not recorded in Employ Florida.	Y	N/A
	Two (2) instances where the intake screening case note did not include the required elements.	Y	N/A
	One (1) instance where an individual was not referred to a DVOP and no DVOP follow-up service code was entered in Employ Florida at the time of intake.	Y	N/A
	Six (6) instances where the Employ Florida Objective Assessment Summary wizard was not completed to its entirety with an overall note that included the required elements.	Y	N/A
	Three (3) instances where an IEP update service code was not recorded every 30 days following the initial IEP creation.	Y	N/A
	One (1) instance where the Referral to the DVOP case note did not include the required elements.	N/A	Y
	One (1) instance where the case note attached to an employment service code did not include the required information.	N/A	Y
	Five (5) instances where the IEP did not include the required elements.	N/A	Y
	Four (4) instances where IEP update case notes did not include required elements.	N/A	Y
	Five (5) instances where the file lacked a post-employment follow-up contact as required.	N/A	Y

	Four (4) instances where the work readiness case conference case notes lacked the required information.	N/A	Y
	One (1) instance where a Veteran Advocacy Contact case note did not include the required elements.	N/A	Y
Totals		5	7
MIGRANT AND SEASONAL FARMWORKER PROGRAM	There were no active MSFW files available during the review period.	N/A	N/A
Totals		0	0
TRADE ADJUSTMENT ASSISTANCE (TAA)	There were no active TAA files available during the review period.	N/A	N/A
Totals		0	0

WELFARE TRANSITION

Description of Review Methodology

The team reviewed program processes and operational practices, participant case files, and Local Operating Procedures (LOP) to determine compliance with program requirements including, but not limited to, the following:

- the initial and any subsequent assessment processes;
- the process for developing the Individual Responsibility Plan (IRP) and the process for developing and assigning participants to work activities;
- the process for offering employment and support services to WT participants;
- a review of information contained in the One-Stop Service Tracking (OSST) system to ensure the information matches what was included in the electronic scanned case files;
- a review of documentation in the participant case files to support the hours entered in the OSST system for participation credit; and
- a review of activities recorded in the OSST system to ensure participants were engaged in activities that met federal definitions, and that the region was in compliance with the Fair Labor Standards Act (FLSA) for participants engaged in "work experience" activities.

Participant Case File Review

The sample size consisted of 40 participant case files.

The review of participant case files revealed, for the most part, that the files contained documentation of eligibility and other case management elements, and participant data recorded in OSST was determined to have been correctly entered. However, there were some issues identified in the following areas.

FINDINGS

Finding Number WT 05-01

Documentation of Record Retention

Federal law and State guidance requires that documents related to the United States Department of Labor (USDOL), the United States Department of Agriculture (USDA), and the United States Department of Health and Human Services (HHS) grant programs be retained in accordance with statutes that govern the storage and accessibility of public records. Staff must ensure that participant records are maintained either in a hard-copy or electronic case file and made available for review and meets the requirements for record retention.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the work registration process, to include the document collection and retention process, by February 27, 2026, and provide a recommendation for modifying the process by March 13, 2026. An

assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-02 and Finding Number WT 05-03

Documentation of Grievance/Complaints/EEO/O&O

Federal law and State guidance requires that participants complete both an orientation and assessment and attend an initial engagement appointment as part of the WT program. As part of the initial engagement appointment, the participant is provided several documents, including the Notice of Non-Discrimination and Complaint & Grievance Procedures, Media Release Permission Form, Authorization for Release of Information form, Confidentiality of Records – Use of Social Security Number form and Opportunities and Obligations Acknowledgement form. Staff must ensure signed copies of both the Notice of Non-Discrimination and Complaint & Grievance Procedures as well as the Opportunities & Obligations forms are provided to the participant and a copy maintained in their electronic case file.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the work registration process, to include the document collection and retention process, by February 27, 2026, and provide a recommendation for modifying the process by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-04

Documentation of Support Services

Federal law and State guidance requires that support services be provided to WT program participants in order to assist with the removal of barriers that affect active participation in assigned work activities, schooling and/or employment. If a mandatory WT participant, who is actively participating in the program, indicates the need for childcare assistance during his/her initial assessment, a Child Care Application and Authorization form (Eligibility Form WTP-5002), referred to as a "childcare referral", is generated and authorized for a period not to exceed 180 days. Staff must ensure that childcare referrals are only generated for participants that are receiving cash assistance.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the process for WT case management, to include issuing childcare referrals, by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-05

Documentation of Initial Assessment

Federal regulations and Florida's TANF (Temporary Assistance for Needy Families) State Plan requires that mandatory career seekers for Temporary Cash Assistance (TCA) be assessed timely, prior to the assignment of a work activity to ensure an appropriate activity is assigned. The goal of assessment is to match the career seeker with services that will most benefit their development, and to enable the career seeker to become self-sufficient. Staff must ensure the initial assessment is conducted within 30 days of a participant becoming eligible for cash assistance.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the process for assigning and engaging participants by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-06

Documentation of Individual Responsibility Plan (IRP)/Alternative Responsibility Plan (ARP)

Federal regulations and Florida’s TANF (Temporary Assistance for Needy Families) State Plan requires that information compiled from the initial assessment be used to design an IRP or a “road map” to self-sufficiency that includes all required components (i.e., employment goals, assigned weekly activities, and services provided to participants). Staff must ensure that all program participants complete an initial assessment within 30 days of a participant’s case becoming mandatory and that the initial assessment includes all required components. Staff must also ensure that an IRP is completed for all mandatory program participants who have met with program staff and were assigned to a work activity. Staff must ensure the IRP or ARP is completed for all mandatory participants and includes all required components and a signed copy retained in the participant’s case file.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the process for managing deferred participants by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-07 and Finding Number WT 05-08

Documentation of Job Participation Rates (JPRs)

Federal law and State guidance requires that all participation hours to be supported by documentation. The hours of participation, employment information or medical deferral forms should not be entered in the system until verification is received. The JPR screen must be updated with actual hours weekly or no later than biweekly (note: some career seekers are paid monthly). Staff must ensure that signed documentation is retained in the case file that supports any hours entered in the system.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the process for WT case management, to include the process for documenting JPR hours, by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-09

Documentation of Job Participation Rates

Federal law and State guidance requires that staff, in coordination with the career seeker, assign work activities that are in line with the career seeker’s goals and the program’s work requirements. For

participants assigned the work experience activity to satisfy participation requirements, a work experience agreement/contract, which includes performance benchmarks, goals, outcomes and time limits, is required to be developed with the worksite prior to the participant's placement at the worksite. Staff must ensure documentation that supports the community service & work experience placement be signed, dated and retained in the participant's case file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately assigning and managing CWEP participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-10

Documentation of Job Participation Rates

Federal law and State guidance requires that any Vocational Educational Training activities meet the federal definition of vocational education and training (sequence of courses that prepares individuals for paid or unpaid employment in a specific occupation). In addition to actual classroom hours, countable hours may include supervised time spent in curriculum-required labs and clinical settings, supervised study halls, as well as up to one hour of unsupervised homework time for each hour of class time. Total homework time counted for participation cannot exceed the hours required or advised by the educational program/instructor. At the beginning of each semester, staff must ensure that participants document schedules and course requirements and a copy of the Syllabus retained in the participant's case file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for assigning the Vocational Educational Training activity by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-11 and Finding Number WT 05-12 and Finding Number WT 05-13 and Finding Number WT 05-14

Documentation of Pre-Penalty, Sanction and Counseling Period

Federal law and State guidance requires that the sanction process be initiated if a work-eligible cash assistance recipient does not participate according to his/her signed Individual Responsibility Plan (IRP) or refuses to participate in the WT program. Participants failing to comply with work activities will be mailed the Notice of Failure to Participate within two working days following the failure. The notification must inform the individual that he or she has ten calendar days from the date the notification was mailed to contact the WT staff to provide a good cause reason as to why he or she did not comply with the work requirement. Staff must ensure that notification is attempted, both oral and written, and documented as required. The career seeker must receive counseling relative to the consequences of non-compliance and, if appropriate, offered supportive services that may assist the career seeker from avoiding non-compliance. With regard to second failures, staff must document a second failure to comply within the 30-calendar day compliance period in OSST. Good cause reported by the participant must also be recorded in OSST, and the sanction request must not be made. Staff must ensure career seekers, following a second failure, are provided three working days to provide good cause prior to requesting a sanction. If a good cause is not reported within three working days after the second failure occurs, the staff must request a sanction. Staff must ensure a Notice of Failure to Demonstrate Satisfactory

Compliance is generated in OSST and mailed to the participant within three business days from the date of the failure.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for pre-penalties, sanctions and conducting counseling for Welfare Transition program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-15

Documentation of Transitional Services

Federal law and State guidance establishes that in order to assist former recipients of temporary cash assistance ("TCA" or "cash assistance") in maintaining and sustaining employment or educational opportunities, transportation may be provided, if funds are available, for up to two years after the career seeker is no longer in the program. Additionally, in order to assist former welfare transition program career seekers and career seekers who have been redirected through up-front diversion in obtaining employment, continuing to be employed, and improving their employment prospects, Transitional Child Care (TCC) is available for up to two years. Staff must ensure the participant is eligible to receive transitional services for the date entered and the following: 1) the cash case closed with earnings as a result of employment; 2) the family's income was below 200 percent of the Federal Poverty Level based on the poverty level during the review period; and 3) the family met "family" definition, of the last month of cash. Individuals who are receiving TCC must be tracked for continued employment. Because the individual is receiving an on-going support service referral, they must provide proof of continued eligibility. As such, staff must ensure appropriate documentation is collected and retained in the participant's case file.

Recommendation: The reviewer suggests the service provider develop a procedure for managing transitional cases by February 27, 2026, and provide staff training upon approval of the procedure. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-16

Documentation of Exit Survey

Federal law and State guidance requires that intake and exit surveys be conducted for applicants and recipients of Temporary Cash Assistance (TCA) participating in the Welfare Transition program, based on specific requirements. Exit surveys are required when an individual becomes or is anticipated to become ineligible for TCA which includes recipients of Up-Front Diversion, Hardship Extension, Pre-penalty oral counseling for non-compliance, Transitional, and for reasons other than a sanction. Staff must ensure that exit surveys are administered as required and appropriately documented via case note.

Recommendation: An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WT 05-17

Documentation of Case Management

Federal law and State guidance requires that case management services be made available and administered to program participants to support families as they transition into self-sufficiency and mitigate dependence on cash assistance. These services must include, at a minimum, career planning, job search assistance, resume building, basic financial planning, connection to support services, and benefits management using a tool to demonstrate future financial impacts of the participant's change in income and benefits over time, as applicable. Staff must ensure that the provision of case management services is appropriately documented via case note in OSST.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the process for WT case management, to include the provision of case management services, by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OTHER NONCOMPLIANCE ISSUES

Documentation of Initial Assessment

Federal law and state guidance requires that program participants be assessed prior to the assignment of work activities to ensure appropriate activities are assigned. The information gathered during the assessment process should be the largest determining factor when activities are being considered for a career seeker. In addition to the initial assessment, initial intake surveys are required to be completed and documented in OSST. Staff must ensure that initial assessments are conducted and answers to the intake survey questions (Barriers to Employment, Reasons for separating from employment in the previous 12 months, stated goals for employment or professional development and highest level of education or credentials attained, or training) are appropriately documented in case notes.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the process for WT case management, to include the process for intake and assessment, by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Individual Responsibility Plan (IRP)

Federal law and state guidance requires that information compiled from the initial assessment be used to design an IRP or a "road map" to self-sufficiency that includes all required components (i.e., employment goals, assigned weekly activities, and services provided to participants). The IRP is meant to capture any expressed barriers the career seeker may have in order to ensure that the appropriate support services, guidance and referrals are offered to the career seeker. Staff must ensure that IRP's developed include all required components, signed by both parties and retained in the participant's case file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for creating and maintaining IRPs, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Job Participation Rates

Federal law and state guidance requires that prior to entering employment in OSST, that it be verified and documented appropriately via an employment verification form. Participants are required to submit their participation documentation no less than twice a month and all Job Participation Rates (JPRs) documents should be entered in OSST, uploaded and filed in Employ Florida no later than 2 business days after receiving the documents from the career seeker. Staff must ensure the job tracking and employment verification dates entered in OSST match the verification documentation as retained in the participant's file.

Recommendation: The reviewer suggests that the service provider provide staff training on OSST data entry and documentation verification by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Sanctions

Federal law and state guidance requires that staff initiate the sanction process if a work-eligible cash assistance recipient does not participate according to his/her signed Individual Responsibility Plan (IRP), or refuses to participate in the WT program. Staff must ensure that the penalty process is initiated, requested and/or ended timely as appropriate, if the recipient complies with program requirements. Failure to initiate and/ or request penalties in a timely manner can result in the state incurring a penalty.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the process for WT case management, to include the penalty process, by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Transitional Services- Childcare Authorization

Federal law and State guidance requires that support services be provided to WT program participants in order to assist with the removal of barriers that affect active participation in assigned work activities, schooling and/or employment. If a mandatory WT participant indicates the need for childcare assistance during his/her initial assessment, a Child Care Application and Authorization form, referred to as a "childcare referral", is generated and authorized for a period not to exceed 180 days. Subsequent to the initial childcare referral, mandatory career seekers who are actively participating in the WT program may be authorized for continued childcare. When participants fail to participate as required, they are no longer eligible to receive childcare assistance. As such, staff must ensure that the transitional childcare service is ended in OSST timely and in accordance with policy.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the process for WT case management, to include the process for transitional case management, by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Case Management

Federal law and State guidance requires that the Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard be completed for applicants who are being screened for Hardship Extension Review, and Temporary Cash Assistance (TCA) closure for reason other than a WT penalty. Upon completion, the CLIFF Dashboard results should be retained in the participant's file in Employ Florida and documented via case note in OSST. Staff must ensure that the CLIFF Dashboard be administered as required and in alignment with program requirements.

Recommendation: An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OBSERVATIONS

During the file review the reviewer noted the following issues:

- Lack of case management- sanctions not requested timely; pre-penalties not initiated timely.
- Follow-ups not conducted appropriately and timely.
- Case notes not consistently entered for participant interactions/case actions.
- IRP/ARP not developed as required.
- Staff failed to verify and enter employment that was reported.
- Rate of pay on the Employment Verification form does not match the data entered in OSST.
- Documentation not appropriately retained in the participant's files.
- Staff failed to assign a compliance activity after the participant was successfully counseled.
- The NOMA was not ended/updated timely by staff, causing the penalty process to be initiated in error. While the penalty process was ended with "Good Cause", staff failed to note the case action as required.
- The Notice of Failure to Demonstrate Satisfactory Compliance was generated and mailed in error as the sanction was not the result of 2 failures in a 30-day period.
- Gas card issued 6/25/25 was not recorded on the Service Plan screen in OSST.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Description of Review Methodology

The SNAP review focused on compliance with federal, State and local SNAP guidelines and requirements including, but not limited to, the following:

- reviewing local SNAP activities, services and processes, as well as program administration and management practices to determine whether services and activities carried out by the region were in accordance with the State SNAP Plan and local operating procedures;
- reviewing the methods of assignment, participation in and completion of program activities;
- reviewing local procedures for assigning activities and hours of participation; and
- reviewing local procedures for issuing food stamp reimbursements (FSR).

Participant Case File Review

The sample size consisted of 40 participant case files.

The review revealed that most of the participant case files contained documentation of eligibility and other case management elements, and participant data recorded in OSST was determined to have been correctly entered based on case file documentation requirements. However, there were some concerns related to the following program review areas.

FINDING

Finding Number SNAP 05-01

Documentation of Record Retention

Federal law and State guidance requires that documents related to the United States Department of Labor (USDOL), the United States Department of Agriculture (USDA), and the United States Department of Health and Human Services (HHS) grant programs be retained in accordance with statutes that govern the storage and accessibility of public records. Staff must ensure that participant records are maintained either in a hard-copy or electronic case file and made available for review and meets the requirements for record retention.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the initial engagement process for SNAP E&T program participants, to include the document collection and retention process, by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number SNAP 05-02

Documentation of Grievance/Complaints

Federal law and State guidance requires that participants complete both an orientation and assessment and attend an initial engagement appointment as part of the SNAP E&T program. As part of the initial engagement appointment, the participant is provided several documents, including the Notice of Non-Discrimination and Complaint & Grievance Procedures, Media Release Permission Form, Authorization for Release of Information form, Confidentiality of Records – Use of Social Security Number form and Opportunities and Obligations Acknowledgement form. Staff must ensure signed and dated copies of the Notice of Non-Discrimination and Complaint & Grievance Procedures and Equal Employment Opportunity (EEO)/Discrimination forms are provided to the participant and a copy retained in their electronic case file.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the initial engagement process for SNAP E&T program participants, to include the document collection and retention process, by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number SNAP 05-03

Documentation of Grievance/Complaints

Federal law and State guidance requires that participants complete both an orientation and assessment and attend an initial engagement appointment as part of the SNAP E&T program. As part of the initial engagement appointment, the participant is provided several documents, including the Notice of Non-Discrimination and Complaint & Grievance Procedures, Media Release Permission Form, Authorization for Release of Information form, Confidentiality of Records – Use of Social Security Number form and Opportunities and Obligations Acknowledgement form. Staff must ensure signed and dated copies of the Opportunities & Obligations Acknowledgement forms are retained in their electronic case file.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the initial engagement process for SNAP E&T program participants, to include the document collection and retention process, by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number SNAP 05-04

Documentation of Required Component

Federal law and State guidance requires that participants required to participate in the SNAP E&T program be engaged in program components that are meaningful and enhance their employability. Participants are required to complete a minimum of 80 hours, but no more than 120 hours, each month in an allowable component. The employment component may count as a stand-alone component or may be combined with other allowable components (including supervised job search, job search training and participation in an education program or WIOA/TAA activities) but is limited to accounting for less than half of the monthly required hours of participation. Staff must ensure that participants engaged in the employment component are assigned a minimum of 80 hours but no more than 120 hours per month.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately assigning program components to SNAP E&T program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number SNAP 05-05

Documentation of Required Component

Federal law and State guidance requires that all participation hours be supported by documentation. The hours of participation and employment information should not be entered in the system until verification is received. The JPR screen must be updated with actual hours weekly or no later than biweekly (note: some career seekers are paid monthly). For the SNAP E&T program, Career seekers are required to complete a minimum of 80 hours, but no more than 120 hours, each month in an allowable component (including supervised job search, job search training and participation in an education program). Staff must ensure that participants are engaged as required and assigned to complete a minimum of 80 hours per month in a required component.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately assigning program components to SNAP E&T program participants by

February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number SNAP 05-06

Documentation of Good Cause Consideration (GCC)

Federal law and State guidance requires that "good cause" be determined when a career seeker fails to comply with program requirements. Refusal or failure to comply with SNAP work requirements requires DCF to consider the facts and surrounding circumstances, including looking at the information submitted by employer or by the individual involved to determine whether good cause exists. When career seekers fail to comply with program requirements, staff must request a sanction by entering the failure in OSST. SNAP career seekers may request a good cause review prior to or after a sanction being imposed for failure to participate. Staff must ensure that when good cause considerations are requested for failure to attend the initial appointment, they are requested on the day of noncompliance or no later than two business days following the noncompliance.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately requesting a "Good Cause Consideration" review for SNAP E&T program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number SNAP 05-07

Documentation of Good Cause Consideration (GCC)

Federal law and State guidance requires that "good cause" be determined when a career seeker fails to comply with program requirements. Refusal or failure to comply with SNAP work requirements requires DCF to consider the facts and surrounding circumstances, including looking at the information submitted by employer or by the individual involved to determine whether good cause exists. When career seekers fail to comply with program requirements, staff must request a sanction by entering the failure in OSST. SNAP career seekers may request a good cause review prior to or after a sanction being imposed for failure to participate. Staff must ensure that when good cause considerations are requested for failure to complete the 80-hour work requirement, they are requested within 10 calendar days.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately requesting a Good Cause Consideration review for SNAP E&T program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OTHER NONCOMPLIANCE ISSUES

Documentation of Initial Appointment (Combined Issue)

Federal law and State guidance requires that participants complete both an orientation and assessment and attend an initial engagement appointment as part of the SNAP E&T program. As part of the initial engagement appointment, career seekers are informed of the grievance procedures, their rights and responsibilities and the consequences for noncompliance. Staff must explain the required documentation

and require acknowledgement of receipt of the information by signing. Additionally, staff must ensure career seekers are assigned to a qualifying component in alignment with program requirements. Although the OSST system is designed to automatically enter the outcome and update the appointment status when a qualifying component has been selected and saved, there may be instances where staff will need to manually update the outcome and appointment status. Staff must ensure the appropriate participant outcome for the initial appointment (code 590 or 594) is recorded in OSST timely, within two business days of the initial appointment.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the initial engagement process for SNAP E&T program participants, to include the document collection/retention process as well as the process for recording appropriate participant outcomes within the required timeframe, by February 27, 2026, and provide a recommendation for modifying the process, by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Case Management

Federal law and State guidance requires that case management services be provided to all SNAP E&T program participants. These services include comprehensive intake assessments, individualized service plans, progress monitoring, coordination with service providers as well as reassessment. Upon completion of the orientation and assessment, participants are required to be assigned a case manager who case manages the case management process during the initial appointment. Subsequent to the initial appointment, staff are required to meet with program participants monthly to review their program progress and success in program components, such as completing an education component, work experience and/or obtaining gainful employment. When these services are provided, staff must ensure they are recorded and tracked in the OSST system.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for the provision of case management services for SNAP E&T program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OBSERVATIONS

During the file review the reviewer noted the following issues:

- Follow-ups with participants not conducted timely.
- Staff case notes not updated consistently.
- Participants were allowed to continue to receive benefits without complying with program requirements.
- Documentation not retained in the case file.

WORKFORCE OPPORTUNITY INNOVATION ACT (WIOA)

WIOA Formula-Funded Adult and Dislocated Worker Program

The WIOA formula-funded review focused on compliance with federal, State, and local guidelines and requirements to ensure that workforce standards were met. The review included, but was not limited to, the following:

- A review of program and operational processes to ensure that all participant case files contained evidence that participants were eligible, enrolled in allowable activities, and that any training provided was in demand occupations provided by institutions on the State/local eligible training provider list.
- A review of participant case files to determine if participants who entered employment were placed in jobs that offered a self-sufficient wage as defined by local policy, if credential/certification attainment data were accurately recorded in the Employ Florida system, and if follow-ups were performed at the required intervals.

Participant Case File Review

The sample size consisted of 22 Adult and 1 Dislocated Worker participant case files.

The review of participant case files revealed, for the most part, that the files contained documentation of eligibility and other case management elements, and participant data recorded in Employ Florida was determined to have been correctly entered. However, there were some issues identified in the following areas.

FINDINGS

Finding Number WIOA 05-01

Documentation to Support Eligibility Determination

Federal law and State guidance requires that prior to enrollment, staff must first determine a career seeker meets the applicable eligibility criteria and is subsequently enrolled in the program. For the Adult program, program participants must be United States (U.S.) citizens or have the right to work in the U.S., 18 years of age or older and meet income guidelines. Staff are required to collect supporting eligibility documentation used to determine eligibility and retain such documentation in the participants' electronic case files. Staff must ensure that appropriate documentation to support low-income determination is collected and maintained in the participant's file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for documenting income eligibility for the Adult program by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA 05-02

Documentation to Support Eligibility Determination

Federal law and State guidance requires that prior to enrollment, staff must first determine a career seeker meets the applicable eligibility criteria and is subsequently enrolled in the program. For the Adult program, individuals employed at the time of registration must meet income guidelines in accordance with the WIOA Local Definition of Self-Sufficiency policy. Staff must ensure that documentation to support that the employed individual was not earning a self-sufficient wage is collected and maintained in the participant's file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for enrolling employed individuals in the Adult program by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA 05-03

Documentation to Support Eligibility Determination

Federal law and State guidance requires that prior to enrollment, staff must first determine a career seeker meets the applicable eligibility criteria and is subsequently enrolled in the program. For the Adult program, program participants must be United States (U.S.) citizens or have the right to work in the U.S. and must be 18 years of age or older. Staff are required to collect supporting eligibility documentation used to determine eligibility and retain such documentation in the participants' electronic case files. Staff must ensure that appropriate documentation to support citizenship is collected and maintained in the participant's file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the documentation requirements for eligibility determination by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA 05-04

Documentation of Individualized Career Services

Federal law and State guidance requires that an Objective Assessment Summary (OAS) be established for each participant in the WIOA Adult and Dislocated Worker program. The OAS is required to include an evaluation of the individual's academic and occupational skills, career interests, personal needs and developmental needs and must be documented using the wizard (or via the locally created OAS in the event the wizard was not available). Staff must ensure the OAS wizard is completed in its entirety for all program participants and maintained in the participant's file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing the OAS using the wizard in Employ Florida by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA 05-05

Documentation of Individualized Career Services

Federal law and State guidance requires that an Individual Employment Plan (IEP) be established for each participant in the WIOA Adult and Dislocated Worker program. The provision of individualized career services must be based on the employment needs of the participant and documented in an IEP, as appropriate, using the Employ Florida IEP/Service Strategy wizard. The IEP, which must be created jointly with the participant, must include at least one short-term goal and one long term goal. Staff must ensure that IEPs are established as required, using the wizard (or via the locally created IEP in the event the wizard was not available) and include both a short and long-term goal to support the participant's employment goals.

Recommendation: The reviewer suggests that the service provider create an IEP procedure or desk guide by February 27, 2026 and provide staff training upon approval of the document created. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA 05-06

Documentation of Work Experience Activity

Federal law and State guidance requires that for participants that are enrolled in work-based learning (to include work-based training), staff must develop either a worksite agreement or contract with the training worksite. The worksite agreement is required to include elements such as record-keeping, attendance, and payroll information. Additionally, work experience, whether paid or unpaid, must be consistent with other laws such as the Fair Labor Standards Act. As such, staff must ensure that individuals participating in paid work experience are paid the wages as specified in their Work Experience worksite agreement.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the Work Experience activity, to include the payroll process, by February 27, 2026 and provide a recommendation for modifying the current process for managing the activity by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA 05-07

Documentation of Work Experience Activity

Federal law and State guidance requires the Florida Department of Commerce (FloridaCommerce) to provide workers' compensation coverage for adults and youth participating in work experience programs in accordance with section 445.009 of Florida Statutes. As such, CSCR is required to track the number of participants and the number of hours that each participant is engaged in a work experience activity for which worker's compensation coverage is required. Staff must ensure that timesheets to support the participant's engagement in a work experience activity are retained in the participant's file.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the Work Experience activity, to include the timesheet retention process, by February 27, 2026 and provide a recommendation for modifying the current process for managing the activity by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA 05-08

Documentation of Follow-up Services

Federal law and State guidance requires that follow-up services be offered/made available to Adult and Dislocated Worker participants following placement into unsubsidized employment if no further services are planned and Youth participants following the last date of service if no further services are planned. Staff must ensure the provision of follow-up services is documented in the MIS (via follow-up service codes) unless the participant refuses services. If refused, staff must document the refusal via case note in the MIS.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for conducting quarterly follow-ups and offering/providing follow-up services, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA 05-09

Documentation of Quarterly Follow-ups

Federal law and State guidance requires follow-up contacts for the four quarters following exit (unless the career seeker meets a global exclusion). Conducting career seeker follow-up enables the region to maximize performance outcomes by collecting information on the employment status and the post-program educational attainment/credentials of career seekers served. Staff must ensure that follow-ups are completed before the quarter's end date for each quarter that a follow-up is due.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for conducting quarterly follow-ups and providing follow-up services, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OTHER NONCOMPLIANCE ISSUES

Documentation to Support Eligibility Determination

Federal law and State guidance requires that prior to enrollment, staff must first determine a career seeker meets the applicable eligibility criteria and is subsequently enrolled in the program. For the Adult and Dislocated Worker programs, program participants must be United States (U.S.) citizens or have the right to work in the U.S. and must be 18 years of age or older. Staff are required to collect supporting eligibility documentation used to determine eligibility and retain such documentation in the participants' electronic case files. Staff must ensure that the information recorded in the MIS accurately reflects the documentation used to support eligibility determination.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately documenting and determining eligibility for Adult and Dislocated Workers by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Training Activities

Federal law and State guidance requires that services, activities and contact with individuals be recorded in Employ Florida using the appropriate service code and related case note. When a participant is enrolled in a training activity, the service must be recorded in Employ Florida and include the projected/actual start dates and projected/actual end dates. Staff must ensure that all data, including the activity's begin and end dates are recorded in Employ Florida accurately.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for recording activities for Adult and Dislocated Worker program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Work Experience Activity

Federal law and State guidance requires that, via the WIOA program, participants are provided the opportunity to develop employability skills, acquire basic job-specific knowledge, and gain work experience to prepare them for unsubsidized employment. To ensure that participants gain the required skills for their assigned work experience activity, formal evaluations must be conducted using the Work Experience Activity Training Plan. These evaluations are used to assess the participant's skill level at the beginning of the training period and to evaluate the participant's skill progression at the mid-point of the training period and upon completion of the training period. Staff must ensure that training plans, that support the training provided, are retained in the participant's file.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the Work Experience activity, to include the training plan retention process, by February 27, 2026 and provide a recommendation for modifying the current process for managing the activity by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Measurable Skills Gain (Combined Issue)

Federal law and State guidance requires that at least one (1) Measurable Skills Gain be recorded for all participants enrolled, at any time within the Program Year (PY), in an education or training program. Measurable Skill Gains (MSG) is defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Failure to enter and accurately record MSG information in the MIS impacts performance results. Staff must ensure that MSG documentation is maintained in the participant's electronic case file and accurately reflects the information documented in the MIS.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately recording MSGs in Employ Florida, to include documentation verification, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Measurable Skills Gain

Federal law and State guidance requires that at least one (1) Measurable Skills Gain be recorded for all participants enrolled, at any time within the Program Year (PY), in an education or training program. This means that the entry of at least one (1) MSG achievement is required for every PY that an education/training activity is open. Failure to enter and accurately record MSG information in the MIS impacts performance results. Staff must ensure that for every year that a participant is enrolled in occupational skills training, at least one (1) Measurable Skills Gain is recorded in the MIS.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately documenting MSGs in Employ Florida, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OBSERVATIONS

During the file review the reviewer noted the following issues:

- Case note entries did not include all required elements.

- Participant barriers not addressed in Individual Employment Plans developed.
- Individual Employment Plans created in error.
- WIOA activities incorrectly recorded on the WP application.
- WIOA Application/Activities were allowed to system close.
- Activities recorded did not align with the Employ Florida Services Desk Guide.
- Pre-enrollment activities not completed consistently.
- IEP goals and objectives included duplicate information.
- Follow-up Documentation not retained in the participant's file.
- Income documentation collected and retained in participant case files in error.
- Discrepancies between activity dates and information included in case notes.
- Initial Assessments not completed to its entirety.
- Quarterly follow-ups not completed in accordance with policy.
- Determination of need case notes includes incorrect information.
- Participants not being engaged as required after enrollment.
- IEPs not developed timely.
- Work Experience activity information not recorded accurately.
- DW enrolled, but file was missing the "Unlikely to Return" case note.
- Participant was enrolled as a DW, but the signed WIOA application indicated Adult eligibility.

WIOA Formula Youth Program

Description of Review Methodology

The WIOA youth review focused on compliance with federal, State and local guidelines and requirements to ensure that all participant case files contain evidence that participants were eligible for program participation and training. The review included, but was not limited to, the following:

- The process for determining and documenting participant eligibility including low-income status, if the youth had at least one of the federal/local barriers, and whether documentation in the participant case files substantiate program participation information recorded in Employ Florida.
- Whether the youth met age requirements for their respective customer groups and if the youth assessed as basic skills deficient (reading or math scores below the ninth-grade level) received basic skills remediation to increase assessment results to the ninth-grade level.
- Whether attainment data on credentials/certifications were recorded accurately in Employ Florida and that all formula-funded youth exiting the program had received required follow-up services.
- If supportive services were offered to participants to enable them to successfully participate in training and other activities, the files were reviewed to ensure that services were identified in the participants' service plans and that the services were recorded accurately in Employ Florida.

Participant Case File Review

The sample size consisted of 8 Youth participant case files.

The review of participant case files revealed, for the most part, that the files contained documentation of eligibility and other case management elements, and participant data recorded in Employ Florida was

determined to have been correctly entered. However, there were some issues identified in the following areas.

FINDINGS

Finding Number WIOA-Youth-01

Documentation of Program Eligibility

Federal law and State guidance requires that every individual receiving services under the WIOA Youth program meets either the out-of-school youth or in-school youth eligibility criteria, including one of the designated federal or local eligibility barriers as indicated in WIOA sec. 129. Staff must ensure appropriate documentation that supports the identified barrier is collected and retained in the participant's file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for identifying and documenting local eligibility barriers for WIOA Youth program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-Youth-02

Documentation of Selective Service Registration

Federal law and State guidance requires that every individual receiving services under the WIOA Youth program meets either the out-of-school youth or in-school youth eligibility criteria. All youth must be a United States citizen or have the right to work in the United States, and males age 18 and older must comply with selective service registration requirements. Staff must ensure that prior to enrollment, documentation of compliance with selective service registration or documentation showing they were not required to register or, if they were required to but did not register, documentation establishing that their failure to register was not knowing and willful must be collected and retained in the participant's case file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately documenting selective service registration for WIOA Youth program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-Youth-03

Documentation of Youth Program Elements

Federal law and State guidance requires that the enrollment process for youth participants include eligibility determination, objective assessment, development of an Individual Service Strategy (ISS), and participation in any of the 14 WIOA Youth program elements outlined in 20 CFR 681.460. WIOA provides for and requires that all 14 program elements be made available to all youth that are served. To facilitate this requirement, staff must ensure that youth are made aware of, or provided with, a full menu of services to include all 14 program elements and document the provision in the participant's case file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately managing WIOA Youth program participants, to include an understanding of the required 14 program elements, by February 27, 2026. The service provider should also develop a handout that includes a description of the 14 program elements for distribution to program participants to ensure awareness by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-Youth-04

Documentation of Individual Service Strategy (ISS)

Federal law and State guidance requires that an Individual Service Strategy be developed jointly by the participant and staff and updated as needed, based on the needs of each youth participant, directly linked to one or more indicators of performance. The ISS must identify career pathways that include education and employment goals, consider career planning, and the results of the objective assessment that prescribes achievement objectives and services for the participant. Additionally, the ISS must include at least one of the 14 youth program elements. The ISS service must be recorded in Employ Florida and include the required documentation/case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide and a signed copy maintained in the participant's case file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately developing and maintaining an ISS for WIOA Youth program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-Youth-05

Documentation of Work Experience Activity

Federal law and State guidance requires that when staff enroll participants in work-based training or other work-based learning opportunities, they utilize a CareerSource Florida approved template or develop either a worksite agreement or contract with the training worksite depending on the activity. Worksite agreements developed for work-based learning activities must include specific elements, to include the duration of the activity. Staff must ensure work experience agreements are executed and retained in the participant's case file to document the training started on or after the work experience agreement effective date.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the Work Experience activity, to include the worksite agreement retention process, by February 27, 2026 and provide a recommendation for modifying the current process for managing the activity by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-Youth-06

Documentation of Determination of Need for Training Services

Federal law and State guidance requires that the case file contain a determination of need for training services as determined through the interview, evaluation, or assessment, and career planning. This

determination, once made, must be documented via a detailed case note and must indicate 1) whether or not the participant was unlikely or unable to obtain or retain employment that leads to "self-sufficiency", 2) whether or not they were in need of training services to obtain or retain employment that leads to economic self-sufficiency and 3) the participant had the skills and qualifications to successfully participate in the selected training services. Staff must ensure that prior to the provision of training services as identified in the ISS, a determination of need is documented in the participant's file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately determining and documenting the need for training services for WIOA Youth program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-Youth-07

Documentation of Work Experience Agreement

Federal law and State guidance requires that when staff enroll participants in work-based training or other work-based learning opportunities, they utilize a CareerSource Florida approved template or develop either a worksite agreement or contract with the training worksite depending on the activity. Worksite agreements must be developed for work-based learning activities that do not involve a disbursement of funds to or on behalf of an employer. Staff must ensure work experience agreements are executed and on file prior to placing participants at designated worksites.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the Work Experience activity, to include the process for developing worksite agreements, by February 27, 2026 and provide a recommendation for modifying the current process for managing the activity by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-Youth-08

Documentation of Work Experience Activity

Federal law and State guidance requires that Youth work experiences include both academic and occupational education components which, refer to contextual learning that accompanies a work experience, may occur concurrently or sequentially with the work experience, may occur inside or outside the work site, includes information needed to understand and work in specific industries or occupations, that can be provided by the employer, or separately in the classroom or through other means. Staff must ensure the academic and occupational components of the youth work experience activity is clearly documented on the Work Experience Training Plan and retained in the participant's file.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the Work Experience activity, to include the process for developing work experience training plans, by February 27, 2026 and provide a recommendation for modifying the current process for managing the activity by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-Youth-09

Documentation of Work Experience Activity

Federal law and State guidance requires that for participants that are enrolled in work-based learning (to include work-based training), staff must develop either a worksite agreement or contract with the training worksite. The worksite agreement is required to include elements such as record-keeping, attendance, and payroll information. Additionally, work experience, whether paid or unpaid, must be consistent with other laws such as the Fair Labor Standards Act. As such, staff must ensure that individuals participating in paid work experience are paid the wages as specified in their worksite agreement.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the Work Experience activity, to include the payroll process, by February 27, 2026 and provide a recommendation for modifying the current process for managing the activity by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-Youth-10

Documentation of Work Experience Activity

Federal law and State guidance requires the Florida Department of Commerce (FloridaCommerce) to provide workers' compensation coverage for adults and youth participating in work experience programs in accordance with section 445.009 of Florida Statutes. As such, CSCR is required to track the number of participants and the number of hours that each participant is engaged in a work experience activity for which worker's compensation coverage is required. Staff must ensure that timesheets to support the participant's engagement in a work experience activity is retained in the participant's file.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the Work Experience activity, to include the process for timesheet retention, by February 27, 2026 and provide a recommendation for modifying the current process for managing the activity by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-Youth-11

Documentation of Quarterly Follow-ups

Federal law and State guidance requires follow-up contacts for the four quarters following exit (unless the career seeker meets a global exclusion). Conducting career seeker follow-up enables the region to maximize performance outcomes by collecting information on the employment status and the post-program educational attainment/credentials of career seekers served. Staff must ensure that follow-ups are completed before the quarter's end date for each quarter that a follow-up is due.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for conducting quarterly follow-ups and providing follow-up services, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OTHER NONCOMPLIANCE ISSUES

Documentation of Individual Service Strategy (ISS)

Federal law and State guidance requires that an Individual Service Strategy be developed and updated as needed, based on the needs of each youth participant, directly linked to one or more indicators of performance. The ISS must identify career pathways that include education and employment goals, consider career planning, and the results of the objective assessment that prescribes achievement objectives and services for the participant. Staff must ensure the ISS includes all the activities and services the youth will or has been engaged in during their participation in the program.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately developing an ISS and ensuring that all activities and services are included for WIOA Youth program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Work Experience Training

Federal law and State guidance requires that services, activities and contact with individuals should be recorded in Employ Florida using the appropriate service code and related case note. When a participant is enrolled in a work experience activity, the service must be recorded in Employ Florida and include the following elements: projected/actual start dates, projected/actual end dates, the address and location of the worksite and the actual location where the participant will report to work and the O*NET code for the occupation in which the participant will engage. Staff must ensure that all data, including the activity's begin and end dates are recorded in Employ Florida accurately.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the Work Experience activity, to include the process for recording work experience activities in Employ Florida, by February 27, 2026 and provide a recommendation for modifying the current process for managing the activity by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Work Experience Training

Federal law and State guidance requires that, via the WIOA program, participants are provided the opportunity to develop employability skills, acquire basic job-specific knowledge, and gain work experience to prepare them for unsubsidized employment. To ensure that participants gain the required skills for their assigned work experience activity, formal evaluations must be conducted using the Work Experience Activity Training Plan. These evaluations are used to assess the participant's skill level at the beginning of the training period and also to evaluate the participant's skill progression at the mid-point of the training period and upon completion of the training period. Staff must ensure that training plans, that support the training provided, are retained in the participant's file.

Recommendation: The reviewer suggests that the service provider conduct a process review to reassess the Work Experience activity, to include the process for documenting training via training plans, by February 27, 2026 and provide a recommendation for modifying the process by March 13, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Measurable Skill Gains

Federal law and State guidance requires that at least one (1) Measurable Skills Gain be recorded for all participants enrolled, at any time within the Program Year (PY), in an education or training program. Measurable Skill Gains (MSG) is defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Failure to enter and accurately record MSG information in the MIS impacts performance results. Staff must ensure that at least one (1) MSG is documented for each year the participant is enrolled in the training program.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately recording MSGs in Employ Florida, to include documentation verification, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Measurable Skill Gains

Federal law and State guidance requires that at least one (1) Measurable Skills Gain be recorded for all participants enrolled, at any time within the Program Year (PY), in an education or training program. Measurable Skill Gains (MSG) is defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of MSG recorded (Educational Functioning Level (EFL), High School Diploma or recognized equivalent, Secondary or Postsecondary Transcript/Report Card, Training milestone or Skills Progression), staff must ensure the appropriate documentation is collected and maintained in the participant's case file. Additionally, staff must ensure the documentation retained in the participant's file matches the MSG recorded in Employ Florida.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately recording MSGs in Employ Florida, to include documentation verification, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Credential Attainment

Federal law and State guidance requires that participants enrolled in an education or training program (excluding OJT and customized training) attain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program. Successful credential attainment must be recorded in Employ Florida timely and accurately. Staff must ensure that credential information recorded in Employ Florida matches the documentation included in the file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately recording credentials in Employ Florida, to include documentation verification, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OBSERVATIONS

During the file review the reviewer noted the following issues:

- Employment reported to staff, but was not verified/entered into Employ Florida.

- Follow-ups not completed as required.
- ISS not developed as required.

WIOA Special Projects

Participant Case File Review

The sample size consisted of 8 Rural Initiative and 2 DWG participant case files.

The review of participant case files revealed, for the most part, that the files contained documentation of eligibility and other case management elements, and participant data recorded in Employ Florida was determined to have been correctly entered. However, there were some issues identified in the following areas.

FINDINGS

Finding Number WIOA-SP-01

Documentation to Support Eligibility Determination

Federal law and State guidance requires that prior to enrollment, staff must first determine a career seeker meets the applicable eligibility criteria and is subsequently enrolled in the program. Staff managing the Adult program must ensure that priority for enrollment is given to individuals in one of following "priority groups": 1) Recipients of public assistance; 2) Other low-income career seekers and 3) Career Seekers who are basic skills deficient (including English language learners). Verification of public assistance and low income status must be collected at the provision of and must verify the career seeker's income as of the application date. Staff must ensure that appropriate documentation to support low-income status is collected and maintained in the participant's case file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for documenting eligibility for the WIOA Adult program by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-SP-02

Documentation of Grievance/Complaint

Federal law and State guidance requires that local areas establish and maintain grievance/complaint and hearing/appeal procedures for handling program-related complaints. Any participant or other interested party adversely affected by a decision or action by the local workforce system, including decisions by career center partners and service partners, has the right to file a grievance/complaint with the LWDB, with the exception of complaints alleging unlawful discrimination (which must be filed in accordance with FloridaCommerce complaint procedures). Staff must ensure that all participants have a signed and dated Grievance/Complaint and EEO/Discrimination Form retained in the case file.

Recommendation: The reviewer suggests that the service provider provide a plan or process outlining efforts for prevent recurrence of this issue, by February 24, 2025. An assurance and supporting

documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-SP-03

Documentation of Individual Employment Plan

Federal law and State guidance requires that an Individual Employment Plan (IEP) be established for each participant in the WIOA Adult and Dislocated Worker program. The provision of individualized career services must be based on the employment needs of the participant and documented in an IEP, as appropriate, using the Employ Florida IEP/Service Strategy wizard. Staff must ensure that IEPs are established as required, using the wizard (or via the locally created IEP in the event the wizard was not available) and maintained in the participant file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing and maintaining Employment Plans for WIOA program participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-SP-04

Documentation of Individual Employment Plan

Federal law and State guidance requires that an Individual Employment Plan (IEP) be established for each participant in the WIOA Adult and Dislocated Worker program. The provision of individualized career services must be based on the employment needs of the participant and documented in an IEP, as appropriate, using the Employ Florida IEP/Service Strategy wizard. Staff must ensure that IEPs include at least one short term goal (less than one year in duration) and one long term goal (one year or longer in duration) and outline the steps necessary to achieve each goal.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing and maintaining Employment Plans for WIOA program participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WIOA-SP-05

Documentation of Follow-up Services

Federal law and State guidance requires that follow-up services be offered/made available to Adult and Dislocated Worker participants following placement into unsubsidized employment if no further services are planned and Youth participants following the last date of service if no further services are planned. Staff are required to provide and document the provision of follow-up services in the MIS (via follow-up service codes) unless the participant refuses services. If refused, staff must document the refusal via case note in the MIS.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for conducting quarterly follow-ups and the provision of follow-up services, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

WAGNER-PEYSER (WP) PROGRAM

Description of Review Methodology

The Wagner-Peyser (WP) review focused on compliance with the Wagner-Peyser Act, as amended and federal guidelines that mandate the operation of the public labor exchange system. The review included, but was not limited to, the following:

- A review of the public labor exchange system to verify that the WP program was in compliance with veteran regulations and that appropriate services were provided to the general public.
- A review of whether staff complied with the federal definition of a placement; job development; and EEO regulations regarding discrimination based on race, creed, gender, national origin and age. This included a review of the electronic records of job orders, job seeker services including veterans, job placements, job developments and counseling services.
- A review of the activities, services and processes of the program administration and management practices including any policies and procedures in place and required staff training and MIS security protocols.
- A review of system data to ensure that information was recorded accurately and required services were provided. Based on the review of system records, if any data fields or case notes were missing, scanned participant file records were reviewed to ensure that services were provided and documented.

Participant Case File Review

The sample size consisted of 40 participant case files.

The review of participant case files revealed, for the most part, that the files contained documentation of eligibility and other case management elements, and participant data recorded in Employ Florida was determined to have been correctly entered. However, there were some issues identified in the following areas.

FINDINGS

Finding Number WP-CS-01

Documentation of Initial Assessment

Federal law and State guidance requires that Assessment results (including initial assessments and objective assessments) be documented either in a case note, using the Employ Florida wizard or in a paper copy. Staff must ensure that if an initial assessment is conducted, the results of the assessment is documented via case note and the paper file included in the career seeker's electronic File in Employ Florida.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for conducting an initial assessment and documenting assessment results timely for Wagner-Peyser program participants by February 27, 2026. An assurance and supporting documentation

that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OTHER NONCOMPLIANCE ISSUES

Documentation of Assessment Results

Federal law and State guidance requires that Assessment results (including initial assessments and objective assessments) evaluate/summarize the employment history, education, interests, and skills that result in the identification of employment goals, barriers to employment and services needed to obtain goals. Staff must ensure that all required components of the initial assessment are attained and documented appropriately.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for conducting an initial assessment, to include each of the required components, for Wagner-Peyser program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employment Plan

Federal law and State guidance requires that Assessment results (including initial assessments and objective assessments) evaluate/summarize the employment history, education, interests, and skills that result in the identification of employment goals, barriers to employment and services needed to obtain goals. Staff must ensure the Vocational Plan (EDP, IEP, ISS), which is created jointly with the participant, is specific and unique to each participant and includes at least one short-range (0-12 months) and one long-range (more than 12 months) goal, with specific action steps for achievement of those goals.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing long-range occupational goals for Wagner-Peyser program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Activity Service Plan

Federal law and State guidance requires that staff record all services provided to career seekers, including Wagner-Peyser funded basic career services and individualized career services, in the MIS using defined service codes and an appropriate case note entered that aligns with the requirements in the Employ Florida Services Desk Guide in a timely manner. Staff must ensure that all services and supporting required documentation/case notes are recorded within 15 days of the date the service was provided, based on the date the services were provided. Staff must also ensure that when services are recorded, accurate dates of contact are reflected on both the activity and the corresponding case note entry.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for recording and documenting services in the service plan for Wagner-Peyser program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Activity Service Plan

Federal law and State guidance requires that staff record all services provided to career seekers, including Wagner-Peyser funded basic career services and individualized career services, in the MIS using defined service codes and an appropriate case note entered that aligns with the requirements in the Employ Florida Services Desk Guide. Staff must ensure that for every service that is recorded in the career seeker's service plan, a case note that includes all of the required elements is also recorded in the MIS.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for recording and documenting services in the service plan for Wagner-Peyser program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OBSERVATIONS

During the review of participant case files, issues were identified regarding:

- Veteran Intake form not included in the file.
- Service codes not recorded accurately or timely.
- Initial Assessment not conducted/documented as required.
- Several activities recorded, without appropriate case notes.
- Referrals were provided to career seekers who did not meet the minimum requirements in the job order.
- Employment not verified appropriately.
- Appropriate activity codes not entered to document the activation of a WP application.
- Duplicate service codes entered for the same date.
- Case notes entered included incorrect contact/service dates.
- Goals included on the IEP were not specific to the individual.
- IEP not closed appropriately.
- Signed IEP not retained in the participant's file.
- Participant was assisted but did not have a full registration in Employ Florida.

PLACEMENTS

Participant Case File Review

The sample size consisted of 4 participant case files.

FINDINGS

Finding Number WP-Placements-01

Documentation of Referrals

Federal law and State guidance requires that states administer a labor exchange system that functions to bring together qualified career seekers and employers who are seeking workers, by assisting career seekers in finding employment and facilitating the match between career seekers and employers. A staff-assisted job referral is the act of staff facilitating the match between qualified career seekers and employers with job openings; and the recording of such referral in the MIS. Prior to referring a career

seeker to a job opening, staff must ensure they obtain and document via case note the career seeker's consent to be referred. Referrals should not be provided to career seekers that do not provide verbal or written consent for referral.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately obtaining consent and issuing job order referrals to Wagner-Peyser program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WP-Placements-02

Documentation of Placements

Federal law and State guidance defines a placement as the hiring by a public or private employer of an individual referred by staff or self-referred for a job or an interview, and where the staff completed a series of steps, to include the verification of the employment from a reliable source, preferably the employer, that the individual was hired and ultimately started work. The verification information must be documented and must include: 1) a case note identifying the career seeker's name, 2) the name of the employer, 3) the source of verification, and 4) the date the career seeker started working at the designated jobsite. Staff must ensure that placements are verified and documented appropriately prior to recording the placement in the MIS.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately verifying and documenting employment for Wagner-Peyser program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WP-Placements-03

Documentation of Placements

Federal law and State guidance requires that prior to recording placements, staff must review the career seeker's Activity History/Service Plan to ensure they are not entering a duplicate placement for the same employer/position (manually obtained and direct placements). If it is determined that an obtained employment placement (manual or automated) was previously recorded for a position for which the career seeker received a referral, it must be escalated to the ROPC department to have the placement voided, prior to recording the direct placement on the job order. Staff must ensure that placements are verified and documented appropriately prior to recording them in the MIS.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting placements for Wagner-Peyser program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OTHER NONCOMPLIANCE ISSUES

Documentation of Referrals

Federal law and State guidance requires that states administer a labor exchange system that functions to bring together qualified career seekers and employers who are seeking workers, by assisting career seekers in finding employment and facilitating the match between career seekers and employers. A staff-assisted job referral is the act of staff facilitating the match between qualified career seekers and employers with job openings; and the recording of such referral in the MIS. Prior to referring a career seeker to a job opening, staff must ensure the career seeker's qualifications in their Employ Florida account match the minimum requirements listed in the job order by reviewing their skills, abilities, prior work experience, education and training, certifications/licensure against the requirements of the job order. Staff must ensure referrals are not be provided to career seekers that do not meet the minimum requirements listed in a job order.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately issuing quality job order referrals to Wagner-Peyser program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OBSERVATIONS

During the review of job order placements, issues were identified regarding:

- Permission to refer a career seeker to a job order not documented via case note.

JOB ORDERS

File Review

The sample size consisted of 40 job orders.

FINDINGS

Finding Number WP-Job Orders-01

Documentation of Employ Florida Compliance

State guidance requires that job orders entered in the MIS comply with the Employ Florida Terms and Conditions of Use Rules for Job Posting. The Employ Florida Terms and Conditions of Use Rules for Job Posting indicate that "Your Material(s) must contain sufficient detail to convey clearly to the User the nature and requirements of the job opportunity, or the required qualifications of a candidate for employment." As such, Business & Employer Solutions staff must ensure that JO descriptions include sufficient occupational duties/details to clearly convey the nature and requirements of the JO opportunity and is consistent throughout the job posting.

Recommendation: The reviewer suggests that Business & Employer Solutions staff receive training regarding the Employ Florida Terms and Conditions of Use Rules for Job Posting requirements for posting Wagner-Peyser job orders, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WP-Job Orders-02

Documentation of Wage Rate

Federal law and State guidance requires that job orders entered in the MIS list the actual wage or wage range and pay at least the Florida minimum wage as required by state law, unless the employer is exempt per the Fair Labor Standards Act. For employers that choose not to enter actual wage information, a minimum value of \$0.00 must be entered and staff must verify the job pays at least the state's minimum wage. Staff must ensure that the wage verification with the employer is documented via case note.

Recommendation: The reviewer suggests that Business & Employer Solutions staff receive training regarding the requirements for recording wage information on Wagner-Peyser job orders, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OTHER NONCOMPLIANCE ISSUES

Documentation of Activities/Services (Combined Issue)

State and local guidance requires that staff document the provision of information and services to employers by recording the appropriate service code in the employer's service plan and enter a case note that aligns with the requirements in the Employ Florida Services Desk Guide within a specified time frame. Staff must ensure that services and all supporting required documentation/case notes are recorded in Employ Florida within 15 days of the date the service was provided. Staff must also ensure case notes entered align with the requirements in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that Business & Employer Solutions staff receive training regarding the requirements for documenting, in Employ Florida, services provided to employers by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OBSERVATIONS

During the review of job orders entered, issues were identified regarding:

- Job order case note does not indicate how a JO was received from the employer (just that it was received by a different staff).
- Case notes recorded for services provided did not include all required data elements or included date discrepancies.
- Request to void activity case note entered, but request never submitted to the RSO.
- Activity/service not recorded timely.

RE-EMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT

Participant Case File Review

The sample size consisted of 40 participant case files (3 were resulted as no-shows).

The review of participant case files revealed, for the most part, that the files contained documentation of eligibility and other case management elements, and participant data recorded in Employ Florida was

determined to have been correctly entered. However, there were some issues identified in the following areas.

FINDINGS

Finding Number WP-RESEA-01

Documentation of RESEA Services

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. Staff are required to ensure that services provided during the initial appointment are documented in Employ Florida and comply with requirements outlined in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting RESEA services, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WP-RESEA-02

Documentation of RESEA Services

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. Upon completion of the Orientation, staff are required to conduct an Objective Assessment, which is a documented evaluation of the academic and occupational skills, career interests, personal needs and developmental needs of the participant. The assessment is required to be documented via the Objective Assessment Summary Wizard in Employ Florida or in a paper copy maintained in the file.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for developing an Objective Assessment Summary using the wizard in Employ Florida, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WP-RESEA-03

Documentation of RESEA Services

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. The state approved tool, the Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard, is required to be utilized to assist with the identification of the participant's education and employment goals. Additionally, usage of the tool should be tracked in Employ Florida using service code "CLF" as defined in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for documenting the administration of the CLIFF Dashboard and for RESEA participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OTHER NONCOMPLIANCE ISSUES

Documentation of the Labor Market Information provided

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. As part of the initial appointment, staff are required to provide customized labor market information that is specific and unique that provides occupational staffing and hiring patterns, wage information and labor market employment data relating to local, regional and national labor market areas and based on the participant's education/employment experience, skills and desired occupation. The documentation and case note requirements must align with the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for identifying and providing appropriate Labor Market Information to RESEA program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employability Development Plan (Short-Range Occupational Goal)

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. The Employability Development Plan (EDP), which is created jointly with the participant, must be specific and unique to each participant and, at the time of the appointment, was required to include at least one short-range (0-12 months) and one long-range (more than 12 months) goal, with specific action steps for achievement of those goals. Staff must ensure that each EDP developed includes at least one specific short-range occupational (i.e. employment-based) goal.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing short-range occupational goals for RESEA program participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employability Development Plan (Long-Range Occupational Goal)

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. The Employability Development Plan (EDP), which is created jointly with the participant, is required to include at least one short-range (0-12 months) and one long-range (more than 12 months) goal, with specific action steps for achievement of those goals. Staff must ensure that each EDP developed includes at least one specific long-range occupational (i.e. employment-based) goal.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing long-range occupational goals for RESEA program participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employability Development Plan (Long-Range Occupational Goal)

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. The Employability Development Plan (EDP), which is created jointly with the participant, is required to include at least one short-range (0-12 months) and one long-range (more than 12 months) goal, with specific action steps for achievement of those goals. Staff must ensure that for each long-range occupational goal established, that specific action steps are listed that will aid in goal achievement.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing Employability Development Plans for RESEA program participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employability Development Plan (Work Search Activity)

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. At the time of the appointment, the RESEA program required that each participant's Employability Development Plan (EDP) include at least one specific work search and/or job placement activity, identified and documented at the time of the assessment interview, that was scheduled and resulted via the event calendar module. Possible work search activities included resume writing workshops, job finding club, interviewing skills workshops and referrals to education and/or training. Staff must ensure that all EDP's developed for RESEA participants includes at least one work search activity to aid in the participant's job search that is specific to the individual participant's barriers to employment, employment goals, and/or services needed to obtain those goals, as identified in the initial or objective assessment.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for work search activities for RESEA program participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employability Development Plan (Work Search Activity)

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. At the time of the appointment, the RESEA program required that each participant's Employability Development Plan (EDP) include at least one specific work search and/or job placement activity, identified and documented at the time of the assessment interview, that was scheduled and resulted via the event calendar module. Staff must ensure that work search activities identified are scheduled and resulted through the Employ Florida Event Calendar module.

Recommendation: An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of EDP Responsibility Statement

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. At the time of the appointment, the RESEA program required that upon completion of the Employability Development Plan (EDP), that an EDP Responsibility Statement be completed and reviewed with the participant. The EDP Responsibility Statement must document the specified workshop(s) and date(s) the participant is to attend (as reflected on the EDP) and must include the date and signatures of both the participant and case manager. As such, staff must ensure that the EDP Responsibility Statement is maintained in the participant's case file.

Recommendation: An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of EDP Responsibility Statement

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. At the time of the appointment, the RESEA program required that upon completion of the EDP, that an EDP Responsibility Statement, which included specific work search activities, be completed and reviewed with the participant. Staff must ensure that work search activities included on the EDP Responsibility Statement are the same as those listed on the EDP.

Recommendation: An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Objective Assessment Summary

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. Upon completion of the Orientation, staff are required to conduct an Objective Assessment, which is a documented evaluation of the academic and occupational skills, career interests, personal needs and developmental needs of the participant. Staff must ensure the assessment is documented via the Objective Assessment Summary Wizard in Employ Florida and fully completed to its entirety.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing an Objective Assessment Summary (via the Employ Florida wizard) for RESEA program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Objective Assessment Summary

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. Upon completion of the Orientation, staff are required to conduct an Objective Assessment, which is a documented evaluation of the academic and occupational skills, career interests, personal needs and developmental needs of the participant. Additionally, staff must document in Employ Florida any formal or informal assessment and/or testing used to gauge an individual's current knowledge, skills and abilities.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing an Objective Assessment Summary (via the Employ Florida wizard) for RESEA program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employability Development Plan (Short-Range Goal)

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. The Employability Development Plan (EDP), which is created jointly with the participant, must be specific and unique to each participant and, at the time of the appointment, is required to include at least one short-range (0-12 months) education and/or employment goal, with specific objectives for achievement of those goals. Staff must ensure that for each goal, the EDP includes objectives for the participant to work toward completion of at least one of the short-range goals.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing short-range education and/or employment goals for RESEA program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employability Development Plan (Short-Range Goal)

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. The Employability Development Plan (EDP), which is created jointly with the participant, must be specific and unique to each participant and, at the time of the appointment, is required to include at least one short-range (0-12 months) education and/or employment goal, with specific objectives for achievement of those goals. Staff must ensure the identified goals are based on the participant's past work experience or future desired occupation.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing short-range education and/or employment goals for RESEA program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employability Development Plan

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. The Employability Development Plan (EDP), which is created jointly with the participant, must be specific and unique to each participant and, at the time of the appointment, is required to include at least one short-range (0-12 months) education and/or employment goal, with specific objectives for achievement of those goals and include appropriate signatures (staff and participant). Staff must ensure the EDP is signed, dated and maintained in the participant's case file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately maintaining Employability Development Plans for RESEA program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of the Labor Market Information provided

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. As part of the initial appointment, staff are required to provide customized labor market information that is specific and unique that provides occupational staffing and hiring patterns, wage information and labor market employment data relating to local, regional and national labor market areas and based on the participant's education/employment experience, skills and desired occupation. The documentation and case note requirements must align with the Employ Florida Services Desk Guide. Staff must ensure the LMI provided is documented and maintained in the participant's file.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for documenting the provision of Labor Market Information to RESEA program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of the Labor Market Information

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. As part of the initial appointment, staff are required to provide customized labor market information that is specific and unique that provides occupational staffing and hiring patterns, wage information and labor market employment data relating to local, regional and national labor market areas and based on the participant's education/employment experience, skills and desired occupation. The documentation and case note requirements must align with the Employ Florida Services Desk Guide. Staff must ensure the case note documentation for the LMI provided meets the requirements outlined in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately documenting the provision of Labor Market Information to RESEA program participants by February 27, 2026. An assurance and supporting documentation that corrective actions

have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of RESEA Appointment

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. When participants request to reschedule their initial appointment, the appointment must be rescheduled in the event calendar in Employ Florida and must be completed within 30 calendar days of the originally scheduled date. Staff must ensure that appointments that are rescheduled are completed within 30 calendar days as required.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for scheduling and rescheduling appointments for RESEA program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Obtained Employment

Federal law and State guidance requires that individuals selected for participation in the Re-Employment Services and Eligibility Assessment (RESEA) program be provided pre-selected required services and for those services to be appropriately documented in the state's MIS Employ Florida. When a participant reports employment before, during or after the RESEA appointment, staff must verify and record the employment in Employ Florida using the appropriate service code.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for verifying and documenting employment for RESEA program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OBSERVATIONS

During the review of participant case files, issues were identified regarding:

- The provision of Labor Market Information not documented via case note as required.
- Conflicting information included throughout the various case management documents- OA summary included one information for one occupation (office clerks and Accountants and Auditors), IEP included goals for a different occupation (data analytics) and was LMI provided for a third occupation (Business Intelligence Analysts and Secretaries and Administrative Assistants).
- Appointment was rescheduled outside of the event calendar, so not all activities were recorded as required (101 & 107).
- No occupational alignment between the information listed in the OA and the goals listed in the IEP (Administrative Service Managers/Barbers and Massage Therapists).
- Case note documenting attendance not entered timely.
- Documents not retained in the participant's file as required.

VETERAN SERVICES – JVSG PROGRAM

Participant Case File Review

The sample size consisted of 12 participant case files.

The review of participant case files revealed, for the most part, that the files contained documentation of eligibility and other case management elements, and participant data recorded in Employ Florida was determined to have been correctly entered. However, there were some issues identified in the following areas.

FINDINGS

Finding Number WP-JVSG-01

Documentation of Veteran Intake Screening

Federal law and State guidance requires that staff screen individuals visiting the career center who identify as transitioning service members, veterans, or eligible spouses be screened for the purpose of obtaining employment assistance. The intake screening is used to determine the individual's service level needs and eligibility for enhanced services from a DVOP specialist. Staff must ensure the provision of veteran intake screening for DVOP eligibility is recorded in the MIS using service code 159 (Initial Intake Screening- DVOP Services), regardless of the outcome.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for completing and documenting Initial Intake Screening for DVOP Eligibility by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WP-JVSG-02

Documentation of Veteran Intake Screening

Federal law and State guidance requires that staff screen individuals visiting the career center who identify as transitioning service members, veterans, or eligible spouses be screened for the purpose of obtaining employment assistance. The intake screening is used to determine the individual's service level needs and eligibility for enhanced services from a DVOP specialist and is required to be documented via entry of service code 159 (Veteran Intake Screening – DVOP Services). Staff must ensure the associated case note includes the results of the screening, specific eligibility category identified, Qualifying Employment Barriers (QEBs), departments referred to (if any), why/why not referred to a DVOP specialist, and the outcome.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately documenting the provision of the Initial Intake Screening for veteran participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WP-JVSG-03

Documentation of Veteran Intake Screening

Federal law and State guidance requires that staff screen individuals visiting the career center who identify as transitioning service members, veterans, or eligible spouses be screened for the purpose of obtaining employment assistance. The intake screening is used to determine the individual's service level needs and eligibility for referral for enhanced services from a DVOP specialist. If not available at the time of the appointment, staff are required to record a Referral for DVOP Follow-up (service code 168). Staff must ensure to refer veterans and eligible person's to a DVOP for follow up if they are not available at the time of intake and record service code 168 as documentation.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately documenting DVOP follow-up at the point of Intake Screening for veteran participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WP-JVSG-04

Documentation of Objective Assessment Summary

Federal law and State guidance requires that the case management framework for the provision of DVOP services are the provision of an objective assessment, the joint development of a written IEP and consistent contact. The Objective Assessment is performed using in-depth interviewing and evaluation to identify barriers and appropriate employment goals. The objective assessment serves as the foundation for the development of the participant's Individual Employment Plan (IEP) and all elements must be completed, including an overall note that includes the Qualifying Employment Barrier (QEB), barriers to employment, occupational skills and education. Staff must ensure that the Objective Assessment Summary Wizard is completed to its entirety and includes all required elements.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing a complete Objective Assessment Summary via the Employ Florida wizard for JVSG program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Finding Number WP-JVSG-05

Documentation of Individual Employment Plan (IEP) Updates

Federal law and State guidance requires that the case management framework for the provision of DVOP services are the provision of an objective assessment, the joint development of a written IEP and consistent contact. The IEP is an agreement between the participant and the program detailing what the participant will do to obtain/return to employment and what the program will do to support the participant's efforts. The IEP must be treated as a living document and should be reviewed with the participant on a regular basis and updated when additional needs are identified or when goals and objectives are achieved. Staff must ensure that IEP updates are recorded every 30 days following the initial IEP creation date until completion of the work readiness case conference and at minimum, every 60 days thereafter and upon closure of the IEP.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately managing employment plans for JVSG program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OTHER NONCOMPLIANCE ISSUES

Documentation of Veteran Intake Screening

Federal law and State guidance requires that staff screen individuals visiting the career center who identify as transitioning service members, veterans, or eligible spouses be screened for the purpose of obtaining employment assistance. The intake screening is used to determine the individual's service level needs and eligibility for referral for enhanced services from a DVOP specialist. If not available at the time of the appointment, staff are required to record a Referral for DVOP Follow-up (service code 168) and enter a case note that includes the date the referral was made, the name of the DVOP specialist the participant was referred to as well as the method of referral (e.g. email, phone call). Staff must ensure to refer veterans and eligible person's to a DVOP for follow up if they are not available at the time of intake and record service code 168 and a case note that includes all required elements.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately documenting DVOP follow-up at the point of Intake Screening for veteran participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employment Services

Federal law and State guidance requires that upon determination of a career seeker's eligibility, DVOP specialists and LVERs must facilitate employment services to eligible persons. DVOP specialists must document employment services in Employ Florida using service codes V02, V03, V05, V06, V07 and V08 and enter case notes that align with the requirements in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately documenting in, Employ Florida, services provided to JVSG program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Individual Employment Plan (IEP)

Federal law and State guidance requires that the case management framework for the provision of DVOP services are the provision of an objective assessment, the joint development of a written IEP and consistent contact. The IEP is an agreement between the participant and the program detailing what the participant will do to obtain/return to employment and what the program will do to support the participant's efforts. Staff must ensure the IEP developed includes, at a minimum, one employment goal and at least one objective, for the work readiness conference and any other barriers to complete the employment goal.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for documenting the work readiness conference via the IEP for JVSG participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of IEP Updates

Federal law and State guidance requires that the case management framework for the provision of DVOP services are the provision of an objective assessment, the joint development of a written IEP and consistent contact. The IEP is an agreement between the participant and the program detailing what the participant will do to obtain/return to employment and what the program will do to support the participant's efforts. The IEP must be treated as a living document and should be reviewed with the participant on a regular basis and updated when additional needs are identified or when goals and objectives are achieved. Staff must ensure that IEP update case notes are entered in Employ Florida and includes updates made to the IEP, as well as closure and reason.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately documenting IEP updates for JVSG participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Case Management

Federal law and State guidance requires that when a participant's IEP is closed due to the obtainment of employment, the DVOP specialist must provide post-employment consistent contact for 90 days to ensure sustained employment. Post-employment consistent contact must be performed on a biweekly basis the first month following employment. Staff must ensure successful post-employment consistent contact is recorded using service code V13 (JVSG – Post-Employment Consistent Contact) and include a case note that aligns with the requirements prescribed in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for documenting post-employment consistent contact with JVSG participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Case Management

Federal law and State guidance requires that DVOP specialists, in a team approach, provide the individualized career services needed to prepare the participant to be deemed work ready to be referred to a LVER for job development and advocacy services. The LVER must meet directly with the veteran or eligible person, in person or remotely, to verify work ready status and determine an effective outreach strategy to market the participant to appropriate employment opportunities. This meeting is facilitated by the DVOP specialist through an organized and scheduled case conference. Staff must ensure that the coordination of a work readiness case conference is recorded using service code V11 (JVSG – Work Readiness Case Conference) and a case note is entered that includes at minimum, the meeting location, employment interests, anticipated referrals, salary expectation and that all parties (veteran, LVER, DVOP) were in full agreement the veteran is work-ready.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for documenting the work readiness case conference with JVSG participants, by February

27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Veteran Advocacy

Federal law and State guidance requires that LVERs advocate on behalf of all veterans, with an emphasis on individualized advocacy on behalf of veterans and eligible persons who have been deemed work ready after receipt of individualized career services from a DVOP specialist. LVERs conduct veteran advocacy contacts by making direct contact with employers and attempting to secure an interview for a specific veteran for an employment opening that is on file in Employ Florida. LVERs must document veteran advocacy contact attempts made on behalf of work-ready veterans and eligible persons by recording service code V12 (Veteran Advocacy Contact) in the participant's Employ Florida program application and include a case note that aligns with the requirements in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for appropriately documenting Veteran Advocacy for JVSG participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OBSERVATIONS

During the review of participant case files, issues were identified regarding:

- Case note Templates: It appears staff are using a case note template for the entry of 159. Template needs to be updated to remove references to Atlas for documentation storage.
- 880 case note missing the participant's position title.

VETERAN SERVICES – LOCAL VETERAN EMPLOYMENT REPRESENTATIVE

Employer Case File Review

The sample size consisted of 26 employer case files.

Note: LVER monitoring tool is still under review by FloridaCommerce. As such, issues identified have been noted as potential findings and other noncompliance issues.

POTENTIAL FINDINGS AND OTHER NONCOMPLIANCE ISSUES

Documentation of Employer On-site Visit

State and local guidance requires that staff document physical on-site visits to an employer's place of business or an employer's visit to the career center to market career center services, obtain new employer accounts, and/or to conduct other employer-related activities not otherwise captured by a different employer service code in Employ Florida by recording service code E01 (On-site Visit) in the employer's service plan and enter a case note that includes, at minimum, the name of the person the LVER spoke with, the topics discussed, the location of the visit, and the outcome of the visit. Staff must ensure that case notes entered align with the requirements in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting on-site visits with employers by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of In-Person Employer Contact

State and local guidance requires that staff document in-person employer contact made with an employer at a location other than the employer's worksite location or the career center to obtain new accounts, discuss career center services, job orders, and other career center information in Employ Florida by recording service code E27 (In-Person Employer Contact) in the employer's service plan and enter a case note that includes, at minimum, the name of the person the LVER spoke with, topics discussed, location of the visit, and the outcome of the visit. Staff must ensure that case notes entered align with the requirements in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting in-person contact with employers by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Remote/Virtual Employer Contact

State and local guidance requires that staff document remote/virtual contact made with an employer to promote and/or discuss the career center's business service activities by recording service code E07 (Remote/Virtual Employer Contact) in the employer's service plan and enter a case note that includes, at minimum, the date, type of contact, individual contacted and summary regarding the nature of the contact. Staff must ensure that case notes entered align with the requirements in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting remote/virtual contact with employers by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of HIRE Vets Medallion Program

State and local guidance requires that staff document the provision of information to employers regarding the HIRE Vets Medallion Program (HVMP) by recording service code E52 (HIRE Vets Medallion Program) in the employer's service plan and enter a case note that includes, at minimum, the name of the person the LVER spoke with and the outcome of the contact. Staff must ensure that case notes entered align with the requirements in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting the provision of HIRE Vets Medallion Program information to employers by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of the Provision of General Employer services

State and local guidance requires that staff document the provision of information such as general information packages (service code E11), federal bonding information (E15), Workforce Development Training information (E18) or Tax Credit/WOTC information (E19) by recording the appropriate service code in the employer's service plan and enter a case note. Staff must ensure that case notes entered align with the requirements in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting the provision of services to employers by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Job Development

State and local guidance requires that staff document contact with an employer to discuss a job for a specific applicant for whom CSCR has no suitable openings on file by recording service code E33 (Job Development) and enter a case note that includes, at minimum, the career seeker's name, position or job title discussed, name, title, phone and email of the person the LVER spoke with and other pertinent information such as interview date and time. Staff must ensure that case notes entered align with the requirements in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting job developments with employers by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Employer Services

Federal and State guidance requires that contacts with employers be documented in Employ Florida using the appropriate service code and related case note. Staff must ensure that services recorded are aligned with the code and descriptions as indicated in the Wagner-Peyser Employer Services and Case Notes Desk Guide.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting the provision of services to employers by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of Federal Contractor Status

Federal and State guidance requires that LVER staff conducts outreach to employers to promote the hiring of veterans and identify federal contractors and subcontractors to inform them of their responsibility under the Office of Federal Contract and Compliance Program guidelines. Office of Federal Contractor Compliance Program (OFCCP) specific outreach conducted must be documented by recording service code E10 (Veteran Services) in the employer's service plan and entering a case note that aligns with the requirements prescribed in the Wagner-Peyser Employer Services and Case Notes Desk Guide.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting Office of Federal Contractor Compliance Program (OFCCP) specific outreach

to employers by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

OBSERVATIONS

- E75 case note incorrectly indicates that the employer is a priority business, on the basis of being in a rural area (32303- Leon county).
- Case note entered lacked the outcome of the provision of information/services as required.
- Several instances with the LVER indicated via case note that follow-up will occur within a specific time frame (typically 2 weeks), but follow-up did not appear to have been conducted (services or case notes not recorded).

VETERANS VOCATIONAL REHABILITATION AND EMPLOYMENT (VR&E)/CHAPTER 31 PROGRAM

Participant Case File Review

The sample size consisted of 8 participant case files.

Note: VRE monitoring tool is still under review by FloridaCommerce. As such, issues identified have been noted as potential findings and other noncompliance issues.

POTENTIAL FINDINGS AND OTHER NONCOMPLIANCE ISSUES

Documentation of VRE Participation

Federal and State guidance requires that the Vocational Rehabilitation & Employment (VR&E) Program (Chapter 31, Title 38, USC) assist veterans with service-connected disabilities prepare for, find and keep suitable employment. Veterans served in this program are referred to CSCR for additional services as they become job ready, as career center staff, primarily DVOP staff, must offer intensive services to veterans with barriers to employment, with priority provided to VR&E Chapter 31 veterans. Staff must ensure that veterans referred to the Chapter 31 program are identified as such in Employ Florida by selecting 'Yes' to the question "Received Services from Voc Rehab (Chapter 31)".

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting VR&E Chapter 31 referrals in Employ Florida by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of VRE Case Management

Federal and State guidance requires that a case management file (hard copy or electronic) be maintained for VR&E Chapter 31 veterans who are receiving intensive services from the DVOP or career center staff. As such, the file must document an assessment of the veteran's employment needs, barriers to employment, employment plan/plan of action, services provided, case notes and ongoing updates. Staff must ensure that the objective assessment is recorded via the Objective Assessment Summary (OAS) wizard in Employ Florida and completed to its entirety, to include the overall note.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for developing a complete Objective Assessment Summary via the Employ Florida wizard for VR&E Chapter 31 program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of VRE Case Management

Federal and State guidance requires that the Vocational Rehabilitation & Employment (VR&E) Program (Chapter 31, Title 38, USC) assist veterans with service-connected disabilities prepare for, find and keep suitable employment. Veterans served in this program are required to be appropriately case managed by career center staff. Staff must ensure to maintain regular and consistent contact and provide and record services and case notes at least twice monthly in Employ Florida for the duration of the veteran's case management.

Recommendation: The reviewer suggests that staff receive training regarding the requirements for appropriately documenting, in Employ Florida, consistent contact with VR&E Chapter 31 program participants by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

Documentation of VRE Closure and Follow-Up

Federal law and State guidance requires that when a veteran participant's IEP is closed due to the attainment of employment, the DVOP specialist must provide post-employment consistent contact at the 30/60-day intervals to ensure sustained employment. Staff must ensure successful post-employment consistent contact is recorded using service code V13 (JVSG – Post-Employment Consistent Contact) and include a case note that aligns with the requirements prescribed in the Employ Florida Services Desk Guide.

Recommendation: The reviewer suggests that the service provider provide staff training regarding the requirements for documenting post-employment consistent contact with VR&E Chapter 31 program participants, by February 27, 2026. An assurance and supporting documentation that corrective actions have been or will be taken by the staff to prevent a recurrence of this issue must be included with the CAP.

MIGRANT AND SEASONAL FARMWORKERS

There were no active participants for the review period; therefore this program did not undergo a quality assurance review.

TRADE ADJUSTMENT ASSISTANCE (TAA) PROGRAM

There were no active participants for the review period; therefore this program did not undergo a quality assurance review.

CareerSource Capital Region BES, Events & Special Projects – December-January

BES (Account Managers, LVER, Business Solutions Reps)

Employer Solutions:

Business Solutions/LVER Solution Description	E Code	December Solutions	YTD Solutions
On-Site Visit	E01	27	100
Provided Job Fair Services	E02/E56	37	163
Provided Job Order Follow-Up	E03	51	201
Provided Detailed Labor Market Study	E05	2	2
Promotional Call	E07	3	7
Delivered Applications/Resumes	E09	27	68
Veteran Services	E10	6	16
Information Packet Provided	E11	58	221
Onsite Workshop - Recruitment	E12	0	3
Provided Workforce Dev. Training Info	E18	14	72
Provided Tax Credit/WOTC Information	E19	15	51
Provided Information not Otherwise Classified	E21	1	23
Provided Other Training Service	E22	1	14
Business Incentive Information	E24	0	0
Employer Contact (at an outside event)	E27	20	106
Employer Workshop	E29	8	19
Entered into Recruiting Agreement	E30	2	24
Job Development	E33	0	5
Job Order	E34	391	1156
Job Referrals and Placements	E35	3	9
Provision of Meeting Facility	E39	0	1
Provided Human Resource Services	E44	3	6
HIRE Vets Medallion Program	E52	15	40
Veteran Advocacy	E53	0	5
Provided DOD SkillBridge Information	E54	15	4
Provided Recruitment Assistance for RA	E58	1	2
Priority Business Served	E75	3	12
Referred Qualified Applicants	E90	184	700
Hope Florida Participant Advocacy	EHO	0	4
Total Solutions	Total	887	3070

Employer Partnerships/Speaking Engagements: Professional Development Workshops and external speaking engagements

- AGA Luncheon – BES Overview
- Leon County Clerk of Court – Emotional Intelligence
- North Florida Women’s Care Center – Emotional Intelligence

Employer Grants: Approved OJT or PDTG (IWT)

- None

New Employers:

- Florida Division of Emergency Management
- Capital Veterinary Specialist
- Count On Us Medical Transport

Job Developments: List employer name(s), career seeker name(s), and outcome.

- None

Placements:

- C2 Global Professional Services – 750 (Carl Roach)
- Florida Department of Health Wakulla - 750 (Wanda McKenzie)
- General Dynamics OTS – 750 (Josh Kirkland)
- FL Dept. Of Health DMQA – 880 (Matthew Tucker)
- Manpower – 880 (Shannon Davis)

Partnerships obtained

- None

Employer Outreach for Grant Deliverables:*HOPE NAVIGATOR:*

- Jefferson County Sheriff Department – Provided Flier
- City of Monticello – Provided flier
- Jefferson County Tac Collector – Provided flier
- Leon County Clerk of Court – Provided flier
- Capital Area Healthy Start – Provided flier
- Boxton Cares – approved Hope employer and Hope flag activated in Employ Florida
- Seasoned Relaxation Center – phone meeting to discuss grant
- Boise Cascade – phone meeting to discuss grant
- Our Blessings Learning Center – employer added to Hope spreadsheet

YOUTH CAREER EXPLORATION:

- Provided grant information to multiple employers at AGA Luncheon
- Boxton Cares – in person grant overview
- Capital Veterinary Specialists – in person grant overview

SECTORS OF STRATEGIC FOCUS:

- Capital Veterinary Specialist - Discussed OJT funding
- HCA – Discussed OJT funding
- Provided grant information to multiple employers at AGA Luncheon
- Capital Veterinary Specialists – in person grant overview

RURAL INITIATIVES (WIOA FUNDED)

- Brief overview of grant presented at Wakulla Chamber Lunch

RURAL INITIATIVES (GENERAL FUNDS)

- General Dynamics OTS – Delivered OJT Application and Training Outline
- Boise Cascade – Delivered OJT Application and Training Outline (Waiting for legal to approve)
- Brief overview of grant presented at Wakulla Chamber Lunch

EVENTS:

1. Recap Hiring Fairs:

- December Find a Job Friday Leon Center 9 employers, 81 career seekers, **3 placements to date**
- January Find a Job Friday Leon Center 9 employers, 75 career seekers
- December Find a Job Friday Wakulla Center 4 employers, 16 career seekers
- State Agency Hiring Fair 19 employers, 152 career seekers

2. Other Events: List any non-recruiting related events attended (include event name and purpose of event)

- None

3. External Events: List any non-CSCR events attended (include event name and purpose of event)

- None

4. Other Important Items

- None

SPECIAL PROJECTS

Employer Solutions (Apprenticeship & Rapid Response):

Special Projects Rapid Response/Apprenticeships		December	YTD
<u>Solution Description</u>	<u>E Code</u>	<u>Solutions</u>	<u>Solutions</u>
On-Site Visit	E01	4	6
Delivered Applications/Resumes	E09	0	1
Information Packet Provided	E11	1	9
Provided Workforce Dev. Training Info	E18	2	10
Provided Tax Credit/WOTC Information	E19	1	7
Provided Information not Otherwise Classified	E21	1	3
Employer Contact (at an outside event)	E27	18	27
Short-Time Compensation	E43	0	6
Provided Info Registered Apprenticeships	E57	11	38
Assisted in Development of New RA Program	E62	1	2
Development of New-Pre Apprent. Program	E63	1	3
Rapid Response Orientation	E74	0	1
Completed Development of New RA Program	E76	0	1
Priority Business Served	E75	0	3
	Total Solutions	Total	
		40	116

Rapid Response Grant

Employer Partnerships/Speaking Engagements:

- None

Business Closures/Layoffs/WARN Notices Received

- NWFSU laid off 18 employees, 5 are still seeking employment

Employer Engagement: Discussed Rapid Response solutions and referred employers to other CSCR resources (as needed) for the following businesses:

- Discussed State Rural Initiatives Grant with: Office of Economic Vitality & Gadsden County Chamber
- Employers referred to Apprenticeship Navigator: Keiser University and Phusion AI

Apprenticeship Navigator Grant**Employer Partnerships/Speaking Engagements:**

- None

Employer Engagement: Met with the following employers to discuss RA opportunities

- FSU Mag Lab
- Periodontics & Implant Dentistry of Tallahassee
- Infinite Spectrum Foundation
- HCA
- FAMU DRS
- Tallahassee State College
- Leon County Schools (Rickards High School)
- FSU College of Medicine/Big Bend Hospice
- T&T Construction
- Keiser University

Career Seeker Engagement:

- No new career seeker information posted by CareerSource Florida

New and/or expanded PRAP/RAP (employers/training providers):

- None

Career seekers employed in PRAP/RAP:

- None

This Interim CFO Services Agreement (“Agreement”) is between Indelible Management Solutions, Inc. (“Indelible” or “Contractor”), and Big Bend Jobs and Education Council, Inc. d/b/a CareerSource Capital Region, Inc. (“Client” or “CSCR”).

Indelible: Indelible Management Solutions, Inc.
3800 Esplanade Way, Suite 210
Tallahassee, FL 32311

CSCR: CareerSource Capital Region, Inc.
2910 Kerry Forest Parkway, D4-273
Tallahassee, FL 32309

Effective Date: October 13, 2025

Term: Upon execution through January 31, 2026, unless extended by written agreement.

1. Background

Big Bend Jobs and Education Council, Inc. d/b/a CareerSource Capital Region, Inc. is a Florida nonprofit organization responsible for overseeing workforce development services in Leon, Gadsden, Wakulla, and Jefferson Counties. CSCR seeks to engage Indelible, an experienced professional services and consulting firm, to provide interim Chief Financial Officer (“Interim CFO”) services.

Indelible will provide qualified personnel to perform the services described herein in accordance with applicable federal, state, and local regulations, including the Workforce Innovation and Opportunity Act (“WIOA”) and related U.S. Department of Labor and Florida Department of Commerce guidance.

2. Engagement and Scope of Services

Indelible shall provide professional financial management and Interim CFO services, including but not limited to (collectively referred to in this Agreement as “Deliverables”):

Fiscal Leadership & Reporting

- Lead all fiscal reporting and management activities for CSCR.
- Maintain proper accounting records and supporting documentation in accordance with GAAP and federal grant requirements.
- Ensure adequate internal controls and compliance with Uniform Guidance (2 CFR Part 200).

Expenditure Oversight

- Review and approve invoices.
- Review and approve check and ACH batches.
- Transmit approved ACH batches to the bank.

- Report expenditures in SERA and ensure timely reconciliation with MIP.

Cash Management

- Review and request cash draws in SERA.
- Record cash receipts and ensure accuracy in the accounting system.
- Conduct bank reconciliations and reconcile MIP to SERA monthly.

Payroll & Financial Reporting

- Process payroll accurately and on schedule.
- Prepare and present monthly, quarterly, and annual financial reports in accordance with GAAP.

Asset Safeguarding & Controls

- Ensure adequate internal controls over all cash, receivables, and prepaid assets.
- Implement improvements to strengthen financial processes as needed.

Technical Assistance & Training

- Provide fiscal and compliance technical assistance to subrecipients.
- Train CSCR staff and the incoming CFO to assume full fiscal responsibility by January 31, 2026.

Advisory Role

- Participate in executive or board meetings as requested.
- Support strategic decisions related to financial process enhancement, compliance, and sustainability.

3. Term

This Agreement shall commence on October 13, 2025, and shall continue through January 31, 2026, unless terminated earlier in accordance with Section 8 below. The term may be extended upon mutual written agreement.

4. Compensation and Invoicing

Contractor shall be compensated at a rate of \$323.00 per hour. Such rate is based upon a 40 hour workweek. Upon prior written approval, Contractor may work in excess of a 40 hour workweek and shall be compensated as a rate of \$323.00 for all hours over 40 hours in one workweek. Upon request by the Client or Indelible, invoices shall contain the Independent Contractor's Federal Employer Identification Number.

Contractor shall submit invoices monthly, detailing hours worked and services rendered. Invoices shall contain detail sufficient for audit thereof. Invoices are due and payable within 30 days of receipt by CSCR.

Reasonable, business expenses incurred in performance of the services shall be reimbursed in accordance with CSCR's policies.

5. Contractor's Responsibilities

Indelible shall perform and provide the following in a timely manner:

- Assign qualified personnel with expertise in federal grant management, cost allocation, and indirect cost application.
- Ensure personnel performing under this Agreement are properly trained and available for the duration of the engagement.
- Maintain professional standards consistent with those expected of a senior financial officer in a public workforce organization.
- Maintain all records, correspondence, and financial data in compliance with applicable federal and state retention and audit requirements.

6. Client's Responsibilities

Client shall perform and provide the following in a timely manner:

- Provide the Contractor with access to all relevant financial systems, including MIP and SERA, and any required documentation.
- Designate a primary point of contact for coordination and approvals.
- Provide workspace and resources (if on-site) and ensure timely responses to information requests.

7. Independent Contractor Relationship

The Parties acknowledge that Indelible is engaged as an independent contractor, not as an employee, agent, joint venturer, or partner of CSCR. Contractor is, and at all times, shall be, an independent contractor in the performance of its obligations under this Agreement. No partnership, joint venture, principal/agent, employee/employer, or other representative relationship shall arise between the Client and Contractor pursuant to this Agreement. Contractor and its employees, agents, representatives, and subcontractors are not entitled to the benefits of employees of the Client's employees. Neither Party shall have any authority whatsoever, whether express or implied, to assume, create, or incur any obligation or liability whatsoever on behalf or in the name of the other, or to bind in any manner whatsoever.

The details of the method and manner of performance of Indelible's services shall be under its own control. Indelible undertakes performance of the services under this Agreement as an independent contractor and shall be wholly responsible for the methods of performance.

Indelible represents and warrants that:

- The services shall be performed in accordance with, and shall not violate, applicable laws, rules or regulations, and standards prevailing in the industry and Indelible shall obtain all permits or permissions required to comply with such laws, rules or regulations.
- The services performed hereunder will not contain libelous, injurious, or unlawful

material, and will not violate or in any way infringe upon the personal or proprietary rights of third parties, including property, contractual, employment, trade secrets, proprietary information, and non-disclosure rights, or any trademark, copyright, or patent, nor will they contain any format, instruction, or information that is inaccurate or injurious to any person, computer system, or machine.

- Indelible has full power and authority to enter into and perform its obligations under this Agreement; it constitutes a legal, valid, and binding obligation of Indelible, enforceable against it in accordance with its terms.

8. Termination

Either Party may terminate this Agreement upon thirty (30) days' written notice. In addition, CSCR may terminate this Agreement upon written notice in the event of substantial failure by Indelible to perform in accordance with this Agreement. Unless the Client directs otherwise, Indelible shall have five (5) business days from receipt of the termination notice to submit a plan acceptable to CSCR to cure the substantial failure identified by Client. Indelible may be suspended by CSCR until the submitted plan is approved. In the event of termination, Indelible shall be compensated for services performed through the termination date.

Contractor may terminate this Agreement upon written notice in the event of substantial failure by CSCR to perform in accordance with this Agreement. However, CSCR shall have five (5) business days from receipt of the termination notice to submit a plan reasonably acceptable to Contractor to cure the substantial failure. In the event of termination, CSCR will pay Contractor for services performed in accordance with this Agreement to the date of termination.

Upon expiration or termination of this Agreement for any reason, or at any other time upon CSCR's written request, Contractor shall within 5 business days after such expiration or termination:

- Deliver to CSCR all Deliverables (whether complete or incomplete) and all materials, equipment, and other property provided for Contractor's use by CSCR; and
- Deliver to CSCR all tangible documents and other media, including any copies, containing, reflecting, incorporating, or based on the Confidential Information;

9. Confidentiality

Contractor acknowledges that Client's Confidential Information is valuable, special, and a unique asset of the Client, access to and knowledge of which is essential to the performance of Contractor under this Agreement. In light of the highly competitive nature of the industry in which Client's business is conducted, Contractor shall not at any time, whether during or after termination of this Agreement, reveal or divulge to any person or any third parties any Confidential Information, except as authorized by Client in writing. Contractor shall keep secret all matters entrusted to Contractor and shall not use or attempt to use any Confidential Information, except as required in the course of performing this Agreement, nor shall Contractor directly or indirectly use any Confidential Information in any manner that may injure or cause

loss, or may be calculated to injure or cause loss, to Client. Contractor shall not disclose confidential information to any employees without a need-to-know relating to the project. Any such employee to whom confidential information is disclosed must be advised of the terms of this article and agree, in writing, to abide by the provisions of this article.

10. Compliance

Contractor shall comply with all applicable federal, state, and local laws and regulations, including those relating to the management of WIOA and other grant funds, and shall cooperate with any audits or reviews conducted by CSCR, the State of Florida, the U.S. Department of Labor, or any federal or state agency. Contractor certifies that it does not operate Diversity Equity and Inclusion (“DEI”) programs that violate federal law and complies with federal anti-discrimination laws.

11. Indemnification

Each Party shall indemnify and hold harmless the other, and their respective officers, directors, employees, and agents, from and against any claims, damages, or liabilities arising out of its own negligent acts, errors, or omissions in connection with this Agreement.

CSCR may satisfy such indemnity (in whole or in part) by way of deduction from any payment to Contractor.

12. Insurance

Contractor shall maintain appropriate insurance coverage, including professional liability, general liability, and workers’ compensation (if applicable). CSCR shall be listed as additional insured under such policy, and Contractor shall forward a certificate of insurance verifying such insurance upon CSCR’s written request, which certificate will indicate that such insurance policies may not be canceled before the expiration of a 30-business day notification period and that CSCR will be immediately notified in writing of any such notice of termination.

13. Notices

All notices shall be in writing and delivered to:

For CSCR:
CareerSource Capital Region, Inc.
Attn: Keantha B. Moore, CEO
2910 Kerry Forest Parkway, D4-273
Tallahassee, FL 32309
Email: keantha.moore@careersourcecapitalregion.com

For Indelible:
Indelible Management Solutions, Inc.
Attention: Michael D. White

3800 Esplanade Way, Suite 200
Tallahassee, FL 32311
Email: mwhite@indelible-solutions.com

14. Governing Law, Jurisdiction, and Venue

This Agreement shall be governed by and construed in accordance with the laws of the State of Florida without regard to choice of law principles. Contractor waives any and all privileges and rights relating to venue under any Florida statute, rule, and case law, including to those based on convenience. Any action or proceeding by either Party related to or arising out of this Agreement shall be brought in any state or federal court located in Leon County, Florida. In the event of any suit or action arising out of or relating to this Agreement, the prevailing party in such proceedings shall be entitled to recover their reasonable attorneys' fees and costs. **THE PARTIES HEREBY AGREE TO WAIVE ALL RIGHTS TO A TRIAL BY JURY IN ANY LITIGATION INVOLVING, CONCERNING, OR ARISING OUT OF THIS AGREEMENT.**

15. Force Majeure

Neither Indelible nor CSCR shall be considered in default of this Agreement for delays in performance caused by circumstances beyond the reasonable control of the non-performing party. Circumstances causing non-performance include, but are not limited to, war, riots, other civil disturbances, abnormal weather conditions, floods, earthquakes, fire, epidemics, pandemics, strikes, lockouts, work slowdowns, and other labor disturbances, sabotage, judicial restraint and delay in or inability to procure necessary permits, licenses or authorizations from any local, state, or federal agency or department for any of the authorizations, supplies, materials, accesses required to be provided by either Indelible or CSCR under this Agreement.

Should such circumstances occur, the non-performing party shall, within five (5) business days, give written notice to the other party, describing the circumstances preventing performance and the efforts being made to resume performance. No claim for damages, other than for an extension of time, shall be asserted against the parties regarding the invocation of this force majeure clause. **THE FOREGOING SHALL CONSTITUTE THE SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY.**

16. Assignment

Neither Party shall assign any rights or delegate or subcontract any obligations under this Agreement without the other Party's prior written consent. Any assignment in violation of the foregoing shall be deemed null and void. Subject to the limits on assignment stated above, this Agreement will inure to the benefit of, be binding on, and be enforceable against each of the Parties hereto and their respective successors and assigns.

17. Severability

The invalidity, illegality or unenforceability of any provision of this agreement or the occurrence of any event rendering any portion or provision of this agreement void shall in no way affect the validity or enforceability of any other portion or provision of this agreement. Any void provision shall be deemed severed from this agreement and the balance of this agreement shall be construed and enforced as if it did not contain the particular portion or provision held to be void. Indelible and CSCR further agree to amend this agreement to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision.

18. Entire Agreement

This Agreement represents the entire understanding between the Parties and supersedes all prior discussions or proposals. This Agreement may be modified or amended only by a written instrument mutually agreed to and signed by both Indelible and CSCR.

<<SIGNATURE PAGE TO FOLLOW>>

In witness thereof, the parties have caused this Agreement to be duly executed, intending to be bound thereby.

Indelible Management Solutions, Inc.

**Big Bend Jobs and Education Council, Inc.
d/b/a CareerSource Capital Region**



Signature

Signature

Michael D. White, II

Printed Name Printed Name

Keantha B. Moore

Chief Business Development Officer
Title

Chief Executive Officer
Title

January 28, 2026

Date

Date



David Kraft
Chair

Lisa Eding
Vice Chair

Jim Bos
Treasurer

Joshua Matlock
President & CEO

February 12, 2026

Ms. Keantha Moore
CareerSource Capital Region
2601 Blair Stone Rd, Bldg C, Ste 200
Tallahassee, FL 32301

Dear Keantha –

On behalf of CareerSource Suncoast (LWDB# 18), we are pleased to submit our formal response to your Request for Quotes (RFQ) for Accounting & Grant Management Services. We recognize the critical importance of strong fiscal stewardship and compliance for CareerSource Capital Region (CSCR) and are committed to supporting your organization's mission. Our experienced team stands ready to provide comprehensive fiscal operations, grant management accounting services, and grant reporting aligned with the requirements outlined in your RFQ.

This proposal includes our approach to the scope of work, staffing plan, and pricing structure, as requested. Please contact me at jmatlock@careersourcesc.com or Robin Dawson at rdawson@careersourcesc.com should you require any additional information.

Sincerely,

Joshua Matlock

Joshua Matlock (Feb 12, 2026 15:21:22 EST)

Joshua Matlock
CEO/President

Accounting & Grant Management Services Proposal

Prepared for CareerSource Capital Region

Company Profile & Relevant Experience

CareerSource Suncoast is a leading workforce development board with a proven track record in managing complex federal and state grant programs. We have extensive experience administering Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) grants, and special projects. Our team is proficient in using financial management systems such as MIP, Microix and SERA, and we uphold strong internal controls in compliance with 2 CFR 200 (Uniform Guidance), FloridaCommerce policies, and Generally Accepted Accounting Principles (GAAP).

We have assisted other Florida workforce boards, earning a reputation for integrity, accuracy, and timely reporting. Our staff's expertise includes electronic processing for accounts payable and payroll ensuring cybersecurity protections for personally identifiable information and financial data.

Approach to Scope of Work

CareerSource Suncoast will deliver comprehensive fiscal operations and grant management services as described in the RFQ. Our methodology includes maintaining accurate electronic accounting records in MIP and Microix, performing monthly closings and reconciliations, managing accounts payable/receivable, monthly reporting in SERA and ensuring timely cash draw requests. We will assist with preparing an annual budget, financial reports, support Board and committee reporting, and maintain audit-ready documentation.

Our team will ensure compliance with all applicable federal and state requirements, maintain strong internal controls, and provide fiscal technical assistance. We are committed to transparent communication, ongoing process improvement, and facilitating a smooth transition when CSCR hires a future CFO if you so choose.

Staffing Plan

Our proposed staffing for this engagement includes the following key roles:

- **Chief Financial Officer (CFO) – 0.10 FTE:** Provides executive oversight, technical guidance, and ensures compliance with fiscal requirements.

- **Senior Accountant – 1.0 FTE:** Responsible for day-to-day fiscal operations, reporting, and grant management functions.
- **Accounting Coordinator – 0.45 FTE:** Supports accounts payable, payroll processing, and system administration (including Microix as needed).

This staffing plan ensures sufficient capacity to meet all deadlines, reporting cycles, and to provide the depth of expertise required by CSCR.

Resumes of Key Staff

Chief Financial Officer: Bachelor’s degree in Accounting, with over 33 years with CSS which includes 19 years of experience as CFO, with expertise in federal grant compliance, cost allocation, MIP, Microix, SERA, Microix and system implementation. Proven leadership in audit readiness and fiscal policy development.

Senior Accountant: Bachelor’s degree in Accounting & HR, with over 13 years managing WIOA and TANF fiscal operations. Skilled in MIP, SERA, Microix, Paylocity and preparation of financial statements in accordance with GAAP.

Accounting Coordinator: Associate’s degree in Business Administration currently working towards Bachelor’s degree, 6 years experience supporting accounts payable, payroll, and financial system administration, along with 2 years of case management experience in TANF & SNAP programs.

Pricing Structure

Our proposed fixed billable rate is **\$56.30 per hour**. Based on the anticipated staffing allocation, the total projected billable hours for the year are **3,224 hours annually (or 269 hours per month)**, resulting in an estimated **annual cost of \$181,514**. The corresponding **monthly cost is \$15,126**. These figures are derived from our detailed staffing and cost analysis as provided in the supporting spreadsheet.

All services described in the scope of work are included in this fixed monthly rate. Should any tasks fall outside this scope, such as significant process reengineering or system migration beyond standard fiscal operations, they would be identified and these costs would be paid directly by CSCR to vendor upon mutual agreement. CSS would also offer partnering for a group rate for CSS & CSCR staff health benefits. CSS would then bill CSCR on a monthly basis for their employee’s cost share once mutually agreed upon. Any requested travel to Tallahassee for CSS fiscal staff would be paid for by CSCR following CSCR & Florida’s state travel policy.

CareerSource Suncoast
Quote to Provide Accounting & Grant Management Services for CareerSource Capital Region
03/01/26 - 06/30/27

Staffing:

Job Title	Annual Salary	3% Letter Grade Bonus	Total Annual Salary + Bonus	% of FTE to Capital Region	Total Annual Salary -CSCR	Notes:
CFO	\$ 136,514	\$ 4,095	\$ 140,610	10%	\$ 14,061	
Senior Accountant	\$ 95,000	\$ 2,850	\$ 97,850	100%	\$ 97,850	
Accounting Coordinator	\$ 53,000	\$ 1,590	\$ 54,590	45%	\$ 24,566	AP 8 days mth + 1 day mth PR + 1 day mth Microix
						80 hours mth
						# hrs /yr # hrs mth
Total Salary					\$ 136,476	208 CFO
FB Rate 33%					\$ 45,037	2,080 Sr Accountant
Total Salary & FB Cost					\$ 181,514	936 Accounting Coord
						<u>3,224</u> 269
Billable Hours to CSCR					\$ 56.30	F15/H16
Billable Hours to CSCR					3,224	total anticipated hours for 3 positions in 1 year
Total Billable Cost for Year					181,514	
Billable Hours per Month					269	
Billable Rate					\$ 56.30	
Monthly Cost to CSCR					\$ 15,126.14	
					<u>12 Months</u>	
					\$ 181,513.69	Annual Cost



MEMORANDUM OF UNDERSTANDING

**Memorandum of
Understanding Between
Big Bend Jobs and Education Council, Inc. d/b/a CareerSource Capital Region
And
Big Bend Minority Chamber
of Commerce (BBMC)**

This Memorandum Understanding Agreement (MOU) is entered into this 1st day of December 2025 by and between CareerSource Capital Region (CSCR) and Connecting Everyone with Second Chances, Inc. (CESC), and pursuant to the terms and conditions as set forth herein and agreed to by both Parties.

Term and Modification: The initial term of this MOU shall be from December 1st, 2025, to February 27, 2026. This MOU may be modified and/or extended by mutual written agreement of the Parties. Either Party may terminate this MOU prior to the termination date for cause or convenience by giving thirty 30 days' prior written notice to the other Party when practicable.

Career Seeker: refers to individuals who seek job-related resources from CSCR.

Roles and Responsibilities: Under this collaborative arrangement, the following roles and responsibilities will be followed:

BBMC Will:

- Provide comprehensive financial literacy training, via the delivery of Money Moves 101 training to a minimum of 60 youth in Wakulla, Jefferson and Gadsden counties, during the second quarter of the fiscal year, that aligns with the budget included. Priority will be given to youth enrolled in CSCR's Rural Youth Financial Literacy program.
- Providing transportation assistance to increase participation among youth in remote areas
- Ensure diverse representation among mentors and guest speakers to foster meaningful connections and demonstrate pathways to success
- Manage and expend program funds in accordance with the approved and proposed budget.
- Provide CareerSource Capital Region with enrollment and outcome data, including participant demographics and completion results.

CSCR Will:

- Receive referrals from BBMC for youth who meet the basic eligibility requirements for enrollment under the state rural initiatives grant, who are in need of financial literacy training
- Co-enroll eligible and interested youth participants in the WIOA Youth program for case management services
- Promote BBMC as a community partner through CareerSource's marketing channels, including newsletters, websites, and social media.
- Develop a close partnership with regular communications and identify partnership opportunities
- Provide total funding of \$50,000 to BBMC up front for program implementation.



MEMORANDUM OF UNDERSTANDING

- Offer technical assistance and oversight as needed to support program success.
- Participate in program kickoff and closing events to highlight collaboration and community impact.

Primary Contacts:

Primary contacts for this MOU are as follows:

CSCR	BBMC
Name: Kandisha Franklin	Name: Antonio Jefferson
Title: Managing Director	Title: President
Phone Number: 850-617-4540	Phone Number: 850-577-0789
Email: kandisha.franklin@careersourcecapitalregion.com	Email: antonio@mybbmc.org

Budget:

Expenditure	Amount	Description
Student Stipends (60 students @ \$200 each)	\$12,000	Incentives for attendance and completion (reduced from \$18,000)
Staff & Facilitator Compensation	\$12,000	Program director, educators, support staff
Curriculum & Materials	\$8,000	Dave Ramsey kits, checkbook simulators, journals, binders, print materials
Technology & Software	\$3,000	Budgeting apps, online subscriptions, printing & copying
Transportation Support	\$3,500	Support for students in remote areas to attend sessions
Field Trips & Guest Speakers	\$6,500	Increased funding for multiple field trips, guest speaker honorariums, experiential learning
Incentives, Prizes & Awards	\$2,500	Raffles, capstone project awards, certificates
Final Showcase Event	\$500	Venue rental, decorations, certificates
Marketing & Outreach	\$500	Flyers, social media promotion, community outreach

Reporting and Accountability:

Track and report to the board on the following:

- # enrolled/by county
- # completers/by county
- # stipends issued
- # Transportation supports provided

Program Ownership:

The Money Moves 101 program and all related curriculum materials are developed, owned, and managed by the Big Bend Minority Chamber of Commerce (BBMC). All intellectual property rights related to the program shall remain the exclusive property of BBMC.

Program Overview

Money Moves 101 is a 9-week financial literacy course serving a total of 60 youth across Wakulla, Jefferson, and Gadsden Counties. The curriculum includes instructions on:

- Setting and achieving SMART goals



MEMORANDUM OF UNDERSTANDING

- Understanding credit scores, loans, and credit cards
- Analyzing pay stubs
- Developing a personal financial life plan

Non-Binding MOU: This MOU is not a legally binding contract. It is an agreement on the potential framework for both organizations to collaborate and support one another to better achieve their individual missions and serve the needs of the community.

This MOU does not create any right or benefit, nor does it create any employment relationship between the parties. Both parties are responsible for their own expenses related to this MOU. No liability will arise or be assumed between the parties as a result of this MOU.

Compliance With Laws: Both Parties shall comply with all relevant Federal, State, and local laws and regulations (including those governing the Workforce Innovation and Opportunity (WIOA) and CareerSource Capital Region, including those prohibiting unlawful discrimination or harassment of any individual on any of the proscribed bases. This MOU shall be governed by and construed in accordance with the laws of the State of Florida.

Confidentiality: Participants' personally identifiable information ("PII") shall be limited to authorized personnel and used only for purposes of carrying out the activities described herein. Notable Impressions, Inc. may share non-identifying information with donors, sponsors, potential clients, via social media, etc., such as demographics, summary of services and outcome. Explicit permission from Career Seekers to release identifying information will be provided as a separate written agreement. The sharing of PII with unauthorized persons or beyond the scope of this MOU is considered a breach, which must be immediately communicated to the Parties herein and may result in termination of this MOU, with or without notice.

Authorizing Signatures:

Career Source Capital Region
 Name: JAMES H McSHANE III
 Title: CEO
 Signature: [Handwritten Signature]
 Date: 11-25-25

For Big Bend Minority Chamber of Commerce
 Name: Antonio Jefferson
 Title: President
 Signature: Antonio Jefferson Digitally signed by Antonio Jefferson
Date: 2025.11.20 09:41:42 -05'00'
 Date: 11/20/2025



CareerSource
CAPITAL REGION

Administrative Plan

ADM-PN-0064-A

TABLE OF CONTENTS

	Page
FINANCIAL MANAGEMENT	
1.01 GAAP	4
1.02 Sub-grant and Contract Awards	5
1.03 Proper Charging of Costs and Cost Allocations	6
1.04 Program Income and Stand-in Costs	7
1.05 Financial Reports	8
1.06 Maintain Supporting Documentation	9
1.07 Accounting Procedures	10
1.08 Cash Management	12
1.09 Payroll and Personnel Records	13
1.10 Travel	14
1.11 Bonding of Authorized Persons	15
1.12 Audits	16
1.13 Debt Collection	17
1.14 Budget Transfer Authority	18
1.15 Electronic Funds Transfer (EFT) Payments	19
1.16 <u>Check Signing and Electronic Payment Approval Policy</u>	20
1.17 Gas/Gift Card <u>Asset Card</u> Process	21
1.18 Outstanding Checks	23
1.19 Interest Income	24
1.20 Safeguarding and Usage of Corporate Credit Cards	25
1.21 Employment and Training Administration (ETA) Salary/Bonus Limitations	27
1.22 Internal Financial Monitoring	28
1.23 Sub Recipient Financial Monitoring	29
1.24 Process for Determining Sub Recipient and Vendor Relationship	30
1.25 Relocation of Household Goods	31
1.26 <u>Safeguarding of Checks</u>	32
PROCUREMENT POLICIES AND PROCEDURES	
2.01 Administrative Entity	33
2.02 Records Maintenance	34
2.03 Contract Signature Authority	35
2.04 Local Code of Conduct	36
2.05 Micro, Small and Non-competitive Purchase Procedures	37
2.06 Method of Procurement	39
2.07 Selection of Service Providers	40
2.08 Reasonableness of Cost	42
2.09 Procurement Files	43
2.10 Appeals Process	44
2.11 Contract Management and Files	45
2.12 Contract Closeout	46
2.13 Cash Receipt Procedures and Log	47

MONITORING, OVERSIGHT AND EVALUATION PLAN

3.01	Monitoring of Service Providers	48
3.02	Corrective Action Plan	49
3.03	Technical Assistance/Guidance to Service Providers	50
3.04	De-obligation of Funds/Cancellation of Contracts	51
3.05	Monitoring of Service Provider Programs/Activities	52
3.06	Monitoring of CareerSource Capital Region Board Membership	53
3.07	Conflict of Interest	54
3.08	Fiscal Activities	55
3.09	Monitoring and Evaluation of Program Performance	56
3.10	Minimum Skill Standards for Front Line Staff	57

COMPLAINT AND HEARING PROCEDURES

4.01	Introduction	58
4.02	Filing Grievance/Complaints at the Local Level	59
4.03	Process for Filing a Grievance/Complaint with LWDB/RWB	61
4.04	Grievance/Complaint Review and Hearing Process at Local Level	62
4.05	Process for Filing an Appeal of LWDB/RWB Decision or Lack of Action	63
4.06	State Level Original Grievance/Complaint and Hearing/Appeal Process for <u>WIOA</u> & <u>WT</u> (TANF) Programs	64
4.07	Grievance/Complaint Review and Hearing Procedures at State Level	65
4.08	Remedies	66
4.09	Appeal Review of LWDB/RWB Hearing Officer's Decision	67
4.10	Appeal of State Decision/Final Order	68
4.11	Judicial Review of Final Orders	69
4.12	Federal Level Appeal Process	70
4.13	Complaint Procedures for Wagner-Peyser Employment Service Activities	71
4.14	LWDB/RWB /One-Stop ES Complaint/Resolution Procedures	72
4.15	Reporting Criminal Fraud and Abuse, Discrimination, Health and Safety, Employment Complaints/Violations	73
4.16	Reporting Criminal Fraud and Abuse	74
4.17	Reporting <u>WIOA</u> , <u>WT</u> (TANF) and Wagner-Peyser Discrimination	75
4.18	Sexual Harassment	76
4.19	Subpoena Guidelines	77
4.20	Public Records Request	79

PROPERTY MANAGEMENT

5.01	Inventory Control	83
5.02	Transfer and Disposition of Property	84
5.03	Inventory Methods	85
5.04	Workforce Development Usage of Property	86

FINANCIAL MANAGEMENT

Following is a description of the controls and procedures maintained to assure the proper disbursement of and accounting for funds.

1.01 GAAP

CareerSource Capital Region will serve as the administrative and fiscal entity and grant recipient for REGION Local Workforce Development Board 5. CareerSource Capital Region maintains a financial system with accounting procedures that are in accordance with generally accepted accounting principles (GAAP). CareerSource Capital Region is a Florida public entity as well as a 501(c)(3) federal non-profit agency, which falls under the financial regulatory provisions of the State of Florida Auditor General and DEO-Florida Department of Commerce and the Federal Government.

1.02 Sub-grant and Contract Awards

To ensure that information pertaining to sub-grant and contract awards, obligations, un-obligated balances, assets, expenditures and income are available, the contractor, under all cost reimbursement contracts, must furnish certain items of information on an ongoing basis as part of the invoicing procedure.

~~Performance~~ ~~Performance~~-based contracts are monitored on an on-going basis; the contractor must provide an invoice indicating the deliverables as assigned in the contract. In addition, they must provide supporting documentation that corresponds to each deliverable billed.

Also, contractors, as part of the contract, must agree to be monitored by CareerSource Capital Region.

Contractor budgets are submitted by proposal. They are reviewed for reasonableness of cost, are adjusted if necessary and are attached as part of each contract. Prior to payment, proper backup documentation must be submitted with invoices. The Compliance and Reporting Administrator, or designee checks for proper documentation. If the request is proper, the cost administrator, or designee, compares the request to the contracted budget and approves the request for payment by the fiscal agent. The request is then forwarded to the Chief Financial Officer for payment. When a request for payment, invoice, is received, it is compared with the budget to ensure that the budgeted amount is not exceeded. ~~(See accounting procedures)~~

1.03 Proper Charging of Costs and Cost Allocations

CareerSource Capital Region staff costs and other costs that are readily identified with a specific cost objective are directly charged to their final cost objective. CareerSource Capital Region cost allocates for administration and for program operations overhead. These are costs that are not readily chargeable to a final cost objective and they are allocated to appropriate cost categories on a monthly basis. The allocations are based on the approved indirect cost rate plan approved by the Florida Department of Economic Opportunity Commerce. The administrative cost limitation shall not exceed the authorized percentage of funding allocations.

The actual payment approval process for expenses varies by type of cost or expense. All items are reviewed and approved prior to payment.

1.04 Program Income and Stand-In Costs

If Program Income is earned by CareerSource Capital Region it will be reported on the appropriate quarterly financial status report. A sub recipient may retain Program Income if it is used for purposes that are authorized under appropriate laws and regulations and with the pre-approval of CareerSource Capital Region, otherwise it must be returned. If stand-in costs must be used as substitutes for unallowable costs, they will be from the same title, cost category and funding period as the costs they are replacing. Stand-in costs will be documented and accounted for in the same manner as all other costs.

1.05 Financial Reports

Financial reports are compiled each month and compared to the fiscal year approved budget. Each month, a general ledger report is printed by program from CareerSource Capital Region accounting system. The general ledger report is used to reconcile to the State's accounting system (~~OSMIS~~SERA), programs, and cost categories. Excel spreadsheets are maintained documenting each month's reconciliation of the general ledger to ~~OSMIS~~SERA's financial summary reports.

1.06 Maintain Supporting Documentation

The financial records of CareerSource Capital Region include all source documentation necessary to permit the tracing of funds to a level of expenditure adequate to ensure that the funds have not been spent unlawfully. Examples of source documents include vouchers, travel expenses forms, check/direct deposit registers, payroll registers and payroll reports. Vendor/customer files include approved invoices, contracts, copies of checks issued, and any other documentation necessary to support the disbursement of funds.

1.07 Accounting Procedures

~~Career-Source Capital Region (CSCR) will maintain segregation of duties in the accounts payable process and ensure the expense reimbursements for all employees, including the Chief Financial Officer (CFO), are reviewed and approved by another staff member, specifically their supervisor. Employees designated supervisors approve and sign travel forms.~~

Upon receiving invoices, the following occurs:

~~Invoice Receipt and Initial Review. The receptionist stamps the date onto the invoices then places the invoices into the Chief Financial Officer's mailbox. The Chief Financial Officer (CFO) then receives and reviews the invoices and draws down the money from the State's accounting system (SERA)(OSMIS). Each invoice must obtain prior approval before being entered into the accounting system. Employee designated supervisors approve and sign travel forms.~~

~~Approval Responsibilities. Approval of invoices must be completed in a timely manner. The following positions or their designees are authorized to approve invoices:~~

- ~~• Director of Operational Excellence or Compliance and Reporting Administrator/Senior Director of Regional Oversight, Performance, and Compliance approves the contracted service provider invoices, and pertinent board expense invoices.~~
- ~~• An Inspired Technologies representative verbally approves computer software and systems invoices. The Administrative Assistant approves supplies, and pertinent board expense invoices. The HR & Communications Director Manager approves employee training, marketing, advertising, and pertinent board expense invoices. The Public Relations Coordinator approves marketing and advertising invoices.~~
- ~~• Senior Director of Business Solutions, Events & Special Projects approves business solutions and event related invoices, and pertinent board expense invoices.~~
- ~~• The Chief Financial Officer/CFO approves the remainder of recurring and non-recurring invoices, including IT service provider, computer software and systems invoices. Approval of invoices must be completed in a timely manner (no more than one day).~~
- ~~• The Chief Executive Officer (CEO) may approve any invoice above as well as supplies, and the remainder of recurring and non-recurring invoices, including IT service provider, computer software and systems invoices, and pertinent board expense invoices.~~

~~Compliance. CareerSource Capital Region will only use grant funds for expenditures that are for are reasonable and allowable costs as those that are necessary for operations or the performance of the federal award, to not include entertainment, alcohol and/or personal expenditures.~~

~~Processing and Payment. Once invoices have been deemed reasonable and necessary, and the proper approval has been indicated on each invoice by signature, a cover sheet is prepared by the Accounting Specialist/Chief Financial Officer (CFO)/CFO's or their designee with the invoice number (only for non-Microix accounts payables), invoice date, accounts payable voucher number, description, amount, check number, general ledger code/object code, vendor name, the accounting systems session ID being used, and fund or distribution code. When all invoices have been approved, they are entered into the accounting system by the Accounting Specialist (CFO)/CFO's designee or their designee. The accounting system does not allow payment of duplicate invoice numbers for any given vendor. Once all the information from each invoice as indicated on the cover sheet matches the information in the accounting system, the Accounting Specialist (CFO)/CFO or their designee then posts the session to the accounting system's general ledger and prints the checks. From AP, an invoice selected for payment report is ran for the AP session listing pending check and Electronic Funds Transfer payments entered in the system. This report is forwarded to the CEO or their designee for signature to authorize the payment. Checks can then be printed once this report is received.~~

~~Once the checks are printed, a the check stub is kept to go along with the backup documentation for each invoice and attached to the cover sheet or otherwise kept along with the backup documentation for each invoice. Checks are signed in accordance with the check signing authority outlined in Section 1.16 Check Signing & Electronic Payment Approval Policy of this plan.~~

Commented [KM1]: Compliance Finding - Cited for not following written procedures. Updated to align with current practice and roles,

This section will continue to be updated as our new processes are established with CSS.

~~Once the Chief Financial Officer (CFO) signs each check \$2,500 and under, the checks, invoices, and backup documentation then are given to the Chief Executive Officer (CEO) or check signing designee who reviews all back-up documentation and quotes prior to signing checks. The CFO or their designee. The checks \$2,500 and under are then given back to the Accounting Specialist to mails checks to each vendor. Checks over \$2,500 must obtain the signature from the Board Treasurer or Chair prior to being mailed.~~

~~**Note: The signing of a blank check by a designated signee is strictly prohibited.**~~

1.08 Cash Management

Cash is requested from the state's accounting system (~~OSMISSERA~~) ~~once a week as needed on a bi-weekly basis~~. State funds are wire transferred directly to the checking account via the EFTPS. CareerSource Capital Region maintains deposits in one checking account that is an interest bearing account, Qualified Public Depository. The bank account is reconciled on a monthly basis by the ~~HR & Communications Manager~~ Director, and reviewed Chief Financial Officer's (CFO) designee and approved by the Chief Executive Officer and reviewed by the Chief Executive Officer. ~~A copy of the bank reconciliation is given to the Chief Financial Officer so that the~~ Outstanding checks are reviewed by CFO or their designee, procedure can be initiated.

The process for estimating the ~~week's organization's~~ cash needs starts by determining whether any cash shortages or overages for any program exist. This is computed from the accounting system. Invoices currently being processed, along with projected obligations are then totaled with overages or shortages by program when estimating each week's total cash needs. This process helps minimize the time elapsing between receipt of advanced funds and disbursement. Cash requests are then entered into ~~OSMIS-SERA~~ and a copy of each request is printed and signed by the ~~Chief Executive Officer~~ CFO. When notification of the state warrant is received, the ~~Accounting Specialist~~ CFO or their designee then inputs the request to its corresponding program in CareerSource Capital Region's accounting system.

The CFO or their designee anticipates a shortfall in the funding needed to meet accounts payable obligations for operating costs, the Chief Executive Officer may approve the temporary transfer of funds (up to the amount needed and available) from CareerSource Capital Region's unrestricted account. Once the appropriate federal funds have been received to cover the operating costs, the Chief Financial Officer or their designee will immediately notify the Chief Executive Officer and request the transfer of the unrestricted funds back to the unrestricted account. All transfers will be documented with a journal voucher entry signed by the CEO.

Commented [KM2]: Compliance Finding - Updated to aligned with current practice.

This section will continue to be updated as our new processes are established with CSS.

1.09 Payroll and Personnel Records

Payroll, timesheets and leave forms are the responsibility of the Chief Financial Officer. Each month, adjustments are made to an employee's salary when an uncompensated leave has taken place. For all other personnel changes:

- ~~The Chief Executive Officer makes all other salary changes by informing the Chief Financial Officer in writing of any change to an employee's salary.~~ HR & Communications Director of the personnel change.
- The HR & Communications Director completes the appropriate personnel change request form and forwards it to the CEO for approval and copies the Accounting team
- The Accounting team will make the change in the payroll provider's system

Actual payroll preparation is done by an outside agency, which calculates net pay, prepares the payroll checks, and prepares all tax reports, including depositing taxes in accordance with applicable rules and laws. All reports are received by the Chief Financial Officer or their designee who verifies them for accuracy prior to the distribution of the monthly payroll. ~~All payroll records are kept indefinitely.~~

Time sheets reflecting actual hours worked and leave taken, are collected from hourly employees on the 20th day of the month. Full time employees turn in their timesheets by the 5th of the following month worked. The employee's work hours and leave are certified by the appropriate supervisor. All payroll records are kept indefinitely.

The Human Resource Department maintains personnel records. The personnel files may include the following types of information:

- CareerSource Capital Region Employment Application completed by the employee
- Any letters of reference submitted on behalf of the employee
- Correspondence relating to the terms of employment
- Any necessary payroll deduction authorizations
- Correspondence relating to salary and position changes
- Annual reviews from supervisory personnel
- Documentation of disciplinary action or letters of recommendation and praise for extraordinary achievement, etc.
- Ultimately, correspondence relating to the resignation of the employee

1.10 Travel

CareerSource Capital Region ~~(CSCR)~~ has travel policies in effect that comply with ~~CEO's~~ the Florida Department of Commerce's Business Expense Policy and the State of Florida Department of Financial Services Reference Guide for State Expenditures relating to travel reimbursements and per diem. The travel expense policy is included in CSCR's Policy and Procedure Manual.

Travel Authorization and Documentation. Travel expense reports are submitted for travel reimbursements. Receipts support all allowable expenses, except meal allowances and mileage. Travel expense reports require traveler's and supervisor's or Chief Executive Officer's approval.

Review and Approval. Travel Expense Reports Travel forms must be signed by travelers and ~~approved by~~ their supervisor or the Chief Executive Officer (CEO) prior to travel or reimbursement occurring. The CEO's travel forms must be signed by the Board Chair, or another board member as designated by the Board Chair. Supervisors and the CFO or their designee must conduct a thorough review of requests for travel reimbursement prior to processing payments to ensure accuracy.

Commented [KM3]: Compliance Finding - Updated to clarify review and approval requirements for travel, including the CEO.

1.11 Bonding of Authorized Persons

A fidelity bond in the amount of \$2,000,000 is maintained by CareerSource Capital Region. Sub recipients should carry an employee fidelity bond on officers, directors, agents, subcontractors or employees authorized to receive or deposit funds or issue financial documents, checks or other instruments of payment of program costs. Sub recipients may be required to furnish CareerSource Capital Region with a copy of their Bonding Insurance Certificate.

1.12 Audits

An independent A-133 financial and compliance audit is conducted annually.

1.13 Debt Collection

The monitoring/auditing system within the administrative office detects most erroneous billings prior to the time funds are disbursed to sub recipients/vendors. If a discrepancy is found after disbursement has been made, it is deducted from the next billing. If a contract has already expired when the discrepancy is discovered or if a debt is established after an audit, a certified letter is sent to the sub recipient requesting reimbursement within thirty (30) days. If the funds have not been repaid at the end of the 30-day period, another certified letter is sent advising the sub recipient that CareerSource Capital Region's attorney will begin debt collection procedures at the end of the next 30-day period.

1.14 Budget Transfer Authority

Budget transfer authority between line items established within the approved operating budget. The limited authority would be applicable when transferring amounts of \$~~10~~15,000 or less. In instances where the transfer amount exceeds the threshold, the following process would be followed:

- \$~~10~~15,001 to \$~~15~~25,000 could be transferred with the written approval of both the Chair and Vice Chair.
- Transfer requests that exceed \$~~15~~25,000 would require ~~the~~ formal approval of the Executive Committee before initiating action.

All transfers would be documented along with the associated justification and made available for review upon request. Also, ~~a memorandum will be sent to the Finance Committee as well as the Board Chairman informing them of the transfer~~ the Finance Committee will be updated regarding all transfers in the upcoming committee meeting.

Commented [KM4]: Policy Modernization - Updated to align with increases to federal micro purchase threshold and more practical process.

1.15 Electronic Funds Transfer (EFT) Payments

Payments by method of EFT are only made to our payroll and employee benefits FSA will be made by electronic payment and payroll processing vendors. Each month the Chief Financial Officer compiles each employee's timesheet, salary, personal information, etc. prior to it being forwarded to a payroll representative via telephone. The next day a summary package is received from the payroll vendor indicating the total amount of the EFT transfers and fees. The Chief Financial Officer then enters each employee's EFT transfer amount into an excel spreadsheet which is then reconciled to the total EFT transfer amount indicated in the monthly package. In addition, the excel spreadsheet also includes the amount each object code will be expensed in our accounting system (MIP), in the form of a journal voucher. Once the journal voucher is entered into MIP, the Chief Executive Officer approves and signs each journal voucher. Each journal voucher is then reconciled to the bank account monthly during the bank reconciliation process.

Additional electronic payments may be approved for allowable expenses and will follow the check signing authority outlined in *Section 1.16 Check Signing & Electronic Payment Approval Policy* of this plan.

Commented [KM5]: Compliance Finding - Updating to provide flexibility to use more electronic payments.

This section will continue to be updated as our new processes are established with CSS.

1.16 Check Signing & Electronic Payment Approval Policy

CareerSource Capital Region adheres to the following signing and approval process for checks and electronic payments (Electronic Funds Transfers (EFT) and Automated Clearing House (ACH)):

Amount	Number of Signers	Designated Signee
\$10,000 and under	One	Chief Executive Officer or designee*
\$10,001 and over	Two	Chief Executive Officer or designee* Board Treasurer or Board Chair

Prior to signing any check or approving any electronic payment, the designated signee(s) must review all supporting documentation.

*The Senior Director of Business Solutions, Events and Special Projects may serve as a delegate to the Chief Executive Officer when assigned.

~~Checks in the amount of \$2,501 or greater would require two signatures of which one would be either the Board Chair or the Treasurer. Checks below this threshold amount would require the signature of the Chief Executive Officer and the Chief Financial Officer.~~

Note: The signing of a blank check by a designated signee is strictly prohibited.

Commented [KM6]: Policy Modernization

This section will continue to be updated as our new processes are established with CSS.

1.17 Gas Card/Bus Pass Asset Card Process

~~All transportation and incentive asset cards are kept in a safe at the administrative office. A request for cards is submitted by the Career Center Manager or their designee to the Chief Financial Officer (CFO) or their designee with information of available cards on hand and an estimate of the number of cards needed. The request is then forwarded to the Chief Executive Officer (CEO) for approval to order. The cards are ordered by the CEO or their designee and delivered to the CareerSource Capital Region (CSCR) administrative office or CSCR's post office box. When the cards are received from the respective vendor, the number of cards ordered is verified by the Chief Financial Officer and the Chief Executive Officer designee member of the Regional Oversight, Performance and Compliance (ROPC) team. Once the amount/number of cards ordered are verified by both the Chief Financial Officer and the Chief Executive Officer (CEO), the y each designee signs the invoice or packing slip which accompanied the order and places it with the backup documentation of the original invoice. The cards are stored in a locked office and locked drawer in the administrative office until they are physically given to the Career Center Manager. Note: a gift card inventory is not maintained with the CSCR administrative office as the cards are immediately accounted for, inventoried, and disbursed to the Career Center Manager.~~

~~Inventory and Distribution Logs. Upon receipt of the cards two logs are created by the accounting team:~~

- ~~1) An inventory log that includes the serial number of each card to document the specific cards received. This log is subsequently provided to the Career Center Manager to document receipt of the cards. The inventory log is signed by the ROPC designee and the Career Center Manager. The Career Center Manager is provided a copy of the signed log.~~
- ~~2) A distribution log to track the cards as they are given to customers. The Career Center Manager retains the log so that customers may sign for each card on the log as the cards are disbursed. The cards are then placed into the stored in a safe until they are distributed.~~

~~Weekly, the service provider's Project Accountant e-mails the requested number of cards to the Chief Financial Officer. After the request is approved, the requested amount of cards are counted and logged onto distributions forms with each asset cards corresponding number by the Accounting Specialist. A copy of the distribution form is signed by the Project Accountant and Accounting Specialist indicating the cards being distributed. A copy of the distribution form is kept by the Chief Financial Officer and a copy is given to the Project Accountant Welfare Transition /SNAP Program with the cards.~~

~~Reconciliation Process. Quarterly, the Compliance and Reporting Administrator/Senior Director of ROPC or their designee will conduct an inventory of all asset cards in the safe disbursed to the Career Center Manager. Beginning April 2026, these reconciliations will occur monthly at the end of each month. Reporting on the number of cards on hand, the number of card distributed, documentation filed showing participants receiving the cards, and the updated card distribution log. Once completed, the Chief Financial Officer (CFO or their designee) will sign off on the reconciliation which will be maintained on a spreadsheet. Quarterly, the CFO or their designee will conduct an inventory of asset cards distributed to the Welfare Transition and SNAP E&T Program Manager and Career Center Managers. Once completed, the CFO or CEO will sign off on the reconciliation.~~

~~**Transportation and incentive distributions of asset cards:** This process is facilitated by the use of a pre numbered, two-part distribution forms that allow the customer the ability to take a signed form to the appropriate personnel and receive their transportation or incentive awards immediately.~~

~~Distribution. The distribution forms are maintained in the Supervisor's office and kept locked up. Career Specialists needing forms; request these from their Supervisors/supervisor in increments of ten. Forms are completed by the Career Specialist and taken to the kiosk (Towne South) or approved personnel (Gadsden and Wakulla) where the form is received by the approved personnel. (Distribution is limited to four employees within the one stop; all are full time employees, with two being supervisors). The distribution logs are maintained by the Career Center Manager's office and kept locked and stored securely with the asset cards. When an asset card needs to be distributed, career center staff/Career Advisors request the distribution form and fill out the required information. They then coordinate with the Career Center Manager, as appropriate, to obtain and distribute the card(s). The distribution form is then signed by the individual who received the card.~~

Commented [KM7]: Compliance Finding - Updated policy to align with current practice.

This section will continue to be updated as our new processes are established with CSS.

Program-Level Accountability. The Career Center Manager provides oversight to ensure that the distribution of asset cards aligns with program rules and supports participant success. In addition to the distribution form, participants also sign the appropriate form to document their need for transportation assistance, which is stored in their participant file.

The Kiosk staff then review what is being requested and distribute cards appropriately. All cards are pre-numbered. These numbers are written onto the distribution forms and signed by the Career Specialist/Welfare Transition/SNAP Program Manager, customer and person distributing the cards. The customer receives the cards; the Career Specialist is given the gold copy to place in the customer's file. The number of the form is then entered into the appropriate state reporting system along with the amount of cards the customer received.

Daily Handling Routine:

1. Customer Service Supervisor and staff member check the inventory in the locked cash box and complete a daily inventory sheet. The Supervisor and the staff member sign off on the opening balance on this form.
1. The locked cash box is then taken to the kiosk and stored in a safe secure place.
2. Cards are distributed throughout the day. Customers receiving cards are asked to sign the distribution form as well as the tracking sheet.
3. At the end of each day, the distribution forms, tracking sheet and locked cash box are returned to the Customer Service Supervisor to be checked out.
4. The Supervisor counts the inventory within the cash box and records it on the daily inventory sheet as the closing balance.
5. The Staff member also counts and confirms the closing inventory in the cash box. Both parties sign off on the daily inventory sheet.
6. Behind the daily inventory sheet are all the distribution forms and tracking sheets utilized for that day.

1.18 Outstanding Checks

Outstanding checks greater than ~~three~~ six-months will be investigated by the Chief Financial Officer, or their designee, or Chief Executive Officer and procedures will be initiated to contact the recipient, stop payment on the outstanding check, reissue a new check, or stop payment on outstanding check and report the disbursement to the State of Florida Department of Financial Services in accordance with the State of Florida unclaimed property laws.

1.19 Interest Income

Monthly, interest income will be allocated on the basis of each funds percentage of the amount deposited in CareerSource Capital Region's checking account for any given month. For example, if during the month of May there was \$100 of interest income earned and only funds DVOP and LVER had deposits during each totaling \$3,000 then \$50 interest income would be allocated to DVOP and LVER. Monthly, each funds interest income would be entered as revenue in our accounting system. Quarterly all interest income in excess of \$500 from non-WIQA Title I and ETA grants will be returned to DEO as per the requirements of 29 CFR 95.22.

1.20 Safeguarding and Usage of Corporate Credit Cards

CareerSource Capital Region maintains ~~one or more~~ corporate credit cards issued in the name of the organization for the purchase of goods and services necessary for official organizational operations. Although CareerSource Capital Region is not a state agency, the use of corporate credit cards is governed by state fiscal principles, public purpose requirements, and internal control standards applicable to entities administering public funds.

A ~~business corporate~~ credit card in the name of CareerSource Capital Region has been set up to use for ~~the~~ purchase of goods and services necessary for organizational operations.

Authorized Cardholders. Corporate credit cards may be issued only to named employees occupying the following positions, based on demonstrated business need. The individual positions that will be issued a credit card as a result of their function in the organization will be limited to the following:

- ~~Chief Executive Officer (CEO) (CEO)~~
- ~~Chief Financial Officer (CFO)~~
- ~~Senior Directors~~
- ~~Human Resource & Communications Director/Manager~~
- ~~and Events Manager.~~

Cards are issued to individuals, are non-transferable, and may only be used by the named cardholder. Card privileges will be revoked upon separation from employment, role change, or reassignment of duties.

Cardholder Responsibilities. Cardholders are responsible for:

- Safeguarding the card and all associated card information
- Ensuring all purchases serve a documented official business purpose
- Complying with all applicable organizational, state, and grant requirements
- Retaining and submitting required documentation timely
- Immediately reporting lost, stolen, or compromised cards

All cardholders must complete and sign a Cardholder Acknowledgement Agreement accepting personal responsibility for improper or unauthorized use.

Prior Authorization. All transactions must be approved by the CFO or CEO prior to purchases being made. When transactions are associated with travel, the signed Authorization to Incur Travel Expense form shall serve as the prior authorization.

The cardholder will be expected to use prudence and good judgment when using the company ~~corporate~~ credit card and will complete an acknowledgement form to this effect.

Prohibited Uses. Corporate credit cards may not be used for the following goods and services or in the following ways. Inappropriate use such as:

- ~~Personal purchases or nonbusiness expenses, regardless of intent to reimburse~~
- ~~Cash advances, ATM withdrawals, or cash equivalent transactions~~
- ~~Gift cards, gift certificates, prepaid debit cards, or store credit~~
- ~~Alcoholic beverages or products containing alcohol~~
- ~~Controlled substances, prescription medications, or illegal drugs~~
- ~~Firearms, weapons, or ammunition~~
- ~~Entertainment expenses~~
- ~~Fuel for personally owned vehicles~~
- ~~Parking tickets, traffic fines, or penalties~~
- ~~Construction, remodeling, renovation, or facility improvement costs~~
- ~~Hazardous or regulated materials~~
- ~~Online auction purchases (including, but not limited to, eBay)~~
- ~~Shipping items to a personal residence or nonbusiness address~~
- ~~Sharing of credit card information, including card numbers~~

Commented [KM8]: Compliance Finding - Required to issue additional corporate credit cards. Updated policy to ensure clear requirements and created acknowledgement form regarding the use of corporate credit cards.

~~The following expenses are prohibited unless expressly authorized in advance and documented in accordance with policy:~~

- ~~— Meals or food for employees~~
- ~~— Catering or restaurant charges~~
- ~~— Travel-related expenses such as airline tickets, lodging, and car rentals~~
- ~~— Memberships, dues, or subscriptions~~
- ~~— Advance payments or deposits~~

~~the sharing of credit card information (i.e. the card number) and the purchase of entertainment, alcohol and/or personal expenditures are prohibited and~~

~~*Violations and Corrective Action.* Misuse of a corporate credit card constitutes a serious breach of trust. Violations may result in:~~

- ~~• Immediate suspension or revocation of card privileges~~
- ~~• Mandatory reimbursement to CareerSource Capital Region for all prohibited charges~~
- ~~• Disciplinary action in accordance with organizational and HR policies, up to and including termination of employment~~

~~Employees will be notified in writing of prohibited use and provided a reasonable timeframe, generally not to exceed five (5) business days, to repay the organization unless alternative arrangements are approved by the CFO or CEO.~~

~~If prohibited use is related to travel expenses for which reimbursement is due, the prohibited amount may be offset against amounts owed to the employee.~~

~~will result in the immediate removal of the card and possible termination of employment. Cost for prohibited charges will need to be paid to Career Source Capital Region by the employee within five (5) days of the employee being notified of prohibited use. If prohibited use is associated with travel for which the employee is due a reimbursement, the prohibited amount will be first deducted from the amount due to the employee.~~

~~*Lost or Stolen Cards.* Cardholders will notify the CFO or CEO immediately of a corporate card being lost or stolen. The issuing bank will be contacted to cancel/replace the card.~~

~~*Documentation Requirements.* All original receipts and/or purchase forms supporting documentation must be provided to the CFO or their designee/Chief Financial Officer in a timely manner. The CFO or their designee will review expenditures for allowability, completeness, and compliance prior to payment. Periodic audits or reviews of corporate credit card activity may be conducted by management or the Board to ensure compliance with policy and internal controls, for verification of allowability and against the credit card statement. The Chief Financial Officer (CFO) will verify and approve all expenditures on the credit card statement prior to payment.~~

~~*Payment & Interest.* All corporate credit card balances expenditures will be paid in full each month to avoid interest charges. Disputed or questionable charges will be reported. Credit card discrepancies will be brought to the issuing banks' attention for resolution and. Discrepancies will not be paid until fully satisfactorily resolved.~~

1.21 Employment and Training Administration (ETA) Salary/Bonus Limitations

CareerSource Capital Region will perform an analysis annually to ensure that CareerSource Capital Region and its sub recipients are in compliance with USDOL's ETA salary cap limitations. Copies of W-2 forms will be retained and compared against the USDOL's most recent salary/bonus threshold in order to ensure compliance. Copies of W-2 forms will be kept in a secure location with limited access.

CareerSource Capital Region will document its analysis of ETA Salary/Bonus Limitations for board staff and its sub recipients. This document will be available upon request by DEO or its contracted financial monitors.

1.22 Internal Financial Monitoring

Monthly, the Chief Financial Officer ~~or their designee~~ will provide the Chief Executive Officer ~~and Treasurer~~ a financial report/budget summarizing all expenditures for each ~~line item~~line-item budget for the fiscal year. A copy of the General Ledger will be ~~provided~~ available as backup to the financial report/budget.

~~The Chief Financial Officer, Chief Executive Officer and Treasurer will sign the financial report/budget as evidence of reviews.~~

Quarterly Financial Reports will be shared with the Career Source Capital Region Board of Directors.

1.23 Sub Recipient Financial Monitoring

In order to provide oversight of the financial statement preparation services at an appropriate level and implement controls over the financial reporting process, management has established review policies and procedures including the performance of the following functions:

- Reviewing the adequacy of financial statement disclosures, including reviewing and approving a completed disclosure checklist the auditor provides with the draft financial statements.
- Reviewing and approving schedules and calculations supporting amounts included in the notes to the financial statements.
- Applying analytical procedures to the draft financial statements.
- Performing other procedures as considered necessary by management.

CareerSource Capital Region is responsible for monitoring sub recipients to ensure that they administer their sub-awards in compliance with federal and or state program requirements.

CareerSource Capital Region will perform quarterly financial monitoring of sub recipient agencies. The goal of the monitoring procedures is to ensure that adequate internal controls, policies and procedures are in place to ensure appropriate expenditure of federal and state pass-through funds, as well as to ensure contractual compliance of the sub recipient agency. It is CareerSource Capital Region's desire to complete these monitoring procedures as efficiently and accurately as possible, without disrupting the contractual services being performed by sub recipient organizations.

CareerSource Capital Region will perform monthly financial monitoring procedures designed to ensure that sub recipients request the correct amount of federal funds, use the funds for program-related purposes, ensure that only authorized personnel request funds, deposit funds in the proper account, and otherwise properly account for federal and state funds spent.

Utilizing a variety of tools and checklists, the financial monitoring will include a quarterly review of the following: quarterly financial reports; testing of a sample of invoices including a review of all underlying supporting documentation; implementation and adherence to adopted cost allocation plans; and implementation and adherence to adopted internal control policies and procedures and associated accounting and administrative procedures. The sub recipients cost allocation plan will also be reviewed on a regular basis.

Annually, a review of the sub recipient external independent audit report will also be reviewed. Monitoring will be performed as a desk review depending on specified risk assessments performed by the CareerSource Capital Region staff. These risk assessments will be documented in a memorandum to the file and will address such issues as findings identified in independent audit reports and prior history with sub-recipient and any findings identified.

If the monitoring discloses incidents of noncompliance, CareerSource Capital Region will inform the sub recipient and prescribe the appropriate corrective action (e.g., repayment of funds, correction of error, etc.). The sub recipient will have 20 business days to respond to any required corrective action.

1.24 Process for Determining Sub Recipient and Vendor Relationship

CareerSource Capital Region will utilize the federal sub recipient and vendor determination checklist below in order to distinguish and document its determination process between a sub recipient and vendor.

FEDERAL SUBRECIPIENT AND VENDOR DETERMINATION CHECKLIST

Contract Number:

Prepared by:

CFDA Number:

Date:

Sub recipient and Vendor Determinations

- (A) General: An auditee may be a recipient, a sub recipient, and a vendor. Federal awards expended as a recipient or a sub recipient would be subject to audit under this part. The payments received for goods or services provided as a vendor would not be considered Federal awards. The guidance in (b) and (c) of this section should be considered in determining whether payments constitute a Federal award or a payment for goods and services.

SUBRECIPIENT (check YES or NO for each statement)

- (B) Federal Award: Characteristics indicative of a Federal award received by a sub recipient are when the organization:

YES or NO

1. Determines who is eligible to receive what federal financial assistance.
2. Has its performance measured against whether the objective of the fed program is met.
3. Has responsibility for programmatic decision-making.
4. Has responsibility for adherence to applicable Federal program compliance requirements.
5. Uses the Federal funds to carry out a program of the organization as compared to providing goods or services for a program of the pass-through entity.

VENDOR (check YES or NO for each statement)

- (c) Payment for goods and services:

YES or NO

1. Provides the goods and services within a normal business operation.
2. Provides similar goods and services within normal business operation.
3. Operates in a competitive environment
4. Provides goods or services that are ancillary to the operation of the Federal program
5. Is not subject to compliance requirements of the Federal program.

Determination (circle one) Sub recipient Vendor Contract/Purchase Order Number:

Date: Contract Manager Name:

Contract Manager Signature:

1.25 Relocation of Household Goods

Commented [KM9]: Policy Modernization

To fill vacant Chief Executive Officer or ~~Director of Operational Excellence~~ Chief Financial Officer positions with the best qualified candidate, household relocation for the candidate may be required by a professional moving firm. In this event, CareerSource Capital Region will follow this guideline: three professional moving firms, identified by CareerSource Capital Region, will be asked to provide a "not to exceed" quote after inspecting the household goods that will be moved. Unless extenuating circumstances exist, the vendor with the lowest quote will be selected. CareerSource Capital Region understands that the amount for the household move will vary depending upon the amount and the distance of household goods to be moved.

The Executive Committee shall approve any relocation of household goods prior to expending funds for relocation expenses.

Should the new employee resign for reasons within his/her control within twelve months after being hired, s/he will be required to refund/reimburse 100% of such relocation costs to CareerSource Capital Region. There is no proration for time worked with respect to reimbursement of relocation expenses to CareerSource Capital Region in this instance.

1.26 Safeguarding of Checks

To ensure the proper safeguarding of CareerSource Capital Region's checks, the following policies and procedures shall apply.

Storage of and Access to Checks. All checks shall be stored at the CareerSource Capital Region administrative office in the designated Chief Financial Officer/Accounting office. This office shall have a locking door and the checks shall be stored in a locked drawer. The Chief Financial Officer, or their designee, and the Chief Executive Officer shall have keys to access the locked office and locked drawer.

Handling of Checks. The Chief Financial Officer, or their designee, and the Chief Executive Officer shall be the primary handler of blank and printed checks. Transporting checks offsite shall be limited to the Chief Financial Officer or their designee, or the Chief Executive Officer to:

- Take them to the Board Chair's or Board Treasurer's place of business for signing when a second signature is required.
- Deliver them to the post office or other shipping location for mailing.

Checks for CareerSource Capital Region employees shall be retained onsite and hand-delivered to the respective employees by the Chief Financial Officer or their designee, unless the employee has requested for the check to be mailed.

Suspected or Actual Fraud. Suspected or actual fraud involving checks must, within one business day of discovery, be disclosed to FloridaCommerce. For purposes of this paragraph, "discovery" means when CareerSource Capital Region has knowledge of or should reasonably know that there has been a violation of federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the federal award.

Commented [KM10]: Compliance Finding (and added language from the FloridaCommerce Grantee Subgrantee Agreement.

PROCUREMENT POLICIES & PROCEDURES

2.01 Administrative Entity

CareerSource Capital Region is the administrative and fiscal entity and grant recipient for ~~Region~~Local Workforce Development Board 5. CareerSource Capital Region, as a public entity, has the intent to procure goods and services with public funds in a manner which promotes maximum competition and ensures public confidence that awards are made fairly and openly and result in the most advantage for public funds expended. Staff are required to follow the policies and procedures established by CareerSource Capital Region and appropriate Federal and State Laws and Regulations.

2.02 Records Maintenance

Records, except for property records, will be retained for five years from the date the final expenditure report for the program year in which the funds were expended was submitted by the State to the Federal government, unless there are pending audits, monitoring findings, grievances, claims, or litigation. When those circumstances are present, records shall be retained until the pending circumstance has been resolved and final action taken. Property records will be retained for three years from the final disposition of the property.

Rationale for Procurement Method - for competitive procurement, the Request for Proposals, which describes the procurement process, will be kept on file for each procurement. Rationale for all non-competitive procurement will be documented according to regulations.

Contractor Rejection or Selection - the evaluation criteria will be kept on file for each procurement conducted, including the individual evaluation forms completed for each proposal submitted. Also kept on file will be copies of any correspondence sent to service providers regarding the procurement.

Basis for Contract Price - the service provider proposal and contract will serve as the basis for documentation of the contract price. Any miscellaneous correspondence regarding proposed costs will also be maintained in the appropriate file. A cost/price analysis will be conducted on each proposal recommended for funding by CareerSource Capital Region.

2.03 Contract Signature Authority

The Chief Executive Officer for CareerSource Capital Region has the authority to sign or terminate contracts ~~with a total value of up to \$24,999.99 consistent with the approved budget and procurement thresholds referenced in Section 2.06 Method of Procurement / Formal Request for Proposal / Selection of Service Providers of this plan.~~ Contracts ~~with a value of \$25,000 or more that exceed the small purchase threshold referenced in Section 2.06 of this plan~~ will require the approval of CareerSource Capital Region Board of Directors prior to ~~The the~~ Chief Executive Officer for CareerSource Capital Region signing or terminating contracts and approving sole source procurements in accordance with Federal and State rules governing such procurements and take such other actions that are necessary to assure the uninterrupted flow of business for the organization.

Commented [KM11]: Policy Modernization and Outdated Language

Added current language from the FloridaCommerce Grantee-Subgrantee Agreement.

Contracts with ~~Board Members~~Related Parties

A "Related Party" includes any: board member, board employee or staff; relative of any board member or employee or staff; any organization represented by or employing a board member or employee or staff; any organization, the board of directors of which a board member or employee staff holds a board position; or any vendor with which a board member has a relationship.

A "Related Party Contract" means any relationship, transaction, or expenditure, contractual in nature, which results in or could result in an expenditure of state or federal funds by the board with a Related Party. The term "Related Party Contract" does not include retail purchases made in the ordinary course of business or payments for utility services.

Prior to entering into any Related Party Contract with any Related Party, the proposed Related Party Contract must be brought before the full board of directors for consideration and approval. The board must ensure that the board member with the conflict abstains from any vote regarding the Related Party Contract.

For each Related Party Contract, the board must ensure that the forms included as Exhibits C and D of the Florida Department of Commerce Grantee-Subgrantee Agreement are completed, dated, executed, and certified prior to execution of the contract or incurring expenditures for the current fiscal year.

Prior to execution of any contract equal to or greater than \$10,000, the board must approve and electronically submit the documentation set forth in the Grantee-Subgrantee Agreement, along with completed copies of the forms to the Florida Department of Commerce at WorkforceContract.Review@commerce.fl.gov. For contracts less than \$10,000, within 30 days after execution of the contract, the board must approve and electronically submit the forms to the Florida Department of Commerce at WorkforceContract.Review@commerce.fl.gov.

~~CareerSource Capital Region will submit all contracts equal to or greater than \$25,000 with board members or other persons or entities who could benefit financially from the contract to the Department of Economic Opportunity (DEO) along with documentation, as specified by this policy, demonstrating compliance with section 445.007. Board contracts equal to or greater than \$25,000 shall not be executed prior to the written approval of CareerSource Florida, Inc. Contracts under \$25,000 with a board member or other persons or entities who could benefit financially from the contract must be approved by a two-thirds vote of the board when a quorum has been established and meet the other requirements of s. 445.007, but are exempt from the DEO and CareerSource Florida's review and recommendation process and do not need to be reported.~~

~~All contracts between the board and a board member or other person or entity who may benefit financially from a contract must be approved by a two-thirds vote of the board when a quorum has been established and the approval of such contracts shall not be delegated to staff or committees.~~

2.04 Local Code of Conduct

No employee or authorized agent, CareerSource Capital Region member or officer, shall participate in or cast a vote in the selection of or in the award of a contract if a conflict of interest, real or apparent, is involved. Such a conflict would arise when the individual (employee, agent, CareerSource Capital Region member or officer), any member of the individual's immediate family, the individual's partner, or an organization which employs or is about to employ any of the above, has a financial or other interest in the firm or organization selected for award.

No employee or authorized agent, CareerSource Capital Region member or officer, shall solicit or accept gratuities, favors or anything of monetary value from contractors, potential contractors or parties to any sub-agreement.

Control for conflict of interest is exercised through CareerSource Capital Region's funding process. Proposals are evaluated by a team of staff and CareerSource Capital Region Planning Committee using a point system based on evaluation criteria published in each Request for Proposal. Final funding decisions are made by CareerSource Capital Region Board of Directors. No one single staff or board member controls the selection or administration process.

2.05 Micro, Small & Non-Competitive Purchase Procedures

Commented [KM12]: Policy Modernization + Update to Changes to 2 CFR 200.

CareerSource Capital Region will comply with the procurement standards in 2 CFR 200.318 – 200.326 when procuring property and services under the Grantee-Subgrantee Agreement with the Florida Department of Commerce.

Noncompetitive ~~proposal procurement~~ / sole source may be used when the award of contract under competitive or small purchase procedures is not feasible. Circumstances under which a contract may be awarded by noncompetitive ~~negotiations~~ procurement are limited to the following:

- a) The goods and services to be procured are available from a single source only.
- b) Public exigency or emergency when the urgency for the requirements will not permit a delay incident to competitive solicitation.
- c) After the solicitation of a number of sources, competition is determined to be inadequate.
- d) The awardee is a local educational agency, which is defined as public elementary, secondary or vocational schools, the Community College and the State University System.
- e) The purchases of utilities.
- f) Purchases made at prices established by a State contract administered by the State of Florida, Department of Management Services.
- g) Purchases made at prices established by another unit of government.
- h) On-the-Job Training.
- i) Individual Referral of Participants into classroom training on a tuition or off the shelf basis at prices available to the general public as long as the aggregate amount of the tuition or unit cost does not exceed \$10,000 for each individual training program.
- j) Purchases made from another governmental unit in accordance with the Florida Statutes which provides for the purchase of such services without the necessity of procurement.

As administrative entity for ~~Region Local Workforce Development Board 5~~, CareerSource Capital Region will use procedures and a monetary threshold for micro purchases, small purchases and ~~sealed bids proposals~~ which at a minimum, comply with the threshold limits contained in CareerSource Capital Region ~~Policy~~ policy. CareerSource Capital Region considers all purchases of \$350,000 or less ~~than \$250,000~~ to be small purchases and purchases of \$15,000 or less to be micro purchases. Although not required, ~~other procurement procedures such as bids and proposal solicitation~~ formal procurement methods may be used by CareerSource Capital Region for any procurement whose estimate cost is less than the small purchase threshold. CareerSource Capital Region small purchases procedures, while competitive, are considered simple and informal.

In accordance with the Procurement Standards found in 2 CFR Part 200 Subpart D, ~~The~~ the following thresholds have been established by CareerSource Capital Region for procurement of goods and services:

Unit Price	Procurement Methods	Procurement Process	Approval Authority
<i>Informal Procurement Methods for Small Purchases</i>			
Up to \$15,000	Micro purchases	No quotes required	Chief Executive Officer or their designee*
Between \$15,001 and \$150,000	Simplified acquisitions	Two quotes required	Chief Executive Officer or their designee*
Between \$150,001 and \$350,000	Simplified acquisitions	Three quotes required	Chief Executive Officer or their designee*
<i>Formal Procurement Methods</i>			
Over \$350,000	Proposals	Publicly noticed request for proposals	Board of Directors

*The Senior Director of Regional Oversight, Performance and Compliance may serve as a delegate to the Chief Executive Officer when assigned.

- a) ~~Unit price up to \$9,999.99—no bid required~~
- b) ~~Unit price between \$10,000.00 and \$249,999.99—three bids required~~
- e) ~~Unit price of \$250,000.00 or over—advertisement for competitive proposals or bids~~

2.06 Method of Procurement / Formal Request for Proposal / Selection of Service Providers

Commented [KM13]: 2 CFR 200 Alignment

To the extent practicable, service providers will be selected competitively in accordance with applicable federal, state, and local regulations. Non-competitive, or sole source procurement shall be minimized, but may be authorized if justified and documented in compliance with applicable federal, state, and local regulations.

When procuring services by a competitive solicitation of ~~\$250~~\$350,000 or more, CareerSource Capital Region will use a Request for Proposal (RFP) process for competitive proposals. Public notice of the RFP will be provided through newspaper advertising, and a notice will be mailed to all agencies or individuals on the current bidders list, including minority organizations. Upon receipt of proposals by the published deadline, CareerSource Capital Region Strategic Policy and Planning Committee will review, rate, and make recommendations to the Executive Committee, prior to approval by full CareerSource Capital Region Board of Directors, which will vote on the matter.

When possible, state approved contracts may be utilized for the purchase of equipment, goods, and services.

2.07 Selection of Service Providers

In accordance with 29 CFR 97.36, CareerSource Capital Region will take all necessary affirmative steps to assure that minority firms, women's business enterprises, and labor surplus area firms are used when possible; including dividing total requirements of the procurement action, when economically feasible, into smaller tasks or quantities to permit maximum participation, and establishing delivery schedules, where the requirements permit, which encourage participation by small and minority business and women's business enterprises.

The primary consideration in the selection of service providers shall be the effectiveness of the agency or organization in delivering comparable or related services based on demonstrated performance, in terms of the likelihood of meeting performance goals, cost, and quality of training and characteristics of participants. In addition, consideration shall be given to demonstrated performance in making available appropriate supportive services including childcare.

Special consideration shall be given to proposals submitted by public educational agencies and community based and minority organizations; however, this consideration shall in no way prevent CareerSource Capital Region from choosing alternative organizations to provide services.

Requirements and other factors used in the proposal evaluation process for submitting a bid will be outlined in each Request for Proposal. CareerSource Capital Region reserves the right to waive minor irregularities in proposals submitted. Where applicable, factors used in the proposal evaluation process will include, but not be limited to:

- a. Demonstrated ability, including consideration as to whether the organization has adequate financial resources or the ability to obtain them.
- b. A satisfactory record of past performance.
- c. Necessary organizational experience, accounting, and operational controls.
- d. Programmatic design.
- e. Reasonableness of cost.

Ability to ~~perform~~ Perform. A determination will be made by staff and CareerSource Capital Region Planning Committee of whether a potential service provider has the means and resources to operate the proposed program. This determination is based on the number of staff in the project and their abilities and experience to operate Workforce Development programs. CareerSource Capital Region Governance & Planning Committee members and the staff review the program operations statement, qualifications of personnel, experience of the officer(s), facilities and equipment needed, management, and administration ability and experience.

Record of Past Performance. Requests for Proposals may include a questionnaire on the agency background and administrative ability. In the evaluation of proposals, points may be awarded based on previous experience and success in operating the same or similar activities.

Technical and Financial Resources. The Board staff and members of the ~~Governance Strategic Policy & Planning~~ Committee will analyze service provider technical and financial resources. A fiscal review form is completed for those proposing organizations that have not contracted with CareerSource Capital Region or demonstrated satisfactory performance within the past ~~2~~-two years. This form provides information which includes the size of the company, how many facilities it maintains, the type of funding the company received, whether the company depends on Workforce Development funds alone, and the experience level of staff who would operate the local program, as well as any corporate staff who would operate the local program, provided training and technical assistance to the local program staff.

Controls for Avoiding Duplication of Services. CareerSource Capital Region will not use funds provided under Workforce Development to duplicate facilities or services available in the area, unless it is demonstrated that the Workforce Development funded alternative would be more effective or more likely to achieve performance goals.

CareerSource Capital Region Board membership is comprised of upper-level management representatives of educational agencies, vocational rehabilitation agencies, public assistance agencies, economic development agencies, the public employment service, organized labor, community based organizations and the private sector. This cross-section of our community keeps its members and staff apprised of current programs operating in the community. Before funding awards are made, CareerSource Capital Region reviews what programs other sub-grantees and organizations are operating, to evaluate whether proposed programs are duplicate, and/or meet the needs of the customer and/or employer population. In addition, CareerSource Capital Region is represented on various community advisory councils and committees, to keep advised of other programs operating in the community.

Controls for Avoiding Unnecessary Services. The Requests for Proposals will contain detailed specifications for program activities to be funded. Staff and CareerSource Capital Region Board of Directors will evaluate service provider proposals based on criteria, which includes the feasibility, value, and appropriateness of proposed activities to customers. A contract or vendor agreement will be executed with each service provider recommended by the Board of Directors for funding and who have successfully completed contract negotiations. Each contract will include a statement of work detailing services to be provided under the contract.

2.08 Reasonableness of Cost

A cost analysis is conducted for every procurement. This analysis is done for all contracts and in the event a contract is modified for the purpose of increasing or decreasing services and/or funds. CareerSource Capital Region obtains pre bid estimates, which are used as a guide to determine whether the overall cost is within market limits. Reasonableness of costs is a part of the cost and price analysis. To determine reasonableness of cost, cost is a part of the rating of all proposals. The budgets are compared to previous budgets as well as to goods and services of a similar nature in the community. All contract negotiations and budget evaluations are documented and made a part of the contract file.

The purpose of a cost or price analysis is to:

- a) Ensure that public funds are spent economically and wisely
- b) The amount of funds are limited in relation to the need and every effort must be made to obtain maximum use of these limited funds
- c) There is a varying degree of price competition in almost all procurements of services and we want to ensure that the award goes to the providers that present the best services at the most favorable prices

The following areas are to be considered when determining the reasonableness and necessity of the costs within the proposal:

- a) Staff costs, including fringe benefits and staff travel
- b) Materials for the training program
- c) Office supplies
- d) Equipment to perform the contract
- e) Facilities & Communication
- f) Insurance & Bonding
- g) Consultants
- h) Legal Services
- i) Printing
- j) Supportive Services
- k) Indirect Costs
- l) Any subcontract requirements, etc.

CareerSource Capital Region will use price analysis to determine the reasonableness of the proposed price. In conducting a price analysis, CareerSource Capital Region will consider the following in determining reasonableness:

- a) Prices of bids submitted for the same or similar work
- b) Comparison of prices of existing contracts
- c) Past contracts for the same item, or past bids for the same or similar services
- d) Independent price estimate benchmarks established for such items as price per instruction / participant hour or cost per placement
- e) Other areas depending on the nature of procurement

2.09 Procurement Files

All documentation detailing the historical process of a specific procurement action will be maintained in a procurement file, and retained for the required length of time specified in the Records Management section of this plan. Procurement files will contain, at a minimum, the following documentation for each individual procurement:

- Copy of public notice announcing solicitation/request for proposals
- The Request for Proposals
- Copies of proposals received
- Record of proposal evaluations ratings
- Record of formal approval/disapproval of proposals
- Cost and/or price analysis of accepted proposals
- Record of price negotiations/basis for final agreement price
- Record of all written communications between proposers and staff during the procurement process

2.10 Appeals Process

In accordance with applicable regulations, proposers who are denied funding have the right to appeal. The following steps must be taken for organizations to appeal funding decisions.

1. Submit a letter within 3 business days from the date of the contract award to the Chief Executive Officer of CareerSource Capital Region stating that an appeal to the contract award is being filed and the specific reasons for that appeal based on the 4 criteria below:
 - a. Clear and substantial error or misstated facts by the review team upon which the decision was made by the Board
 - b. Unfair competition or conflict of interest in decision making process
 - c. Any illegal or improper act or violation of law
 - d. Other legal basis on grounds that may substantially alter the Board's decision

The Chief Executive Officer will review the appeal and respond within 10 business days.

2. In the event the Chief Executive Officer's response is not satisfactory to the proposer, an appeal to CareerSource Capital Region Executive Committee may be requested. The request must be addressed in writing within 15 days from receipt of response from CareerSource Capital Region.

The appeal will be heard at a time set by the Chair after consultation with counsel.

2.11 Contract Management and Files

A CareerSource Capital Region staff member is assigned as the contract manager to each executed contract. The contract manager will provide ongoing oversight, technical assistance, and quality assurance. Each contractual agreement requires the contractor to submit contract participant reports and requests for payment with full supporting documentation. The contract manager will review these reports, to determine if the contractor is performing in accordance with the contractual agreement, and to identify corrective measures to be taken, if required.

Contract Program Status Report. Each contract program status report will provide a narrative/summary describing all contract activities and expenditures during the reporting period. The contract manager will compare program performance against contract goals. The contract manager will also initiate any required Technical Assistance Training.

Monthly Request for Payment. Each request for payment will include an explanation of the services rendered. Supporting documentation to justify expenditures, may include copies of payroll registers reflecting allocation of staff time, salary, and benefit payments; copies of paid invoices/receipts for all equipment, supply and service purchases; and other justifications supporting cost allocations within the line item budget. Each contractor is required to maintain all supporting documentation on file for easy access by the contract manager, monitor or other authorized parties.

Contract Files. A separate contract file will be retained for the required length of time specified in the Records Maintenance section of this plan. Each contract file may contain the following documentation:

- Signed and executed copy of the contractual agreement
- Signed and executed copy of all approved contract modifications, if applicable.
- Copy of initial proposal submitted by the awarded contractor.
- Copies of requests for payments, program status reports, and records of staff review/actions.
- Records of all written communications between contractor and staff during the life of the contract.
- Contract close-out report, upon completion of the contract.
- Monitoring review reports

2.12 Contract Close-Out

CareerSource Capital Region will perform the following contract closeout procedures with all of its sub recipients within 45 calendar days after the completion of the contract:

- Receive all financial, program income, performance and other reports to determine whether all goods or services were completed/received per the contract terms.
- Liquidate all obligations and or accrued expenditures incurred under the award.
- Perform a final expenditure versus budget analysis to determine whether excess or unobligated cash has been returned.
- Receive inventory report of all property purchased under the contract valued at \$5,000 or more. If necessary, provide disposition instructions for real and personal property acquired with Federal funds.
- Receive and review the final audit within 30 days after issuance of the audit report to determine whether there are any disallowed costs identified in the audit.

2.13 CASH RECEIPT PROCEDURES AND LOG Cash Receipt Log

Commented [KM14]: This section will be reviewed and updated as our new processes are established with CSS.

Cash receipts will be adequately accounted for on a cash receipts log. The log will include:

- Receipt date
- Originator/received from
- Description of purpose
- Amount received
- Check number
- Received by

~~All cash receipts must be adequately accounted for with appropriate documentation and kept in a secure locked area.~~

- ~~Drink fund cash receipts must be accounted for by at least two individuals. A spreadsheet must be kept indicating the date, total amount of cash receipts, purpose, and signature of authorizing board staff employee (Signature 1). A second board staff employee will then verify the total cash receipts by also signing off on the appropriate cash receipt log (Signature 2) listed below.~~
- ~~Any cash receipts pertaining to any functions or activities such as Job Fairs, Annual Meetings, etc., must be documented by issuing a carbon copied receipt signed by both the issuer and the Chief Financial Officer. The deposits must then be logged into the cash receipt spreadsheet as listed below and signed by both employees.~~

~~All expenses associated with the cash receipts on hand must also be logged on the cash receipt spreadsheet indicating a negative amount. The proper backup documentation such as receipts must be attached to the cash receipt spreadsheet.~~

Date	Amount	Purpose	Signature 1	Signature 2

Cash Receipt Procedures RWB-5 approved 4/17/06

MONITORING, OVERSIGHT AND EVALUATION PLAN

3.01 Monitoring of Service Providers

The Regional Oversight, Performance and Compliance (ROPC) Department is responsible for all CareerSource Capital Region sub-recipient programmatic monitoring. Members of the ROPC Dept. will conduct a full comprehensive monitoring review annually each year for each program but because the reviews are conducted at various times, the sub-recipient is actually monitored on a quarterly basis during the program year. The program monitoring procedures are primarily designed to ensure the sub-recipient complies with all program rules and regulations and that the sub-recipient adheres to the requirements of the contract.

Utilizing a variety of tools and checklists, based on the programs being monitored, program monitoring will include a quarterly review of the following: testing a sample of participant files ensuring participant eligibility, required forms and documentation are maintained, etc. In addition, the program monitoring will also ensure compliance with other identified program rules and regulations. CareerSource Capital Region will utilize and adapt all applicable State and Federal monitoring guides.

Program monitoring procedures will be performed through a combination of on-site reviews and management information system reviews. Determination of sample sizes for each quarter will be based on risk assessments performed by the CareerSource Capital Region staff. These risk assessments will be documented in a memorandum to the file and will address such issues as findings identified in previous monitoring reviews.

Within 20 business days of the program monitoring, CareerSource Capital Region will notify the sub-recipient in writing of the results of the monitoring. If the monitoring discloses incidents of noncompliance, CareerSource Capital Region will inform sub-recipient and prescribe the appropriate corrective action (e.g., repayment of funds, correction of error, etc.). The sub-recipient will have 10 business days to respond to any required corrective action.

The sub-recipient's Quality Manager and other designees are required to complete monthly monitoring reviews of workforce programs and provide the monitoring tools and the summary report for each review.

3.02 Corrective Action Plans

CareerSource Capital Region Chief Executive Officer will review monitoring reports filed by the ROPC Dept. Every effort will be made to submit reports to each contractor within 20 working days of the monitoring visit. The report will outline the results of the monitoring review and any corrective action necessary. Contractors will be required to respond in writing to the findings and/or observations with a Corrective Action Plan, which must be provided within ~~30~~10 days of receipt of the report. Informal monitoring procedures may be applied to vendor agreements, where the basis of payment is cost reimbursement.

CareerSource Capital Region Chief Executive Officer and a representative from the ROPC Dept. will review service providers internal Corrective Action Plans to ensure that appropriate corrective actions have been taken and are in full compliance with Workforce Development Programs and contract agreements. The final Corrective Action Plan will be provided to the Executive Committee of the Board for review. The ROPC Dept. will complete a follow-up visit within the following quarter to ensure that corrective actions have been implemented.

All financial records, reports, source documents and correspondence are retained for the required length of time specified in the Records Maintenance section of this plan. CareerSource Capital Region and its service providers abide by Federal and State law regarding participant confidentiality.

3.03 Technical Assistance/Guidance to Service Providers

Each service provider will be provided an initial session which will include discussion of laws/requirements, local policies/requirements, and other technical assistance to ensure that the service provider fully understands the procedures for accomplishing service requirements identified in the contractual agreement.

Technical Assistance Training (~~TAT~~) will also be available to service providers upon their request, or as a result of minor deficiencies identified during monitoring visits, which may be resolved through additional training.

3.04 De-obligation of Funds/Cancellation of Contracts

Service Providers who are determined to be out of compliance with the contractual agreement, and who have failed to provide necessary corrective action, will be referred to the Board's Chief Executive Officer and the ROPC Dept. for appropriate action. Depending on individual circumstances, appropriate corrective actions or sanctions may be implemented. Actions may range from Technical Assistance Training and/or partial de-obligation of funds to cancellation of the contractual agreement.

Procedures for the de-obligation of funds or cancellation of contract are included in each executed contractual agreement.

3.05 Monitoring of Service Provider Programs/Activities

The ROPC Dept.'s monitoring visits to service providers will include a full compliance review of programmatic and fiscal procedures, performance/outcomes, cost effectiveness, and value of the program to the community. Monitors should conduct interviews with customers, trainers, and project managers if appropriate. Eligibility, assessment, performance and other case management documentation should be reviewed during the monitoring visit, as applicable.

Each service provider will be contractually required to provide a monthly program status report and a monthly request for payment, with supporting documentation, for staff review to ensure program expenses, quality, and outcomes meet the objectives of the contractual agreement.

3.06 Monitoring of CareerSource Capital Region Board Membership:

CareerSource Capital Region Board membership will be monitored internally at least once during the year to ensure compliance with Section 117 of the Workforce ~~Investment~~ Innovation and Opportunity Act and the Florida Workforce Innovation Act regarding composition of the Board and the membership appointment process.

3.07 Conflict of Interest

All CareerSource Capital Region Board members, employees and one stop operator staff are given our Code of Business Conduct & Ethics policy for their review and acknowledgement. This policy includes specific conflict of interest language along with other expectations.

In addition, CareerSource Capital Region's Board of Directors and its Chief Executive Officer who are not otherwise required under another provision of law to file a full and public disclosure of financial interest pursuant to s. 8, Art. II of the state Constitution or s. 112.3144, F.S., must file a Statement of Financial Interests - Form 1 by July 1 of each year or within 30 days of appointment or employment under s. 445.007, F.S. and follow Chapter 34-8 of the Rules of the Florida Commission on Ethics.

In the event a Board member has a conflict of interest he/she will be required to abstain from voting on that matter, as well as recuse himself/herself from discussion and voting on the item. Compliance with the conflict of interest policy will be monitored at least once during the year.

3.08 Fiscal Activities

Monitoring of fiscal activities is performed by the Chief Financial Officer. Financial reports are reviewed and compared to sub-recipient billing. Financial reports are produced by the Chief Financial Officer. These include the budget balances for each Program category and contract. The administrative cost limitation and training cost requirement are closely monitored.

3.09 Monitoring and Evaluation of Program Performance

Program evaluation is completed by the ~~Operations Unit~~Regional Oversight, Performance and Compliance (ROPC) Department. ~~The report includes enrollments, program outcomes, entered employment figures, and expenditure rates. The analysis includes the positive program outcome rate and the cost per positive outcome. The Primary Indicators of Performance are analyzed on a quarterly basis. These indicators assess the effectiveness of local areas in achieving positive outcomes for individuals served by the workforce development system's six core programs. This includes a review of entered employment outcomes, median wage outcomes, credential attainment outcomes and measurable skill gains attainment outcomes. Significant segments are also tracked. This includes those who were determined eligible for Workforce Development training programs and those who have been enrolled in a Workforce Development program. The analysis is used as a planning tool to predict trends in the economy and target populations. The reports are~~ and is also used by the ~~Operations Unit~~ROPC Department when reviewing service providers.

The Chief Executive Officer provides the oversight role for ensuring Workforce Development program performance. The Executive Committee and the full Board reviews program outcomes.

3.10 Minimum Skill Standards for Front Line Staff (all employees providing direct customer service to either participants or employers)

PURPOSE:

The Workforce Investment Act of 1998 describes the minimum requirements for the establishment of a One-Stop system. The Workforce Innovation Act of 2000 further delineates these requirements. In an effort to ensure some measure of consistency across the state CareerSource Florida Inc. in its CareerSource Florida Strategic Plan of 2002-2005 states the need for the establishment of core benchmarks and criteria for credentialing. In addition, local policies and procedures also require that One-Stop Career Center operators and service provider personnel be certified as having met certain requirements to operate a one-stop center in Region 5. In general, the certification process is designed to ensure that all centers meet minimum standards related to the skills of personnel who are operating within the context of the one stop center and are providing services directly to customers, or, who are acting in a supervisory role. There are different standards and expectations related to each position according to the specific role that each plays in the provision of services to customers. The State of Florida, through the Dynamic Institute, has made training available related to customer service, workforce legislation and employment and training programs, case management strategies, employer services and job seeker/career development techniques. Dynamic Institute can be accessed over the Internet @ <http://www.dynamicinstitute.com/>

PROCEDURAL ACTION:

- Procedures to complete One Stop Career Center operator certification:
- Operators must demonstrate that Center Managers, Supervisors & Quality Assurance staff have taken and successfully passed all *Florida Workforce Professional Certification* courses and all *Florida Welfare Transition Policy Training* courses provided on-line by the Dynamic Works Institute organization.
- Operators must demonstrate that all career managers and others who provide intensive services to customers have taken and successfully passed the Dynamic Works Institute courses that are listed in the "Attachment A" to this directive. Those workers in these job categories who serve Welfare Transition Customers must also take and pass all *Florida Welfare Transition Policy Training* courses "Attachment C" to this directive.
- Operators must demonstrate that all job developers, employer service marketing representatives and other who provide services to employer customers and others who provide intensive services to customers in the area of job referral have taken and successfully passed the Dynamic Works Institute courses that are listed in the "Attachment D" to this directive.
- Operators must demonstrate that all front-line support level staff have taken and successfully passed the Dynamic Works Institute courses that are listed in the "Attachment B" to this directive.
- Operators must demonstrate that all assessment staff have taken and successfully passed the Dynamic Works Institute courses that are listed in the "Attachment E" to this directive.
- 15-hour Continuing Education Credits – It is required that staff earns 15 hours of continuing education credits per year in order to remain certified. Courses that may be considered for continuing educational credit are fairly broad and include, but are not limited to, Dynamic Works Institute online courses related to workforce development, the annual Workforce Summit, similar workforce related conferences, workshops and training sessions offered by workforce organizations such as training provided by local workforce board staff, service providers or DEO . All training must be documented for each staff, and documentation must be maintained by the RWB.

One Stop Center Operators must successfully demonstrate the above to be considered for certification within Region 5; this requirement is deemed a necessary but not sufficient condition for the continuation of operator status, since other performance standards will have to be met as well. **All staff hired, whose duties are primarily working with customers, either participants or employers, will need to be Tier 1 certified and provide a copy of their certification of successful completion within 3 months of their hire date.**

<http://www.floridajobs.org/pdq/guidancepapers/032credentialing.rft>

COMPLAINT AND HEARING PROCEDURES

4.01 Introduction

As a customer/applicant/participant you have the right to file a complaint (grievance) if you feel you have been treated unfairly. Complaints may be filed about termination, denial of benefits, disciplinary action, working conditions, discrimination, and other serious matters.

Procedures for handling complaints have been developed to settle participant complaints as fairly and quickly as possible, to provide an impartial hearing and appeal when necessary, and to try to satisfy all parties involved.

CareerSource Capital Region follows all State and Federal requirements regarding the handling of complaints, grievances, hearings, and appeals. What follows in the next section are those required procedures, issued by ~~DEO-FloridaCommerce~~ and contained in Guidance Paper DEO FG 00-004, dated June 8, 2007. The "RWB/LWDB" (as referenced in the procedures) for this area is CareerSource Capital Region.

4.02 Filing Grievances/Complaints at the Local Level

1. Any participant or other interested party adversely affected by a decision or action by the local workforce system, including decisions by One-Stop partners and service providers, has the right to file a grievance/complaint with the ~~RWB~~LWDB, with the exception of complaints alleging unlawful discrimination. Discrimination complaints must be filed in accordance with ~~DEO's FloridaCommerce's~~ Discrimination-Complaint Procedures.
2. TANF/WT work activity and support services grievances/complaints shall be filed with the local ~~RWB~~LWDB (work activity and support services are defined in Chapters 414 and 445, F.S.). Pursuant to 45 CFR 261.56 (c) (2) the local LWDB ~~RWB~~ will provide the fair hearing regarding non-compliance with work requirements. TANF cash assistance eligibility or benefit entitlement grievances/complaints shall be filed with the local Department of Children and Families (DCF) office, the cognizant agency responsible for administering this part of TANF (20 CFR 662.280), except for complaints alleging unlawful discrimination.
3. Grievance/complaints, except complaints alleging unlawful discrimination, shall be filed at the State level only when based upon actions or decisions made by the State recipient or administrative entity. Any grievance/complaint filed with an inappropriate entity will be forwarded to the proper entity/agency for action. The entity's/agency's 60-day timeframe to handle the grievance will start upon receipt of grievance/complaint.
4. A grievance may be filed by regular employees regarding displacement by a WIOA, WT (TANF), or SNAP program participant and by program participants regarding displacement. Displacement action prohibitions and available relief specifications are described in WIOA (20 CFR 667.279), TANF (45 CFR 261.270), and FSET (7 CFR Parts 271 and 273).

The filing of all other grievances/complaints alleging discrimination, employment, and health and safety violations shall be filed as described in Section I b., Process for Filing a Grievance/Complaint with LWDB~~RWB~~.

All local workforce grievances/complaints alleging employment and health and safety violations shall be filed as described in Section I. b., Process for Filing a Grievance/Complaint with LWDB~~RWB~~. As noted above, discrimination complaints must be filed in accordance with FloridaCommerce~~DEO's~~ Discrimination-Complaint Procedures.

All local workforce grievance/complaints shall be filed with the relevant LWDB~~RWB~~ using their established procedures. The exceptions are Job Corps grievances/complaints that are processed according to requirements of 20 CFR 670.990.

The chart below includes WIOA, WT (TANF), and SNAP grievances/complaints or hearing/appeal actions that may be filed with the LWDB~~RWB~~, Florida Department of Commerce~~DEO~~ acting as the administrative entity for the State Board, or U. S. Department of Labor (USDOL).

WIOA, SNAP and WT (TANF) HEARING/APEALS CHART

Hearing/Appeal Issue	Local Hearing/Appeal	State Hearing/Appeal	Federal Hearing/Appeal
DENIAL OR TERMINATION OF ELIGIBILITY AS A TRAINING PROVIDER (WIOA AND TAA)	Yes	Yes	No
DENIAL OF ELIGIBILITY AS AN OJT OR CUSTOMIZED TRAINING PROVIDER BY A ONE-STOP OPERATOR (WIOA AND TAA)	Yes	Yes	No
LWDB RWB-SUBSTANTIAL VIOLATION (WIOA)	No	Yes	Yes
LWDB RWB-PERFORMANCE FAILURE/ SANCTIONS (WIOA AND TAA)	No	Yes	Yes
PARTICIPANT SANCTIONED FOR USING CONTROLLED SUBSTANCES (WIOA AND TAA)	Yes	Yes	No
DISPLACEMENT OF REGULAR EMPLOYEE OR PROGRAM PARTICIPANT (WIOA, TAA, WT, AND SNAP)	Yes	Yes	Yes
SANCTION FOR NON-COMPLIANCE WITH WORK ACTIVITIES (WT/TANF, SNAP)	Yes	Yes	No

As specified in Rule 65A-4.205, the DCF has delegated to the ~~LWDB RWB~~ the responsibility for WT/TANF work activity non-compliance determinations. This rule is incorporated herein by reference. A copy of any rule referenced in this paper may be obtained ~~from the Florida Department of Commerce~~ ~~DEO~~, Office of General Counsel, ~~MSC 110~~, 107 East Madison Street, ~~Caldwell Bldg.~~ ~~MSC 110~~, Tallahassee, Florida, 32399-4128.

Additionally, in the TANF State Plan (October ~~2000~~2023-October 2026), DCF has assigned to CareerSource Florida/~~FloridaCommerce DEO~~ the responsibility for providing a grievance process for WT participants to use when filing grievances related to the following: service delivery of TANF-funded work activities, ~~Alternative Plan Requirements~~, support services, diversion programs, and other workforce functions provided in the Workforce Innovation ~~and Opportunity Act of 2000~~, Chapter 445, Florida Statutes.

4.03 Process for Filing a Grievance/Complaint With LWDBRWB

Under WIOA, WT (TANF), and SNAP, career center partners, service providers, participants, and other interested parties affected by the local Workforce/One-Stop System have the right to file a grievance/complaint.

Grievance/complaints that do not allege unlawful discrimination shall be filed at the local level using the procedures established by the individual LWDBRWB.

The LWDB RWB shall receive, review, and attempt to informally resolve the initial WIOA, TAA, TANF/WT, and SNAP grievance/complaint. If the grievance/complaint cannot be resolved informally, then a hearing shall be held and a decision issued within the required 60 calendar days from receipt of complaint/grievance.

Discrimination, employment, and health and safety complaints/alleged violations may be forwarded to Florida Department of Commerce, Office of General Counsel, MSC 110, 107 East Madison Street, Caldwell Bldg., MSC 110, Tallahassee, Florida, 32399-4128, or may be mailed directly to the appropriate federal agency as allowed by federal regulation.

The local procedures for CareerSource Capital Region are as follows:

Submit a letter stating the grievance or complaint to the Chief Executive Officer of CareerSource Capital Region at the following address:

CareerSource Capital Region
Chief Executive Officer
~~325 John Knox Road~~ 2601 S. Blair Stone Road, Atrium Bldg. Building C, Suite
~~102200~~, Tallahassee, FL 323013

The Chief Executive Officer will review the letter and respond within 10 business days. In the event the Chief Executive Officer's response is not satisfactory to the individual who submitted the grievance or complaint, an appeal to CareerSource Capital Region Executive Committee may be requested. The request must be addressed in writing within 15 days from receipt of the response from CareerSource Capital Region.

4.04 Grievance/Complaint Review and Hearing Process at Local Level

After the LWDB RWB has received and reviewed the complaint, they shall designate a Hearing Officer(s), schedule a hearing, and notify the grievant/complainant by certified mail, return receipt, at a minimum of 15 calendar days prior to the hearing. The hearing notice shall advise the following:

- The date, time, and place of the hearing;
- The pertinent sections of the WIOA, TAA, TANF/WT), and SNAP, or any other federal regulations involved;
- Affected parties may present witnesses or documentary evidence at the hearing;
- Affected parties may be represented at the hearing by an attorney or other representative; and
- The parties will receive the LWDB RWB decision within 60 calendar days from receipt of the grievance or complaint.

The hearing should be conducted according to the procedures established by the individual LWDB RWB. However, a complainant who alleges a labor standard violation may submit the complaint for binding arbitration if the collective bargaining agreement covers the parties involved.

If the LWDB RWB has: 1) conducted a hearing but the grievant/complainant is dissatisfied with or has been adversely affected by the Hearing Officer's decision; 2) not conducted a hearing within the 60 calendar days from receipt of the grievance/complaint; or 3) conducted the hearing but has not issued a decision within the mandated 60 calendar day timeframe, then the grievant/complainant may file an appeal with FloridaCommerceDEO.

4.05 Process for Filing an Appeal of RWB-LWDB Decision or Lack of Action

The appeal should be concise (if possible, not to exceed five pages which does not include exhibits and attachments) and shall be sent by certified mail, return receipt, to Florida Department of Commerce DEO, Office of General Counsel, MSC 110, 107 East Madison Street, Caldwell Bldg., MSC 110, Tallahassee, Florida 32399-4128.

The appeal request shall state the facts, laws, procedures, etc. that the grievant/complainant believes to be relevant for review. The appeal must be filed with the Florida Department of Commerce DEO within 30 calendar days of receipt of the RWB-LWDB Hearing Officer's decision or within 30 calendar days after the required 60-calendar day timeframe for the LWDB RWB to act has elapsed.

The request shall include the grievant/complainant's address where official notices will be mailed.

The state can remand the grievance/complaint back to the LWDB RWB to hold a hearing or impose other remedies to resolve the grievance/complaint.

4.06 State Level Original Grievance/Complaint and Hearing/Appeal Process for WIOA & WT (TANF) Programs

Any individual or entity, including the ~~LWDBRWB~~, adversely affected by a decision or action of the State Workforce System or administrative entity may file a grievance/complaint with the State ~~Administrative Workforce Agency~~. The grievance/complaint shall be filed with ~~Florida Department of Commerce~~ DEO, Office of General Counsel, ~~MSC 110~~, 107 East Madison Street, ~~Caldwell Bldg.~~, MSC 110, Tallahassee, Florida, 32399-4128.

At the state administrative entity level, the agency head or his/her designee is the presiding officer and shall conduct all hearings of original state level complaints.

4.07 Grievance/Complaint Review and Hearing Process at State Level

The state administrative entity will hear initial complaints or grievances regarding actions taken or decisions made by the state ~~administrative-workforce~~ agency. Upon receipt, the state shall review and attempt to informally resolve the WIOA, TAA, and TANF/WT grievance/complaint. The agency head or his/her designee will review the grievance/complaint and contact the grievant/complainant within five working days of receipt of complaint. The Agency Head or designee shall contact the parties and proceed with the informal resolution process.

If the State cannot resolve the grievance/complaint informally, then the Agency Head or designee will act as Presiding Officer and hear the grievance/ complaint.

The hearing notice shall advise the following:

- The date, time, and place of the hearing;
- The pertinent sections of the WIOA, TAA, and TANF/WT (TANF) or any other federal regulations involved;
- Affected parties may present witnesses or documentary evidence at the hearing;
- Affected parties may be represented at the hearing by an attorney or other representative; and
- The parties will receive the decision within 60 calendar days from receipt of the grievance or complaint.

The hearing shall be conducted in compliance with rules of procedure as contained in Chapter 28-106, Parts I, II, and III, Florida Administrative Code, incorporated herein by reference. The Presiding Officer will schedule a hearing, complete the hearing, and issue a decision within the required 60 calendar days of receipt of complaint/grievance.

Individuals with a disability needing special accommodations shall call the State Administrative Entity Process Manager at (850) 245-7105 at a minimum of five working days prior to the hearing and indicate what special accommodations are needed in order to participate in the hearing.

4.08 Remedies

1. The remedies that may be imposed under WIOA grievances/complaints (other than those alleging unlawful discrimination) shall be limited to:
 - a. Suspension or termination of payments under WIOA;
 - b. Prohibition of placement of participant with an employer that has violated any requirement under WIOA, or, where applicable (20 CFR 645.255 (d));
 - c. Reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment, where applicable.
2. Other WIOA, TAA, and TANF/WT grievance/complaint remedies including other equitable relief to be imposed as appropriate.

4.09 Appeal Review of RWB-LWDB Hearing Officer’s Decision

This section shall apply to appeals of LWDB RWB-decisions filed with the state administrative entity.

Within five working days of receipt of appeal notice, the Florida Department of Commerce DEO-agency head or his/her designee shall notify each party that an appeal has been filed. Each party shall be given 15 calendar days from the date of the notice to submit written argument and provide supporting documentation. Only unaltered, verbatim transcripts of the original hearing evidence and other proof introduced at the initial hearing will be considered for purposes of the appeal.

The party submitting the transcript must bear all expenses of the transcription and deliver a copy of the transcript to the agency head and the opposing party. If a stenographer authorized to administer oaths has not recorded the proceedings and prepared the transcript, an exact copy of the tape recording, video, or other recording must also be delivered to the agency head and the parties, along with the transcript. The party submitting the transcript and the recording must include a certification that the transcript is verbatim and the recording is of the entire proceeding and has not been altered. The agency head will not consider a transcript when the foregoing procedure has not been followed.

The agency head or his/her designee shall issue a decision within 60 calendar days of receipt of the appeal request.

4.10 Appeal of State Decision/Final Order

A grievant/complainant may file an appeal of the State decision/final order if the grievant/complainant is dissatisfied with or has been adversely affected by the State Hearing Officer's decision; or the State has not conducted a hearing; or the State has conducted the hearing, but has not issued a decision within the mandated 60 calendar-day timeframe. The appeal must be filed within 30 calendar days of receipt of the State's decision; or after the mandated 60 calendar days has elapsed for the State to have issued a decision. The appeal shall be filed with the following agency/entity:

- WIOA appeals of state decisions may be filed with the USDOL using the Federal Level Appeal Procedures included in the next section.
- TANF work activity and support services appeals may be filed according to Rules of Appellate Procedure, Rules 9.110 and 9.190 (b) (See next section).

4.11 Judicial Review of Final Orders

The final order issued by the Florida Department of Commerce DEO Hearing Officer will be signed by the hearing officer and dated on the day it is mailed. The period for judicial review will run from the date the order is mailed. The final order will include a notice that provides the individual with the opportunity for judicial review. Rules 9.110 and 9.190, Florida Rules of Appellate Procedure, set forth the procedures for an individual to appeal a final department (agency) decision or action.

4.12 Federal Level Appeal Process

Under WIQA regulations, 20 CFR Section 667.600, if the ~~LWDB RWP~~ or the State has not issued a decision within the required 60 calendar-day timeframe, the grievant/complainant can file an appeal to the USDOL. The appeal must be filed with the USDOL no later than 120 calendar days of the filing of the grievance with the State, or the filing of the appeal of a local grievance with the State. A copy of the appeal must be simultaneously provided to the appropriate Regional Administrator and the opposing party.

An appeal must be filed within 60 days of the receipt of the decision being appealed in cases where a decision has been reached and the party to which such a decision has been adversely impacted wishes to appeal to the Secretary. A copy of the appeal must be simultaneously provided to the appropriate USDOL Regional Administrator and the opposing party.

Section 667.650 states that a local area found in substantial violation of WIQA Title I and which has received a notice from the Governor that either all or part of the local plan will be revoked or that a reorganization will occur, may appeal such sanctions to the USDOL Secretary under WIQA Section 184 (b). These appeals must be filed no later than 30 days after receipt of written notification of the revoked plan or imposed reorganization. A copy of the appeal must be simultaneously provided to the Governor.

The Request for Review/Appeal must be submitted by certified mail, return receipt to: Secretary, U. S. Department of Labor, Washington, D.C. 20210, Attention: ASET.

4.13 Complaint Procedures for Wagner-Peyser Employment Service Activities

Background/Underlying State and Federal Policy

Federal regulations at 20 CFR Part 658, Subpart E, provide that each state shall establish and maintain an employment service complaint system that includes procedures at the local, State and Federal level for processing these complaints.

Wagner-Peyser participants may file discrimination complaints against Florida Department of Commerce DEO or its employees or complaints alleging discrimination by an employer. Title 29 CFR Part 34, provides the authority for the following:

1. Complaints involving an employer in another state or another state agency;
2. Complaints involving more than one office, another One-Stop Center, or statewide system;
3. Complaints involving the violation of the Job Service Regulations by an office or One-Stop Center;
4. Complaints involving the violation of an employment related law by an employer; and
5. Complaints involving a violation of the terms and conditions of a job order by an employer.

Special handling procedures are required for complaints filed by Migrant Seasonal Farm Workers (MSFW) that do not allege unlawful discrimination. The LWDB RWB shall attempt to resolve the MSFW complaint. If MSFW complaints cannot be resolved within five working days of receipt of complaint by the LWDB RWB, the complaint form and copies of all documents in the complaint file are forwarded to Florida Department of Commerce DEO, Monitor Advocate Office, Caldwell Building Suite 150, 107 East Madison Street, G-229 Caldwell Building, Tallahassee, Florida, 32399-4134. Attention: Senior Monitor Advocate.

Federal regulations at 20 CFR Sec. 658.514 state that non-ES related complaints (employment, discrimination, health and safety, etc.) must be forwarded as soon as possible after being received. These complaints shall be sent to Florida Department of Commerce DEO, Office of General Counsel, Caldwell Building Suite 150, 107 East Madison Street, Caldwell Bldg., MSC 110, Tallahassee, Florida, 32399-4128, or to the appropriate federal agency with a copy of the complaint sent to Florida Department of Commerce DEO Office of General Counsel. (See Section 4.17 for federal agencies and addresses.)

4.14 Regional Workforce Board/One-Stop ES Complaint/Resolution Procedures

Complaints related to the Wagner-Peyser Employment Service are handled by the ~~One-Stop Career Center~~ Manager/Complaint Specialist. The Manager/Specialist will maintain a separate file for each complaint and enter the complaint on the Complaint Log. The local ~~LWDB RWB~~ will attempt to resolve all ES-related complaints.

The complaint is resolved when the complainant is satisfied with the outcome; the complainant chooses not to elevate to the next level; or when the complainant has not responded within 20 working days after correspondence has been mailed for ES complaints and within 40 working days for MSFW complaints.

If the ES complaint is not resolved within 15 working days, then the complaint and associated file documents are forwarded to ~~Florida Department of Commerce DEO~~, Office of One-Stop and Program Support, Caldwell Building-Suite 105, 107 East Madison Street, Tallahassee, Florida, 32399-4133, Attention: ES Complaint Coordinator.

Within five days after the end of the quarter, the Board's ~~Compliance and Reporting Administrator ROPC Senior Director~~ will mail the Complaint Logs to the Senior Monitor Advocate at the address included in the MSFW procedures above.

The MSFW complaints involving an allegation of noncompliance with assurances regarding wage and hour law or other employment conditions are to be forwarded to the nearest USDOL Wage and Hour office. Check the USDOL web site at <http://www.dol.gov/esa/whd/> to find the local office nearest you.

For MSFW violations of Occupational Safety and Health Administration (OSHA) Directives, complaints should be forwarded to the USDOL, Occupational Safety and Health Administration. See address in the chart on the last page of Section E4.17.

The following conditions are identified in 20 CFR 658.501(a) as the basis for discontinuation of services to employers:

1. Employer submits and refuses to alter or withdraw job orders containing specifications which are contrary to employment related laws;
2. Employer submits job order and refuses to provide assurances that the jobs offered are in compliance with employment-related laws;
3. Employer is found through field checks or otherwise to have misrepresented the terms or conditions of employment specified on the job order or to have failed to comply fully with assurances made on the job orders.
4. The ~~One-Stop Career Center~~ is notified by enforcement agency that the employer has violated an employment related law;
5. Employer, following investigation of complaint, is found to have violated Employment Service regulations;
6. Employer refuses to accept qualified workers referred;
7. Employer refuses to cooperate in field checks; and
8. Employer repeatedly causes discontinuation proceedings to be initiated.

More detail on the ~~ES~~ Complaint System (20 CFR sections 658.411-418) can be found in the Complaint Resolution Handbook e.g., the completion of the complaint filing, assigning, and handling ~~ES~~-related complaints, complaint resolution, referrals, hearings, etc. Also, a list of referral agencies is available in the Complaint Resolution System Handbook that has been provided to each ~~LWDB RWB~~, local Representative, and ~~One-Stop Career Center~~.

Note: Nothing included in this paper precludes a grievant/complainant from pursuing a remedy authorized under another Federal, State, or local law.

4.15 Reporting Criminal Fraud and Abuse, Discrimination, Health and Safety, and Employment Complaints/Violations

Criminal fraud and abuse, discrimination, health and safety, and employment, complaints that violate federal laws, regulations, and directives are handled differently than the program related complaints/grievances handled by local and state hearing and appeal procedures.

~~It is illegal for any corporate entity to punish whistleblowers or retaliate against any employee who reports suspected cases of fraud or abuse (SOX, Section 1107, section 1513 of title 18, USC).~~

~~No record (document) shall be altered, falsified, destroyed or "covered up" if it may be relevant to an official investigation. Such acts are crimes as established by the Sarbanes Oxley Act of 2002 (SOX, Section 1102, Section 1512 of Title 18, USC.)~~

4.16 Reporting Criminal Fraud and Abuse

WIQA Section 667.630 describes the process for reporting complaints and/or reports of criminal fraud and abuse. Complaints/reports must be reported immediately to the USDOL Office of Inspector General, Office of Investigations, Room ~~5514S-5014~~, 200 Constitution Avenue NW, Washington, D.C. 20210.

The complaint or report can also be mailed to the USDOL South East Regional Inspector General for Investigations, Office of Investigations, Sam Nunn Atlanta Federal Center, 61 Forsythe Street, SW, Suite 6T1, Atlanta, Georgia 30303 with a copy simultaneously provided to the Employment and Training Administration.

Reports or complaints alleging criminal fraud and abuse may also be reported through USDOL's Hotline at 1-800-347-3756.

4.17 Reporting WIOA, WT (TANF), and Wagner-Peyser Discrimination Complaints

WIOA Section 667.275(a) requires that recipients of WIOA funds comply with federal nondiscrimination and other applicable equal opportunity laws. (See WIOA Section 188 and 29 CFR part 37.)

Guidance, found at 20 CFR 645.255, provides that participants in Welfare-to-Work programs have the same rights that apply to any federal, state, or local law that prohibits discrimination. Guidance, found at 20 CFR 658.401(d), prohibits discrimination against applicants for or recipients of Wagner-Peyser program services.

Under Wagner-Peyser, discrimination complaints may be filed directly with a local-office equal opportunity representative, when such has been designated and trained, with the state agency having administrative responsibility for Wagner-Peyser programs, or with the Civil Rights Center, U.S. Department of Labor. (Reference: 20 CFR 658.411)

Under Florida law, employees or applicants may also choose to file employment complaints with the Florida Commission on Human Relations. (Reference: Section 760.06, F.S.) Contact the following entities for discrimination, employment, health and safety, or Florida Law violations/complaints:

<p>Florida Commission on Human Relations Florida Law Violations 325 John Knox Road, Building F-2404075 Esplanade Way, Unit 110 Tallahassee, Florida 3230332399-4149 (850) 488-7082 1-800-342-8170 (voice and TTY)</p>	<p>U. S. Department of Labor, Civil Rights Center Discrimination Complaints 200 Constitution Avenue, NW, Room N-4123 Washington, D. C. 20210</p>
<p>U. S. Equal Employment Opportunity Commission (EEOC) Employment Complaints Miami District Office One Biscayne Miami Tower 2 South Biscayne Boulevard, Suite 2700100 Southeast 2nd Street, Suite 1500 Miami, Florida 33131 (305) 536-648-4491-5790 or 1-800-669-4000 TTY: (305) 536-5721 or 1-800-669-6820</p>	<p>USDOL Occupational Safety and Health Administration (OSHA) Safety and Health Violations 200 Constitution Avenue, NW Washington, D.C. 20210</p>
<p>EEOC Tampa Area Field Office 501 East Polk Street, Suite 1000 Tampa, Florida 33602 (813) 228-710-2310-9340 or TTY (813) 228-20031- 800-669-6820</p>	<p>USDOL Office of Inspector General, Office of Investigations 200 Constitution Avenue, NW Room S-5514 Washington, D. C. 20210</p>

SUPERSESSON: WPDG 00-004, Issued ~~August 19, 2002~~ March 15, 2004

4.18 Sexual Harassment

CareerSource Capital Region assures prompt and impartial consideration of complaints of sexual misconduct or sexual harassment. This is the proper procedure.

1. The complainant initiates the complaint by discussing the problem with the supervisor of the unit or section where the violation is alleged to have occurred. An investigation will be conducted to ascertain the facts and determine if there are any witnesses. The respondent's position shall also be reviewed and stated. Every effort will be made to resolve the problem in a timely and just manner.

All reports and witness statements will remain confidential and will be kept in a secure environment.

2. If a mutually satisfactory adjustment is not reached between the supervisor and the complainant, the complaint may be forwarded to the Chief Executive Officer of CareerSource Capital Region.
3. The Chief Executive Officer of CareerSource Capital Region shall discuss the complaint with all parties and review all reports and statements received during the investigation in an attempt to reach a mutually satisfactory resolution.
4. If a mutually satisfactory resolution cannot be reached then a formal complaint may be filed with ~~DEO~~the Florida Department of Commerce. See the procedures for filing complaints with the State on page ~~42-61~~ of these procedures.

4.19 Subpoena Guidelines

I. INTRODUCTION

These "Guidelines for Responding to Subpoenas" are intended to offer a centralized process for handling subpoenas involving CareerSource Capital Region business. They are designed to: (a) guide persons serving a subpoena on CareerSource Capital Region staff involving CareerSource Capital Region business; and (b) provide the staff members of CareerSource Capital Region with a centralized process for accepting service of and responding to subpoenas involving CareerSource Capital Region business.

II. DEFINITIONS

Subpoena Duces Tecum (Records): A subpoena duces tecum is an order for a person to produce records under his or her control at a specified time and place in a court hearing or a deposition. A subpoena duces tecum may also require a person to accompany the records and testify in person, although in many cases compliance with a subpoena duces tecum can be achieved without having to appear in person, usually by mailing or delivering the records to a specific person or place on or before a specified date.

Deposition Subpoena: A deposition subpoena is an order for a person to produce records and/or to appear before the subpoenaing party at a specified time and place. A deposition subpoena differs from a subpoena duces tecum in that the production of the records revolves around the fact-finding process prior to trial, rather than in connection with a courtroom proceeding.

Subpoena (also referred to as a "witness subpoena"): A subpoena is a legal document requiring a specific person to appear in person and to testify in court as a witness.

III. POLICY

How a person serves a subpoena depends upon whether or not the subpoena involves CareerSource Capital Region business. All types of subpoenas are served by a process server or, in certain circumstances, by mail.

IV. PROCEDURE

A person "accepts" a subpoena by signing an affidavit of service, if the subpoena is served by a process server, or by simply assuming responsibility for a subpoena that arrives by mail. Thus, if you receive a subpoena by mail or inadvertently "accept" a subpoena from a process server, **immediately** contact the Chief Executive Officer for instructions regarding its disposition. Acceptance of a subpoena does not concede the adequacy of the subpoena or the effectiveness of its service, nor does it prejudice CareerSource Capital Region's right not to disclose the information being sought.

A. Service & Acceptance of Subpoenas

1. Deposition Subpoena/Witness Testimony - Only Senior Board staff may accept service of a deposition subpoena that involves CareerSource Capital Region business.
2. Subpoena for Records - Only Senior Board staff may accept service of a subpoena for records that involve CareerSource Capital Region business. If a process server appears at your office with a subpoena for a custodian of records or a named person in your department, you may not accept the subpoena but, instead, direct the process server to a Senior Board staff member. If you receive the subpoena by mail, enter the date and time of receipt on the copy received and **immediately** contact the Chief Executive Officer for instructions regarding its disposition.

B. Responding to Subpoenas

1. Receipt by Mail or Inadvertent Acceptance of Service -If you have received a subpoena by mail or have inadvertently accepted service of a subpoena, you should notify the Chief Executive Officer **immediately** of the existence of the subpoena and discuss the subpoena with the Chief Executive Officer before responding in any way, even if no documents responsive to a subpoena for records exist or the person named in the subpoena is not available to testify. The Chief Executive Officer will promptly delegate responsibility for responding to subpoenas where appropriate. Where it is inappropriate to delegate responsibility (e.g., the subpoena covers more than one organizational issue), the Chief Executive Officer will coordinate the response. CareerSource

Capital Region must respond to subpoenas within certain legally-prescribed deadlines, so your immediate contact of the Chief Executive Officer as described herein is imperative."

2. Subpoena Ordering Non-Disclosure of Subpoena to Subject of Records - If you receive a subpoena that requests CareerSource Capital Region records that pertain to a particular individual and the issuing court, agency or government attorney requests that CareerSource Capital Region not notify such individual, you may disclose the subpoena or the fact of its receipt only to the Chief Executive Office, and Board staff within CareerSource Capital Region whose assistance is necessary to complying with the subpoena, until otherwise instructed by the Chief Executive Officer.

OTHER TYPES OF LEGAL DOCUMENT AND REQUESTS

These Guidelines focus on subpoenas for the production of CareerSource Capital Region records and personnel. Several types of legal documents fall outside the Guidelines scope and other policies augment this policy, as identified below. CareerSource Capital Region's response to many of the types of documents listed below must meet legally-prescribed deadlines, so your immediate contact of the Chief Executive Officer is imperative:

- A. **Search Warrants** - For search warrants or subpoenas summoning a person to testify in person and for information regarding witness fees and recuperation of costs for copying records, contact the Chief Executive Officer.
- B. **Health Information** - For requests for the release of health information, please contact Human Resources.
- C. **Staff Records Requests** – In any case in which CareerSource Capital Region is served with a subpoena requiring access to personnel records, or information from such records is required to be furnished, the Human Resource Specialist must be notified. Access may be requested to personnel records, including confidential records, non-confidential records, and "confidential" and "personal" information, to the extent necessary to permit thorough consideration of cases brought before it. If a personal appearance is not required but the subpoena requires the production of CareerSource Capital Region records and documents, CareerSource Capital Region may comply with the request by mailing a copy of the records within the specified time frame and accompanying the records with an affidavit.
- D. **Audit Records Requests** – For any CareerSource Capital Region record request associated with an external audit or review (other than the CareerSource Capital Region annual financial review performed by the hired auditing firm) please contact the Chief Financial Officer.
- E. **Summons and Complaint** - For summons and complaints (formal filings that commence legal action), please **immediately** contact the Chief Executive Officer.
- F. **Customer/Client Records** – In any case in which CareerSource Capital Region is served with a subpoena requiring access to customer/client records, or information from such records is required to be furnished, the Program Evaluator Specialist must be notified. Access may be requested to customer/client records, including confidential records, non-confidential records, and "confidential" and "personal" information, to the extent necessary to permit thorough consideration of cases brought before it. If a personal appearance is not required but the subpoena requires the production of CareerSource Capital Region records and documents, CareerSource Capital Region may comply with the request by mailing a copy of the records within the specified time frame and accompanying the records with an affidavit.
- G. **Proofs of Claim** - For proofs of claim and other notices of legal proceedings involving CareerSource Capital Region vendors and service providers, please **immediately** contact the Chief Executive Officer.

4.20 Public Records Request

I. PURPOSE:

The records that CareerSource Capital Region maintains in the course of carrying out its duties and responsibilities are a matter of public record. As such, CSCR follows the provisions of Florida Statute 119.07. Public records are different from records of other businesses and private organizations because Florida law requires public records to be readily accessible and available to the public upon request. All employees must ensure that public records in their custody are maintained and accessible as required by Florida law. Management and employees do not have the authority to withhold records deemed "sensitive." The only records that can be withheld from public disclosure are those specifically designated by the Florida Statutes as confidential or exempt.

The purpose of this policy is to provide staff with the information and procedures necessary to understand and carry out their responsibilities under the Florida Public Records Law, including:

- A. The requirements for managing public records.
- B. The manner in which public records requests are to be processed to ensure that responses to the requests are organized, inclusive, and in compliance with applicable statutes and rules.
- C. To provide the procedures to establish and maintain reasonable rules governing the fees for reproduction of public records.

II. APPLICATION:

This policy applies to all CareerSource Capital Region employees as well as providers or sub-recipients, that have been delegated the authority to perform some administrative or programmatic function. This policy applies to all public records, regardless of the medium in which they exist (i.e., paper, electronic, or other).

III. DEFINITIONS:

- A. **"Confidential"** means public records that have been identified in the *Florida Statutes* as confidential. The information in these records is not subject to inspection by the public and may be released only to the persons and entities designated in the statute.
- B. **"~~DEO~~FloridaCommerce" Florida** Department of ~~Economic Opportunity~~Commerce, formally known as the ~~Agency for Workforce Innovation~~Department of Economic Opportunity (~~AWI~~DEO). Provides guidance and oversight of all 214 local Florida workforce boards.
- C. **"Exempt"** means public records that have been identified in Chapter 119 or other applicable Florida Statutes as exempt from public disclosure. Examples include social security numbers, medical information, and credit card/bank account numbers.
- D. **"F.S."** means Florida Statutes
- E. **"GS1-SL"** means the *General Records Schedule GS1-SL for State and Local Government Agencies*, available at <http://dos.myflorida.com/library-archives/records-management/general-records-schedules/>
- F. **"Inactive Records"** means records which have lost some of their value or have been superseded by new records, but have not reached their specified retention. Records that are referenced less than once per month are usually considered inactive.
- G. **"Public record"** as defined by section 119.011(12), *Florida Statutes*, means all documents, papers, letters, maps, books, tapes, photographs, films, audio or video recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency such as CareerSource Capital Region.
- H. **"Record (Master) Copy"** as defined in Rule 1B-24.001(3)(j), *Florida Administrative Code*, means the public records specifically designated by the custodian as the official record.

- I. **"Record Series"** as defined in Rule 1B-24.001(3)(k), *Florida Administrative Code*, means a group of related documents arranged under a single filing arrangement or kept together as a unit because they consist of the same form, relate to the same subject, result from the same activity, or have certain common characteristics.
- J. **"RMLO"** is the Records Management Liaison Officer. Every agency is required to appoint a Records Management Liaison Officer (RMLO) to serve as the primary point of contact between the agency and the Division's records management program (257.36(5)(a), Florida Statutes).

IV. REFERENCE DOCUMENTS:

Authority

- A. Sections 257.36(5)(b) and (6), 119.07, 119.011(12), and 119.021, *Florida Statutes*.
- B. Rules 1-2.0031, 1B-24, 1B-26.003, and 1B-26.0021, *Florida Administrative Code*.
- C. Florida "GOVERNMENT-IN-THE-SUNSHINE-MANUAL" for any public record exceptions.
- D. ~~DEO~~ FloridaCommerce (AWI) Policy 1.02 Confidentiality of Records and Public Records Requests and Subpoenas.

Process and Reference

- A. The Government in the Sunshine Manual, annually updated reference for compliance with Florida's Public Records and Open Meetings Laws can be found at: <http://www.floridajobs.org/docs/office-of-the-general-counsel/policy-1-02.pdf>[http://myfloridalegal.com/webfiles.nsf/WF/RMAS-9GNQTW/\\$file/2014SunshineLawManual.pdf](http://myfloridalegal.com/webfiles.nsf/WF/RMAS-9GNQTW/$file/2014SunshineLawManual.pdf)
- B. The "Confidentiality of Records and Public Records Requests and Subpoenas" state workforce policy 1.02 provides guidance to local workforce boards, early learning coalitions, agency employees and other state agency partners regarding what information is confidential by law and how to process record requests and subpoenas found at: <http://www.floridajobs.org/docs/office-of-the-general-counsel/policy-1-02.pdf>
- C. The Florida Department of State, Division of Library and Information Services general records schedule GSL-SL1 found at: <http://dos.myflorida.com/library-archives/records-management/general-records-schedules/>

V. POLICY:

Policy

It is CareerSource Capital Region's policy to ensure that public records in our custody are maintained and managed as required by the Florida Public Records Law. This law provides that all materials made or received by Florida's state and local government agencies in connection with their official business are public records as defined in "The Public Records Act Chapter 119, Florida Statutes".

It is also the policy of CareerSource Capital Region to ensure that all public records in its custody that are not exempt or confidential are open for inspection and copying by any person, for any reason, at any reasonable time, under reasonable conditions, as required by the Florida Public Records Law. Requested public records may not be withheld for any reason, except if the record or a portion of the record is specifically designated under law as confidential or exempt from public disclosure. See Florida "GOVERNMENT-IN-THE-SUNSHINE-MANUAL" for any exceptions.

CareerSource Capital Region places a high priority on efficient, effective, and economical management of public records to ensure that information is available when and where it is needed, in an organized and efficient manner, and in an appropriate environment.

The Compliance & Reporting Workforce Programs Administrator serves as the organization's contact for records management. Address all questions, issues, or concerns relating to records in the Department to the Compliance & Reporting Workforce Programs Administrator.

Violation of this policy may result in disciplinary action, up to and including termination of employment.

DUPLICATION OF PUBLIC RECORDS PROCEDURE:

CareerSource Capital Region may enact a fee for duplicating public records for an amount not to exceed the fees established by s. 119.07, F.S. For all other copies, such fees will not exceed the actual cost of duplication of the record (not including overhead or labor) and shall be set by the CareerSource Capital Region CEO.

Public record requests made by current employees will be made free of duplication charges up to 30 one-sided pages for each specific request. Any request over 30 one-sided pages within a calendar year would be subject to the fee schedule outlined in the procedure below. The exception is if an employee requests a document in the process of being originally issued (i.e. performance appraisal, disciplinary notice, new hire paperwork); those copies will be provided with no charge regardless of size. Employees would be subject to the standard fee schedule when requesting additional copies of previously issued documents.

A. SPECIAL SERVICE CHARGES

If the nature or volume of public records requested to be inspected or copied is such as to require extensive use of information technology resources or extensive staff assistance, CareerSource Capital Region may charge in addition to the actual cost of duplication a special service charge, which shall be reasonable and based on the burdened labor cost incurred for such extensive use of staff assistance or information technology resources of the personnel providing the service or attributable to the staff providing the service.

Based upon the above, CareerSource Capital Region may charge a special service charge in addition to the actual cost of duplication of public records when:

- 1) -Staff assistance for the inspection or copying of public records exceeds thirty minutes
- 2) Information technology resources ("... data processing hardware and software and services, supplies, personnel, facility resources, maintenance, and training....") to fulfill the public records request exceeds thirty minutes

B. FEE SCHEDULE

Fees for staff assistance will be based on the hourly rate of the employee performing the service, plus benefits, computed as follows:

- 1) Hourly rate x 1.25 x hours worked = Service Fee (Partial hours worked will be computed in increments of quarter hours (i.e. .25, .50, or .75.))
- 2) Fees for information technology resources will be based upon the costs actually incurred or attributable to the request.

When special service charges are assessed, standard paper copies will be billed at actual cost, not including overhead (i.e., rental of equipment, electricity, utilities). The following fees for standard size copies set by 119, F.S. are in effect:

- a) 8 1/2 x 11" or 8 1/2 x 14" -@ \$.15 per copy one-sided copy
- b) 8 1/2 x 11" or 8 1/2 x 14" -@ \$.20 per copy two-sided copy

Prices for the photocopy duplication of records shall be based on actual costs, not including overhead (i.e. machine rental, electricity, etc.) or labor. Per copy meter charges are allowed as part of the actual cost.

a. Electronic Records

Fees for the duplication of electronic records (audio, video, digital, disk, tape, etc.) shall be based on the cost of the media used, not including overhead or labor, and shall be set by the CEO.

b. Certified copy

\$1 per copy for a certified copy of a public record.

C. SALES TAX

Sales tax is not applicable to fees charged for providing copies of public records.

D. POSTAGE

Postage will be charged when delivery is requested by mail or overnight delivery.

E. PAYMENT

Duplication fees, copy fees, service fees and postage shall be paid by the requestor prior to delivery or mailing (see s. 119.07, F.S.) of the public records.

PROPERTY MANAGEMENT

5.01 Inventory Control

Inventory control and accounting is the responsibility of the Chief Financial Officer, or designee. The property custodian is CareerSource Capital Region. Upon receipt of an item of tangible personal property of \$5,000 or more, a property tag is assigned to the item ordered. These tags are sequentially numbered and bear the name "Property of CareerSource Capital Region". The property tag is affixed to the item and a record of the tag number and item is made. A computerized Property Record Card is made for the item which contains the following information: identification number (tag number); description, physical location; name of custodian(s); name, make, or manufacturer; year or model; serial number; date acquired; cost or value; custodian or custodian delegate; method of acquisition; inventory date; and condition. This computerized Property Record Card is retained on file in the Administrative office and is used for audit, inventory, and transfer/disposition purposes. All capital assets with a unit cost of \$5,000 or more are recorded in Fiscal Department's Fixed Asset System.

5.02 Transfer and Disposition of Property

When property is moved for any reason, i.e., transfer of location, sale, scrap, etc., the appropriate additions/deletions/changes are then made to the property records.

Technology equipment and furniture will be identified as surplus if it meets any of the following:

- 1.) It no longer functions and cannot be repaired by the original vendor or through other budgeted means.
- 2.) It does not meet standard equipment specifications identified by the Information Technology department.
- 3.) It is a hazard or dangerous in its current state.
- ~~3-4.)~~ 4.) It is located in an office/career center that is downsizing and an alternative use or location cannot be identified.

Technology equipment and furniture identified as surplus will be disposed of in any one of the following manners:

- 1.) Selling or transferring the property to any other governmental entity.
- 2.) Selling or donating the property to any private nonprofit agency.
- 3.) Selling the property through a sale open to the public.
- 4.) Entering contractual agreements with other entities, including, but not limited to, other governmental agencies or private vendors, which facilitate the final disposition of the property. Such agreements may include, but are not limited to, the leasing of storage space or arrangements for the disposal of scrap property.
- 5.) If the equipment is broken beyond repair or cannot be sold, donated or salvaged it will be documented as either broken or abandoned, and after written approval by the CFO or their designee, it will be taken to the local landfill or placed in a commercial waste disposal bin.

Proceeds from the sale of equipment of less than \$5,000 will be classified as unrestricted income.

5.03 Inventory Methods

A physical inventory of property is conducted annually, and the results are compared with property records. If any discrepancies are found, they are traced and reconciled.

5.04 Workforce Development Usage of Property

All property purchased with workforce development funds will be used exclusively for those purposes. Property that is utilized by multiple programs will be factored into CareerSource Capital Region's cost allocation plan for shared expenditures.

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025
UNRESTRICTED FUNDS**

	2025-2026 APROVED BUDGET	ACTUAL	%	VARIANCE
REVENUE				
Anticipated revenue	\$27,000	\$51,880	192%	-\$24,880
Total Revenue	\$27,000	\$51,880	192%	-\$24,880
DIRECT COSTS:				
Food & Drinks, Special Grants, Events, Misc.	\$23,000	\$36,796	160%	-\$13,796
Indirect Costs	\$3,000	\$8,142	271%	-\$5,142
Supplies	\$1,000	\$0	0%	\$1,000
Total Direct Costs	\$27,000	\$44,939	166%	-\$17,939
TOTAL PROGRAM FUNDS AVAILABLE	\$218,660			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	\$191,660			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025
CONSOLIDATED**

	2025-2026 BUDGET	ACTUAL	%	VARIANCE
PROGRAM REVENUE	5,338,704	2,370,799	44%	(2,967,905)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	\$400,000	78,463	20%	(321,537)
Books & Supplies	\$2,500	-	0%	(2,500)
Uniforms	\$1,200	-	0%	(1,200)
Transportation & Incentives	\$1,000	-	0%	(1,000)
Testing/Certifications	\$5,000	1,151	23%	(3,849)
Primary Services Contract - One-Stop Operations	\$1,765,000	612,300	35%	(1,152,700)
Primary Services Contract - Work Experience	\$425,000	143,421	34%	(281,579)
One-Stop Operator	\$111,000	26,707	24%	(84,293)
Worlds of Work	\$20,000	20,000	100%	-
CareerSource Express	\$7,000	237	3%	(6,763)
Economic Development/Industry Analysis	\$25,000	7,000	28%	(18,000)
North FL Storms	\$0	-	0%	-
Total Program	2,762,700	889,279	32%	(1,873,421)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	\$1,380,375	774,044	56%	(606,331)
Accounting & Auditing	\$35,500	23,513	66%	(11,987)
Advertising / Marketing	\$30,000	6,868	23%	(23,132)
Cell Phones / Pagers	\$16,000	7,244	45%	(8,756)
Conferences & Seminars	\$17,000	5,745	34%	(11,255)
Dues & Memberships	\$17,000	14,807	87%	(2,193)
Facility Rent	\$486,533	345,875	71%	(140,658)
Furniture	\$15,000	-	0%	(15,000)
Insurance	\$44,000	31,632	72%	(12,368)
Legal Fees & Professional Fees	\$20,000	7,049	35%	(12,951)
Maintenance Contracts	\$16,000	9,996	62%	(6,004)
Postage	\$2,000	766	38%	(1,234)
Recruiting/Staff Development/Recognition	\$18,000	13,256	74%	(4,745)
Rentals	\$3,000	1,305	44%	(1,695)
Repairs & Maintenance	\$14,596	2,900	20%	(11,696)
Security	\$60,000	31,221	52%	(28,779)
Supplies	\$30,000	5,886	20%	(24,114)
Systems/Telephone	\$325,000	175,870	54%	(149,130)
Travel	\$38,000	20,749	55%	(17,251)
Utilities	\$8,000	2,795	35%	(5,205)
Total Allocated	2,576,004	1,481,520	58%	(1,094,484)
TOTAL COSTS AND EXPENSES	5,338,704	2,370,799	44%	(2,967,905)
TOTAL PROGRAM FUNDS AVAILABLE	\$5,908,947			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	570,243			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

	WIOA ADULT			
	2025-2026 BUDGET	ACTUAL	%	VARIANCE
PROGRAM REVENUE	1,136,000	435,363	38%	(700,636)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	350,000	29,963	9%	(320,037)
Books & Supplies	1,500	-	0%	(1,500)
Uniforms	500	-	0%	(500)
Transportation & Incentives	-	-	0%	-
Testing/Certifications	672	123	18%	(548)
Primary Services Contract - One-Stop Operations	325,000	145,402	45%	(179,598)
Primary Services Contract - Work Experience	25,000	40,750	163%	15,750
One-Stop Operator	14,911	3,202	21%	(11,709)
Worlds of Work	2,490	1,383	56%	(1,107)
CareerSource Express	940	29	3%	(911)
Economic Development/Industry Analysis	3,358	960	29%	(2,398)
Total Program	724,371	221,813	31%	(502,558)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	107,367	58,529	55%	(48,838)
Accounting & Auditing	-	2,811	0%	2,811
Advertising / Marketing	4,030	1,130	28%	(2,900)
Cell Phones / Pagers	1,505	798	53%	(707)
Conferences & Seminars	1,209	436	36%	(773)
Dues & Memberships	1,599	1,859	116%	261
Facility Rent	63,558	44,408	70%	(19,150)
Furniture	2,015	-	0%	(2,015)
Recruiting/Staff Development/Recognition	-	779	0%	779
Insurance	4,137	3,310	80%	(828)
Legal Fees & Professional Fees	1,881	768	41%	(1,113)
Maintenance Contracts	2,915	1,998	69%	(917)
Postage	188	84	45%	(104)
Rentals	403	215	53%	(188)
Repairs & Maintenance	1,961	750	38%	(1,211)
Security	8,060	4,998	62%	(3,062)
Supplies	2,821	703	25%	(2,118)
Systems/Telephone	38,822	23,230	60%	(15,592)
Travel	1,746	2,022	116%	275
Utilities	1,457	717	49%	(740)
Total Allocated	245,674	149,546	61%	(96,128)
INDIRECT COSTS ALLOCATION	165,954	64,005	39%	(101,950)
TOTAL COSTS AND EXPENSES	1,136,000	435,363	38%	(700,636)
TOTAL PROGRAM FUNDS AVAILABLE	1,052,777			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	(83,223)			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

WIOA YOUTH				
	2025-2026 BUDGET	ACTUAL	%	VARIANCE
PROGRAM REVENUE	1,742,214	584,665	34%	(1,157,549)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	10,000	-	0%	(10,000)
Books & Supplies	500	-	0%	(500)
Uniforms	500	-	0%	(500)
Transportation & Incentives	-	-	0%	-
Testing/Certifications	1,424	236	17%	(1,188)
Primary Services Contract - One-Stop Operations	525,000	170,994	33%	(354,006)
Primary Services Contract - Work Experience	400,000	102,670	26%	(297,330)
One-Stop Operator	31,608	5,208	16%	(26,400)
Worlds of Work	5,279	4,529	86%	(749)
CareerSource Express	1,993	42	2%	(1,951)
Economic Development/Industry Analysis	7,119	1,362	19%	(5,757)
Total Program	983,423	285,041	29%	(698,381)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	227,597	94,296	41%	(133,302)
Accounting & Auditing	-	3,567	0%	3,567
Advertising / Marketing	8,543	1,306	15%	(7,237)
Cell Phones / Pagers	3,189	1,107	35%	(2,082)
Conferences & Seminars	2,563	938	37%	(1,624)
Dues & Memberships	3,389	2,948	87%	(441)
Facility Rent	134,730	57,406	43%	(77,325)
Furniture	4,271	-	0%	(4,271)
Recruiting/Staff Development/Recognition	-	1,408	0%	1,408
Insurance	8,770	7,125	81%	(1,646)
Legal Fees & Professional Fees	3,987	1,065	27%	(2,922)
Maintenance Contracts	6,179	1,101	18%	(5,078)
Postage	399	124	31%	(274)
Rentals	854	235	28%	(619)
Repairs & Maintenance	4,156	553	13%	(3,603)
Security	17,085	5,506	32%	(11,580)
Supplies	5,980	1,019	17%	(4,961)
Systems/Telephone	82,295	35,257	43%	(47,038)
Travel	3,702	3,288	89%	(414)
Utilities	3,090	442	14%	(2,648)
Total Allocated	520,779	218,691	42%	(302,088)
INDIRECT COSTS ALLOCATION	238,013	80,933	34%	(157,080)
TOTAL COSTS AND EXPENSES	1,742,214	584,665	34%	(1,157,549)
TOTAL PROGRAM FUNDS AVAILABLE	2,282,195			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	539,980			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

WIOA DISLOCATED WORKER

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	451,704	138,156	31%	(313,548)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	40,000	-	0%	(40,000)
Books & Supplies	500	-	0%	(500)
Uniforms	200	-	0%	(200)
Transportation & Incentives	-	-	0%	-
Testing/Certifications	413	54	13%	(359)
Primary Services Contract - One-Stop Operations	200,000	62,857	31%	(137,143)
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	9,176	1,477	16%	(7,699)
Worlds of Work	1,532	613	40%	(919)
CareerSource Express	579	12	2%	(567)
Economic Development/Industry Analysis	2,067	852	41%	(1,214)
Total Program	254,467	65,865	26%	(188,602)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	66,072	23,716	36%	(42,357)
Accounting & Auditing	-	985	0%	985
Advertising / Marketing	2,480	543	22%	(1,937)
Cell Phones / Pagers	926	345	37%	(580)
Conferences & Seminars	744	148	20%	(596)
Dues & Memberships	984	614	62%	(370)
Facility Rent	39,113	12,108	31%	(27,005)
Furniture	1,240	-	0%	(1,240)
Recruiting/Staff Development/Recognition	-	318	0%	318
Insurance	2,546	972	38%	(1,574)
Legal Fees & Professional Fees	1,157	274	24%	(884)
Maintenance Contracts	1,794	343	19%	(1,451)
Postage	116	37	32%	(78)
Rentals	248	36	15%	(212)
Repairs & Maintenance	1,207	412	34%	(794)
Security	4,960	1,530	31%	(3,430)
Supplies	1,736	282	16%	(1,454)
Systems/Telephone	23,890	8,625	36%	(15,265)
Travel	1,075	803	75%	(272)
Utilities	897	529	59%	(368)
Total Allocated	151,184	52,619	35%	(98,564)
INDIRECT COSTS ALLOCATION	46,053	19,671	43%	(26,382)
TOTAL COSTS AND EXPENSES	451,704	138,156	31%	(313,548)
TOTAL PROGRAM FUNDS AVAILABLE	832,307			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	380,604			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

WELFARE TRANSITION

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	819,394	497,654	61%	(321,740)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	-	-	0%	-
Books & Supplies	-	-	0%	-
Uniforms	-	-	0%	-
Transportation & Incentives	1,000	-	0%	(1,000)
Testing/Certifications	847	218	26%	(630)
Primary Services Contract - One-Stop Operations	410,000	171,895	42%	(238,105)
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	18,811	5,428	29%	(13,383)
Worlds of Work	3,141	4,370	139%	1,229
CareerSource Express	1,186	41	3%	(1,145)
Economic Development/Industry Analysis	4,237	2,310	55%	(1,927)
Total Program	439,222	184,261	42%	(254,961)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	135,448	93,768	69%	(41,680)
Accounting & Auditing	-	3,586	0%	3,586
Advertising / Marketing	5,084	1,270	25%	(3,814)
Cell Phones / Pagers	1,898	1,123	59%	(775)
Conferences & Seminars	1,525	908	60%	(618)
Dues & Memberships	2,017	2,926	145%	909
Facility Rent	80,181	65,887	82%	(14,294)
Furniture	2,542	-	0%	(2,542)
Recruiting/Staff Development/Recognition	-	1,426	0%	1,426
Insurance	5,220	6,964	133%	1,744
Legal Fees & Professional Fees	2,373	994	42%	(1,378)
Maintenance Contracts	3,677	2,667	73%	(1,010)
Postage	237	121	51%	(116)
Rentals	508	298	59%	(210)
Repairs & Maintenance	2,474	565	23%	(1,908)
Security	10,168	6,786	67%	(3,382)
Supplies	3,559	1,011	28%	(2,548)
Systems/Telephone	48,975	36,353	74%	(12,623)
Travel	2,203	3,311	150%	1,108
Utilities	1,839	598	33%	(1,241)
Total Allocated	309,927	230,561	74%	(79,366)
INDIRECT COSTS ALLOCATION	70,245	82,832	118%	12,587
TOTAL COSTS AND EXPENSES	819,394	497,654	61%	(321,740)
TOTAL PROGRAM FUNDS AVAILABLE	786,536			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	(32,858)			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

	SNAP			
	2025-2026 BUDGET	ACTUAL	%	VARIANCE
PROGRAM REVENUE	79,815		0%	(79,815)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	-	-	0%	-
Books & Supplies	-	-	0%	-
Uniforms	-	-	0%	-
Transportation & Incentives	-	-	0%	-
Testing/Certifications	83	-	0%	(83)
Primary Services Contract - One-Stop Operations	40,000	9,923	25%	(30,077)
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	1,835	67	4%	(1,768)
Worlds of Work	306	705	230%	399
CareerSource Express	116	2	2%	(114)
Economic Development/Industry Analysis	413	-	0%	(413)
Total Program	42,753	10,697	25%	(32,056)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	13,214	2,938	22%	(10,276)
Accounting & Auditing	-	251	0%	251
Advertising / Marketing	496	36	7%	(460)
Cell Phones / Pagers	185	54	29%	(132)
Conferences & Seminars	149	30	20%	(119)
Dues & Memberships	197	69	35%	(128)
Facility Rent	7,823	3,055	39%	(4,767)
Furniture	248	-	0%	(248)
Recruiting/Staff Development/Recognition	-	45	0%	45
Insurance	509	-	0%	(509)
Legal Fees & Professional Fees	231	72	31%	(160)
Maintenance Contracts	359	188	52%	(171)
Postage	23	6	25%	(17)
Rentals	50	-	0%	(50)
Repairs & Maintenance	241	39	16%	(203)
Security	992	207	21%	(785)
Supplies	347	28	8%	(319)
Systems/Telephone	4,778	1,073	22%	(3,705)
Travel	215	71	33%	(144)
Utilities	179	19	11%	(160)
Total Allocated	30,237	8,181	27%	(22,056)
INDIRECT COSTS ALLOCATION	6,825	2,882	42%	(3,943)
TOTAL COSTS AND EXPENSES	79,815	21,760	27%	(58,055)
TOTAL PROGRAM FUNDS AVAILABLE	77,259			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	(2,555)			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

	DVOP			
	2025-2026 BUDGET	ACTUAL	%	VARIANCE
PROGRAM REVENUE	69,316	17,911	26%	(51,405)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	-	-	0%	-
Books & Supplies	-	-	0%	-
Uniforms	-	-	0%	-
Transportation & Incentives	-	-	0%	-
Testing/Certifications	149	45	30%	(105)
Primary Services Contract - One-Stop Operations	-	-	0%	-
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	3,314	680	21%	(2,634)
Worlds of Work	814	-	0%	(814)
CareerSource Express	209	4	2%	(205)
Economic Development/Industry Analysis	746	-	0%	(746)
Total Program	5,233	728	14%	(4,505)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	23,864	3,227	14%	(20,637)
Accounting & Auditing	-	-	0%	-
Advertising / Marketing	896	148	17%	(748)
Cell Phones / Pagers	334	82	25%	(252)
Conferences & Seminars	269	69	26%	(200)
Dues & Memberships	355	284	80%	(71)
Facility Rent	12,461	3,660	29%	(8,801)
Furniture	448	-	0%	(448)
Recruiting/Staff Development/Recognition	-	99	0%	99
Insurance	920	806	88%	(113)
Legal Fees & Professional Fees	418	-	0%	(418)
Maintenance Contracts	-	-	0%	-
Postage	42	6	15%	(36)
Rentals	90	25	28%	(65)
Repairs & Maintenance	436	-	0%	(436)
Security	1,791	525	29%	(1,266)
Supplies	627	119	19%	(508)
Systems/Telephone	8,629	3,635	42%	(4,994)
Travel	388	915	236%	527
Utilities	-	-	0%	-
Total Allocated	51,967	13,602	26%	(38,365)
INDIRECT COSTS ALLOCATION	12,116	3,581	30%	(8,535)
TOTAL COSTS AND EXPENSES	69,316	17,911	26%	(51,405)
TOTAL PROGRAM FUNDS AVAILABLE	40,644			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	(28,672)			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

	RESEA			
	2025-2026 BUDGET	ACTUAL	%	VARIANCE
PROGRAM REVENUE	112,372	68,979	61%	(43,393)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	-	-	0%	-
Books & Supplies	-	-	0%	-
Uniforms	-	-	0%	-
Transportation & Incentives	-	-	0%	-
Testing/Certifications	114	25	22%	(89)
Primary Services Contract - One-Stop Operations	55,000	25,236	46%	(29,764)
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	2,523	738	29%	(1,786)
Worlds of Work	421	494	117%	73
CareerSource Express	159	5	3%	(154)
Economic Development/Industry Analysis	568	197	35%	(371)
Total Program	58,786	26,694	45%	(32,092)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	18,170	13,333	73%	(4,837)
Accounting & Auditing	-	626	0%	626
Advertising / Marketing	682	289	42%	(393)
Cell Phones / Pagers	255	132	52%	(123)
Conferences & Seminars	205	110	54%	(95)
Dues & Memberships	271	391	145%	121
Facility Rent	10,756	7,952	74%	(2,804)
Furniture	341	-	0%	(341)
Recruiting/Staff Development/Recognition	-	182	0%	182
Insurance	700	783	112%	83
Legal Fees & Professional Fees	318	178	56%	(141)
Maintenance Contracts	493	178	36%	(315)
Postage	32	19	60%	(13)
Rentals	68	26	38%	(42)
Repairs & Maintenance	332	167	50%	(165)
Security	1,364	861	63%	(503)
Supplies	477	157	33%	(320)
Systems/Telephone	6,570	4,898	75%	(1,672)
Travel	296	457	155%	161
Utilities	247	106	43%	(141)
Total Allocated	41,576	30,844	74%	(10,731)
INDIRECT COSTS ALLOCATION	9,384	11,440	122%	2,056
TOTAL COSTS AND EXPENSES	109,745	68,979	63%	(40,767)
TOTAL PROGRAM FUNDS AVAILABLE	112,372			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	2,627			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

	LVER			
	2025-2026 BUDGET	ACTUAL	%	VARIANCE
PROGRAM REVENUE	69,316	15,836	23%	(53,480)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	-	-	0%	-
Books & Supplies	-	-	0%	-
Uniforms	-	-	0%	-
Transportation & Incentives	-	-	0%	-
Testing/Certifications	149	45	30%	(105)
Primary Services Contract - One-Stop Operations	-	-	0%	-
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	3,314	680	21%	(2,634)
Worlds of Work	814	-	0%	(814)
CareerSource Express	209	4	2%	(205)
Economic Development/Industry Analysis	746	-	0%	(746)
Total Program	5,233	728	14%	(4,505)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	23,864	3,227	14%	(20,637)
Accounting & Auditing	-	-	0%	-
Advertising / Marketing	896	148	17%	(748)
Cell Phones / Pagers	334	82	25%	(252)
Conferences & Seminars	269	69	26%	(200)
Dues & Memberships	355	504	142%	149
Facility Rent	12,461	3,595	29%	(8,866)
Furniture	448	-	0%	(448)
Recruiting/Staff Development/Recognition	-	99	0%	99
Insurance	920	806	88%	(113)
Legal Fees & Professional Fees	418	-	0%	(418)
Maintenance Contracts	-	-	0%	-
Postage	42	6	15%	(36)
Rentals	90	25	28%	(65)
Repairs & Maintenance	436	-	0%	(436)
Security	1,791	525	29%	(1,266)
Supplies	627	119	19%	(508)
Systems/Telephone	8,629	3,158	37%	(5,470)
Travel	388	212	55%	(176)
Utilities	-	-	0%	-
Total Allocated	51,967	12,578	24%	(39,389)
INDIRECT COSTS ALLOCATION	12,116	2,530	21%	(9,586)
TOTAL COSTS AND EXPENSES	69,316	15,836	23%	(53,480)
TOTAL PROGRAM FUNDS AVAILABLE	35,208			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	(34,108)			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

WAGNER PEYSER

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	326,175	221,039	68%	(105,136)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	-	-	0%	-
Books & Supplies	-	-	0%	-
Uniforms	-	-	0%	-
Transportation & Incentives	-	-	0%	-
Testing/Certifications	702	201	29%	(501)
Primary Services Contract - One-Stop Operations	-	-	0%	-
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	15,595	5,257	34%	(10,339)
Worlds of Work	3,830	3,728	97%	(102)
CareerSource Express	983	38	4%	(946)
Economic Development/Industry Analysis	3,512	-	0%	(3,512)
Total Program	24,624	9,224	37%	(15,400)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	112,295	44,669	40%	(67,626)
Accounting & Auditing	-	3,780	0%	3,780
Advertising / Marketing	4,215	885	21%	(3,330)
Cell Phones / Pagers	1,574	1,072	68%	(501)
Conferences & Seminars	1,264	633	50%	(632)
Dues & Memberships	1,672	2,121	127%	449
Facility Rent	58,638	60,960	104%	2,322
Furniture	2,107	-	0%	(2,107)
Recruiting/Staff Development/Recognition	-	1,245	0%	1,245
Insurance	4,327	3,819	88%	(509)
Legal Fees & Professional Fees	1,967	1,146	58%	(821)
Maintenance Contracts	-	2,585	0%	2,585
Postage	197	139	71%	(58)
Rentals	421	242	57%	(180)
Repairs & Maintenance	2,051	203	10%	(1,848)
Security	8,430	6,599	78%	(1,831)
Supplies	2,950	912	31%	(2,038)
Systems/Telephone	40,603	27,916	69%	(12,687)
Travel	1,826	3,553	195%	1,726
Utilities	-	-	0%	-
Total Allocated	244,538	162,478	66%	(82,060)
INDIRECT COSTS ALLOCATION	57,013	49,336	87%	(7,677)
TOTAL COSTS AND EXPENSES	326,175	221,039	68%	(105,136)
TOTAL PROGRAM FUNDS AVAILABLE	250,845			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	(75,330)			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

REFUGUE HOUSE

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	66,148	4,876	7%	(61,272)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	-	-	0%	-
Books & Supplies	-	-	0%	-
Uniforms	-	-	0%	-
Transportation & Incentives	-	-	0%	-
Testing/Certifications	62	616	993%	554
Primary Services Contract - One-Stop Operations	30,000	90	0%	(29,910)
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	1,376	0	0%	(1,376)
Worlds of Work	781	19	2%	(762)
CareerSource Express	87	5	5%	(82)
Economic Development/Industry Analysis	310	-	0%	(310)
Total Program	32,617	729	2%	(31,887)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	9,911	470	5%	(9,441)
Accounting & Auditing	-	7	0%	7
Advertising / Marketing	372	11	3%	(361)
Cell Phones / Pagers	139	98	70%	(41)
Conferences & Seminars	112	49	44%	(62)
Dues & Memberships	148	25	17%	(123)
Facility Rent	11,962	142	1%	(11,820)
Furniture	186	-	0%	(186)
Recruiting/Staff Development/Recognition	-	721	0%	721
Insurance	382	1,059	277%	677
Legal Fees & Professional Fees	174	18	10%	(155)
Maintenance Contracts	-	-	0%	-
Postage	17	1	6%	(16)
Rentals	37	60	162%	23
Repairs & Maintenance	181	4	2%	(177)
Security	744	34	5%	(710)
Supplies	260	405	155%	144
Systems/Telephone	3,584	39	1%	(3,545)
Travel	161	5	3%	(156)
Utilities	-	-	0%	-
Total Allocated	28,369	3,150	11%	(25,220)
INDIRECT COSTS ALLOCATION	5,162	996	19%	(4,165)
TOTAL COSTS AND EXPENSES	66,148	4,876	7%	(61,272)
TOTAL PROGRAM FUNDS AVAILABLE	59,000			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL.	(7,148)			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

Wagner Peyser Rapid Response

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	152,897	81,394	53%	(71,503)
DIRECT PROGRAM COSTS:				
Participant Tuition & Fees / Training	-	-	0%	-
Books & Supplies	-	-	0%	-
Uniforms	-	-	0%	-
Transportation & Incentives	-	-	0%	-
Testing/Certifications	157	36	23%	(121)
Primary Services Contract - One-Stop Operations	-	-	0%	-
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	3,485	1,095	31%	(2,390)
Worlds of Work	-	615	0%	615
CareerSource Express	220	8	4%	(212)
Economic Development/Industry Analysis	785	-	0%	(785)
Total Program	4,646	1,755	38%	(2,891)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	97,958	42,810	44%	(55,148)
Accounting & Auditing	-	729	0%	729
Advertising / Marketing	942	122	13%	(820)
Cell Phones / Pagers	352	221	63%	(130)
Conferences & Seminars	283	490	174%	208
Dues & Memberships	374	895	239%	521
Facility Rent	-	-	0%	-
Furniture and Equipment	471	-	0%	(471)
Recruiting/Staff Development/Recognition	-	252	0%	252
Insurance	967	896	93%	(71)
Legal Fees & Professional Fees	440	205	47%	(234)
Maintenance Contracts	-	-	0%	-
Postage	44	20	45%	(24)
Rentals	94	-	0%	(94)
Repairs & Maintenance	458	-	0%	(458)
Security	1,884	-	0%	(1,884)
Supplies	659	195	30%	(464)
Systems/Telephone	9,073	5,848	64%	(3,225)
Travel	408	2,055	504%	1,647
Utilities	-	-	0%	-
Total Allocated	114,405	54,739	13	(59,665)
INDIRECT COSTS ALLOCATION	33,847	24,900	74%	(8,947)
TOTAL COSTS AND EXPENSES	152,897	81,394	53%	(71,503)
TOTAL PROGRAM FUNDS AVAILABLE	140,000			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL	(12,897)			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

Apprenticeship Navigator

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	63,415	40,078	63%	(23,338)
			0%	-
DIRECT PROGRAM COSTS:			0%	-
			0%	-
Participant Tuition & Fees / Training	-	-	0%	-
Books & Supplies	-	-	0%	-
Uniforms	-	-	0%	-
Transportation & Incentives	-	-	0%	-
Testing/Certifications	76	16	21%	(60)
Primary Services Contract - One-Stop Operations	-	-	0%	-
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	1,693	502	30%	(1,192)
Worlds of Work	-	304	0%	304
CareerSource Express	107	4	4%	(103)
Economic Development/Industry Analysis	381	-	0%	(381)
Total Program	2,258	826	37%	(1,432)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	39,184	22,312	57%	(16,872)
Accounting & Auditing	-	363	0%	363
Advertising / Marketing	458	58	13%	(400)
Cell Phones / Pagers	171	103	61%	(67)
Conferences & Seminars	137	69	50%	(69)
Dues & Memberships	182	190	105%	8
Facility Rent	-	-	0%	-
Furniture and Equipment	229	-	0%	(229)
Recruiting/Staff Development/Recognition	-	119	0%	119
Insurance	470	443	94%	(27)
Legal Fees & Professional Fees	214	101	47%	(113)
Maintenance Contracts	-	-	0%	-
Postage	21	10	46%	(12)
Rentals	46	-	0%	(46)
Repairs & Maintenance	223	-	0%	(223)
Security	915	-	0%	(915)
Supplies	320	94	29%	(227)
Systems/Telephone	4,409	2,825	64%	(1,585)
Travel	198	295	149%	96
Utilities	-	-	0%	-
Total Allocated	47,177	26,979	7	(20,197)
INDIRECT COSTS ALLOCATION	13,980	12,273	88%	(1,708)
TOTAL COSTS AND EXPENSES	63,415	40,078	63%	(23,338)
TOTAL PROGRAM FUNDS AVAILABLE	-			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL	(63,415)			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

Re-Entry Navigator

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	121,491	-	0%	(121,491)
DIRECT PROGRAM COSTS:			0%	-
Participant Tuition & Fees / Training	-		0%	-
Books & Supplies	-		0%	-
Uniforms	-		0%	-
Transportation & Incentives	-		0%	-
Testing/Certifications	17	-	0%	(17)
Primary Services Contract - One-Stop Operations	115,000	-	0%	(115,000)
Primary Services Contract - Work Experience	-		0%	-
One-Stop Operator	376	-	0%	(376)
Worlds of Work	92	-	0%	(92)
CareerSource Express	24	-	0%	(24)
Economic Development/Industry Analysis	85	-	0%	(85)
Total Program	115,594	-	0%	(115,594)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	2,708		0%	(2,708)
Accounting & Auditing	-		0%	-
Advertising / Marketing	102	-	0%	(102)
Cell Phones and Pagers	38	-	0%	(38)
Conferences and Seminars	30	-	0%	(30)
Dues & Memberships	40	-	0%	(40)
Facility Rent	1,414	-	0%	(1,414)
Furniture and Equipment	51	-	0%	(51)
Recruiting/Staff Development/Recognition	-	-	0%	-
Insurance	104	-	0%	(104)
Legal Fees & Professional Fees	47	-	0%	(47)
Maintenance Contracts	-	-	0%	-
Postage	5	-	0%	(5)
Rentals	10	-	0%	(10)
Repairs & Maintenance	49	-	0%	(49)
Security	203	-	0%	(203)
Supplies	71	-	0%	(71)
Systems/Telephone	979	-	0%	(979)
Travel	44	-	0%	(44)
Utilities	-	-	0%	-
Total Allocated	5,897	-	-	(5,897)
INDIRECT COSTS ALLOCATION	-	-	0%	-
TOTAL COSTS AND EXPENSES	121,491	-	0%	(121,491)
TOTAL PROGRAM FUNDS AVAILABLE	-			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL	(121,491)			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

WIOA HOPE FLORIDA

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	69,838	-	0%	(69,838)
			0%	-
DIRECT PROGRAM COSTS:			0%	-
			0%	-
Participant Tuition & Fees / Training	-		0%	-
Books & Supplies	-		0%	-
Uniforms	-		0%	-
Transportation & Incentives	-		0%	-
Testing/Certifications	72	-	0%	(72)
Primary Services Contract - One-Stop Operations	35,000	-	0%	(35,000)
Primary Services Contract - Work Experience	-		0%	-
One-Stop Operator	1,606	-	0%	(1,606)
Worlds of Work	268		0%	(268)
CareerSource Express	101	-	0%	(101)
Economic Development/Industry Analysis	362		0%	(362)
Total Program	37,409	-	0%	(37,409)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	11,563	-	0%	(11,563)
Accounting & Auditing	-		0%	-
Advertising / Marketing	434	-	0%	(434)
Cell Phones and Pagers	162	-	0%	(162)
Conferences and Seminars	130	-	0%	(130)
Dues & Memberships	172	-	0%	(172)
Facility Rent	6,845	-	0%	(6,845)
Furniture and Equipment	217		0%	(217)
Recruiting/Staff Development/Recognition	-	-	0%	-
Insurance	446	-	0%	(446)
Legal Fees & Professional Fees	203		0%	(203)
Maintenance Contracts	314	-	0%	(314)
Postage	20	-	0%	(20)
Rentals	43	-	0%	(43)
Repairs & Maintenance	211	-	0%	(211)
Security	868	-	0%	(868)
Supplies	304	-	0%	(304)
Systems/Telephone	4,181	-	0%	(4,181)
Travel	188	-	0%	(188)
Utilities	157	-	0%	(157)
Total Allocated	26,457	-	-	(26,457)
INDIRECT COSTS ALLOCATION	5,972	-	0%	(5,972)
TOTAL COSTS AND EXPENSES	69,838	-	0%	(69,838)
TOTAL PROGRAM FUNDS AVAILABLE	76,774			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL	349	6,936		

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

WP HOPE FLORIDA

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	59,861	86,672	145%	26,811
			0%	-
DIRECT PROGRAM COSTS:			0%	-
			0%	-
Participant Tuition & Fees / Training	-	-	0%	-
Books & Supplies	-	-	0%	-
Uniforms	-	-	0%	-
Transportation & Incentives	-	-	0%	-
Testing/Certifications	62	89	143%	27
Primary Services Contract - One-Stop Operations	30,000	12,922	43%	(17,078)
Primary Services Contract - Work Experience	-	-	0%	-
One-Stop Operator	1,376	1,159	84%	(218)
Worlds of Work	230	1,491	649%	1,261
CareerSource Express	87	10	11%	(77)
Economic Development/Industry Analysis	310	1,318	425%	1,008
Total Program	32,065	16,988	53%	(15,077)
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	9,911	21,251	214%	11,340
Accounting & Auditing	-	367	0%	367
Advertising / Marketing	372	415	112%	43
Cell Phones / Pagers	139	150	108%	11
Conferences & Seminars	112	302	271%	191
Dues & Memberships	148	865	586%	717
Facility Rent	5,867	13,556	231%	7,689
Furniture and Equipment	186	-	0%	(186)
Recruiting/Staff Development/Recognition	-	344	0%	344
Insurance	382	2,934	768%	2,552
Legal Fees & Professional Fees	174	102	58%	(72)
Maintenance Contracts	269	197	73%	(72)
Postage	17	13	76%	(4)
Rentals	37	69	185%	32
Repairs & Maintenance	181	138	76%	(43)
Security	744	1,256	169%	512
Supplies	260	180	69%	(80)
Systems/Telephone	3,584	7,777	217%	4,193
Travel	161	728	452%	567
Utilities	135	339	252%	204
Total Allocated	22,678	50,982	39	28,304
INDIRECT COSTS ALLOCATION	5,118	18,701	365%	13,583
TOTAL COSTS AND EXPENSES	59,861	86,672	145%	26,811
TOTAL PROGRAM FUNDS AVAILABLE	138,571			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL	350	78,710		

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

NORTH FL STORMS

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	1,375	42,776	3111%	41,401
			0%	-
DIRECT PROGRAM COSTS:			0%	-
			0%	-
Participant Tuition & Fees / Training		-	0%	-
Books & Supplies		-	0%	-
Uniforms		-	0%	-
Transportation & Incentives		-	0%	-
Testing/Certifications		39	0%	39
Primary Services Contract - One-Stop Operations		7,072	0%	7,072
Primary Services Contract - Work Experience		-	0%	-
One-Stop Operator		713	0%	713
Worlds of Work		930	0%	930
CareerSource Express		3	0%	3
Economic Development/Industry Analysis		-	0%	-
North FL Storms	-	-	0%	-
Total Program	-	8,758	0%	8,758
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services		11,124	0%	11,124
Accounting & Auditing		207	0%	207
Advertising / Marketing		132	0%	132
Cell Phones / Pagers		74	0%	74
Conferences & Seminars		180	0%	180
Dues & Memberships		413	0%	413
Facility Rent		5,604	0%	5,604
Furniture and Equipment		-	0%	-
Recruiting/Staff Development/Recognition		218	0%	218
Insurance		1,355	0%	1,355
Legal Fees & Professional Fees		41	0%	41
Maintenance Contracts		-	0%	-
Postage		11	0%	11
Rentals		41	0%	41
Repairs & Maintenance		-	0%	-
Security		469	0%	469
Supplies		94	0%	94
Systems/Telephone		4,278	0%	4,278
Travel		433	0%	433
Utilities		-	0%	-
Total Allocated	-	24,674	-	24,674
INDIRECT COSTS ALLOCATION	1,375	9,344	680%	7,969
TOTAL COSTS AND EXPENSES	1,375	42,776	3111%	41,401
TOTAL PROGRAM FUNDS AVAILABLE	193,837			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL	351	192,462		

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

RURAL INITIATIVES

	<u>2025-2026 BUDGET</u>	<u>ACTUAL</u>	<u>%</u>	<u>VARIANCE</u>
PROGRAM REVENUE	-	70,518	0%	70,518
DIRECT PROGRAM COSTS:			0%	-
Participant Tuition & Fees / Training		48,500	0%	48,500
Books & Supplies		-	0%	-
Uniforms		-	0%	-
Transportation & Incentives		-	0%	-
Testing/Certifications		-	0%	-
Primary Services Contract - One-Stop Operations		-	0%	-
Primary Services Contract - Work Experience		-	0%	-
One-Stop Operator		-	0%	-
Worlds of Work		-	0%	-
CareerSource Express		-	0%	-
Economic Development/Industry Analysis		-	0%	-
North FL Storms	-	-	0%	-
Total Program	-	48,500	0%	48,500
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services		-	0%	-
Accounting & Auditing		-	0%	-
Advertising / Marketing		-	0%	-
Cell Phones / Pagers		-	0%	-
Conferences & Seminars		-	0%	-
Dues & Memberships		-	0%	-
Facility Rent		-	0%	-
Furniture and Equipment		-	0%	-
Recruiting/Staff Development/Recognition		-	0%	-
Insurance		-	0%	-
Legal Fees & Professional Fees		-	0%	-
Maintenance Contracts		-	0%	-
Postage		-	0%	-
Rentals		-	0%	-
Repairs & Maintenance		-	0%	-
Security		-	0%	-
Supplies		-	0%	-
Systems/Telephone		-	0%	-
Travel		-	0%	-
Utilities		-	0%	-
Total Allocated	-	-	-	-
INDIRECT COSTS ALLOCATION	-	22,018	0%	22,018
TOTAL COSTS AND EXPENSES	-	70,518	0%	70,518
TOTAL PROGRAM FUNDS AVAILABLE	199,000			
SURPLUS OF TOTAL PROGRAM FUNDS AVAIL	199,000			

**CAREERSOURCE CAPITAL REGION
REVENUE AND EXPENSE STATEMENT
SIX MONTHS ENDED DECEMBER 31, 2025**

INDIRECT COSTS

	2025-2026 BUDGET	ACTUAL	%	VARIANCE
ALLOCATED COSTS & EXPENSES:				
Salaries & Benefits/ Payroll Services	481,249	329,476	68%	(151,773)
Accounting & Auditing	35,500	6,030	17%	(29,470)
Advertising / Marketing	-	317	0%	317
Cell Phones / Pagers	4,800	1,839	38%	(2,961)
Conferences & Seminars	8,000	1,204	15%	(6,796)
Dues & Memberships	5,100	308	6%	(4,792)
Facility Rent	40,723	59,261	146%	18,538
Furniture	-	-	0%	-
Recruiting/Staff Development/Recognition	18,000	6,059	34%	(11,941)
Insurance	13,200	-	0%	(13,200)
Legal Fees & Professional Fees	6,000	2,064	34%	(3,936)
CareerSource Express	-	33	0%	33
Postage	600	163	27%	(437)
Rentals	-	-	0%	-
Repairs & Maintenance	-	-	0%	-
Security	-	591	0%	591
Supplies	9,000	702	8%	(8,298)
Systems/Telephone	36,000	6,790	19%	(29,210)
Travel	25,000	2,256	9%	(22,744)
Utilities	-	-	0%	(25,000)
Total Allocated	683,172	417,092	61%	266,080
TOTAL COSTS AND EXPENSES	683,172	417,092	61%	(266,080)