

EXTENSION REQUEST TO SERVE AS DIRECT PROVIDER OF WORKFORCE SERVICES

CareerSource Escarosa d/b/a Workforce Escarosa and herein referred to as CareerSource Escarosa, with the approval of the CareerSource Escarosa Board of Directors submits the following extension request to the Santa Rosa County Board of County Commissioners for approval. Further approval will be requested from CareerSource Florida (CSF). This request for extension follows the process outlined by CSF's Administrative Policy Number 083, effective December 21, 2017 describing the process for Direct Provider of Workforce Services. The policy requires:

1. A description of the revised business model.

CareerSource Escarosa has established a business model that provides a market-driven approach to talent development that prepares individuals seeking employment for the jobs of today and of the future. It provides increased flexibility allowing for a swift response to local demands, economic shifts and strategic priorities. This structure has enhanced the capacity of the regional one-stop system and has proven to provide streamlined delivery of services through the elimination of duplicate management layers and resultant costs.

The Organizational Structure (attached) of the management staff shows that the Executive Director is the sole person responsible and accountable to the Board of Directors for the delivery of services. The Director reports to the Local Workforce Development Board who has delegated authority to the Board Chair and the Executive Committee to act on their behalf.

The Operations Organizational Structure shows the Executive Director has delegated authority for day-to-day operations management to the Chief Operating Officer who functions as the Chief of Operations. The Chief Operating Officer has authority and responsibility for all programs and services provided through the One-Stop Centers and provides direct supervision to the One-Stop Center staff. Support services for the Operations and Management of the One Stop Centers will be provided by Program Managers, the Chief Financial Officer, and the IT Manager.

CareerSource Escarosa has consistently acted to maximize the ability of the Local Workforce Development Board to respond effectively and efficiently to the demands of our customers, both employers and job seekers, within the workforce system in our two-county region. This customer-focused approach has resulted in state-leading performance and excellent customer service.

2. The effective date for when the extension will begin is July 1st, 2020.

3. The period of time, not to exceed three years for when the extension will be in effect.

This extension as a Direct Provider of Workforce Services is requested to be effective July 1, 2020 and continue through June 30, 2023.

4. A Review of the LWDB's stated reasons in its previous request why the LWDB has decided to directly provide workforce services, and an explanation of how it is still in the best interest of the LWDB's customers that the LWDB continue to provide these services.

Due to continued budgetary decline and associated reduction in staffing levels, a streamlined process for delivering services became necessary. Obtaining the extended designation to be a direct provider of workforce services will allow us to continue operating with these efficiencies. With the extension as a Direct Provider of Workforce Services, CareerSource Escarosa will continue to work with our many partners in the region to better meet any new and/or changing needs of our business community and job seekers. It will also allow us to leverage resources of a regional consortium of Northwest Florida

workforce boards and economic development partners, including FloridaWest, Santa Rosa Economic Development Office, Florida's Great Northwest, and our education partners in Escambia and Santa Rosa Counties.

The streamlined flexible process for delivering services that now exists has not only led to excellent performance, it has also resulted in cost savings and the ability to focus more resources on delivery of services. It is in the best interest of CareerSource Escarosa's customers that this LWDB continue to provide these services directly. In the past, CareerSource Escarosa operated through a third party provider which resulted in over \$100,000.00 in additional costs annually.

5. 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.

In its deliberations on whether to request designation as a Direct Provider of Workforce Services, key points were made to remind all members that the Board's primary mission is one of design, oversight, and policy making and not management of day to day operations. Board members and committees are keenly aware of the distinction in the roles of Board Oversight and the role of staff to manage the operations. The Chief Executive Officer has been clearly designated as the sole person accountable to the Board. All other Board staff report to and take direction from the Chief Executive Officer.

The organizational structure includes The Chief Operating Officer who, reports to the Chief Executive Officer, and has responsibility for all programs and services provided by the one-stop centers. Program Managers provide programmatic support, and direct staff supervision to the programs in their areas of specialization. The Managers also provide internal program monitoring to evaluate program performance and provide training and technical support in their programs of expertise such as Veterans Services, Universal Services (Wagner Peyser), WIOA Adult and WIOA Youth, Welfare Transition, SNAP, One-Stop Compliance and Military Family Employment Assistance Programs.

The members of the CareerSource Escarosa Board are responsible for the establishment of goals, high-level policy and to direct board staff to develop strategies to achieve those goals and implement policy. Board staff will provide management and operation support of programs. See diagram:

The establishment of this structure and policies by the CareerSource Escarosa Board provides a solid "firewall" between the Board of Directors of CareerSource Escarosa oversight and the conduct of operations/service delivery in this region.

6. An identification of the grant program(s) that fund the workforce service delivery model.

CareerSource Escarosa will continue to charge all expenses incurred in accordance with our approved cost allocation plan. Therefore, the costs associated with directly providing the services as proposed shall be allocated or directly charged to all grants

The designation of Direct Provider of Workforce Services will not change the description of grant programs and/or services currently contained in the approved plan and subsequent modifications. All such portions of the plan will remain in effect.

Current Grant Programs:

WIOA Adult
WIOA Dislocated Worker
WIOA Youth
SNAP
Wagner-Peyser
UC
Veterans – DVOP
Veterans – LVER
Welfare Transition
Military Family Advocacy
Integrated Services Pilot Project (WIOA funds)

7. A cost analysis that documents the actual reduction in costs with the LWDB providing workforce services rather than contracting those services to another provider and an estimate of such costs and savings for the upcoming three-year period.

CareerSource Escarosa conducted a cost analysis and estimated that the cost savings of operating as a Direct Provider of Workforce Services would result in a savings of over \$100,000.00 annually. This analysis resulted in the organization's separation from a previous contractual agreement with a third party provider of services.

8. A review of any other realized improvement to service delivery and performance outcomes and description of anticipated improvements.

CareerSource Escarosa consistently meets and exceeds most targets set for performance. Our latest report on performance goals shows we exceed 71% and meet 7% of our goals. For the few goals we are not meeting, we are continuously working to improve on them. Designation as a Direct Provider of Workforce Services will ensure that we continue to operate in an efficient and effective manner.

9. Documentation that the public was provided at least 10 days' notice to review and comment on the proposed extension. Any submitted comments must be included.

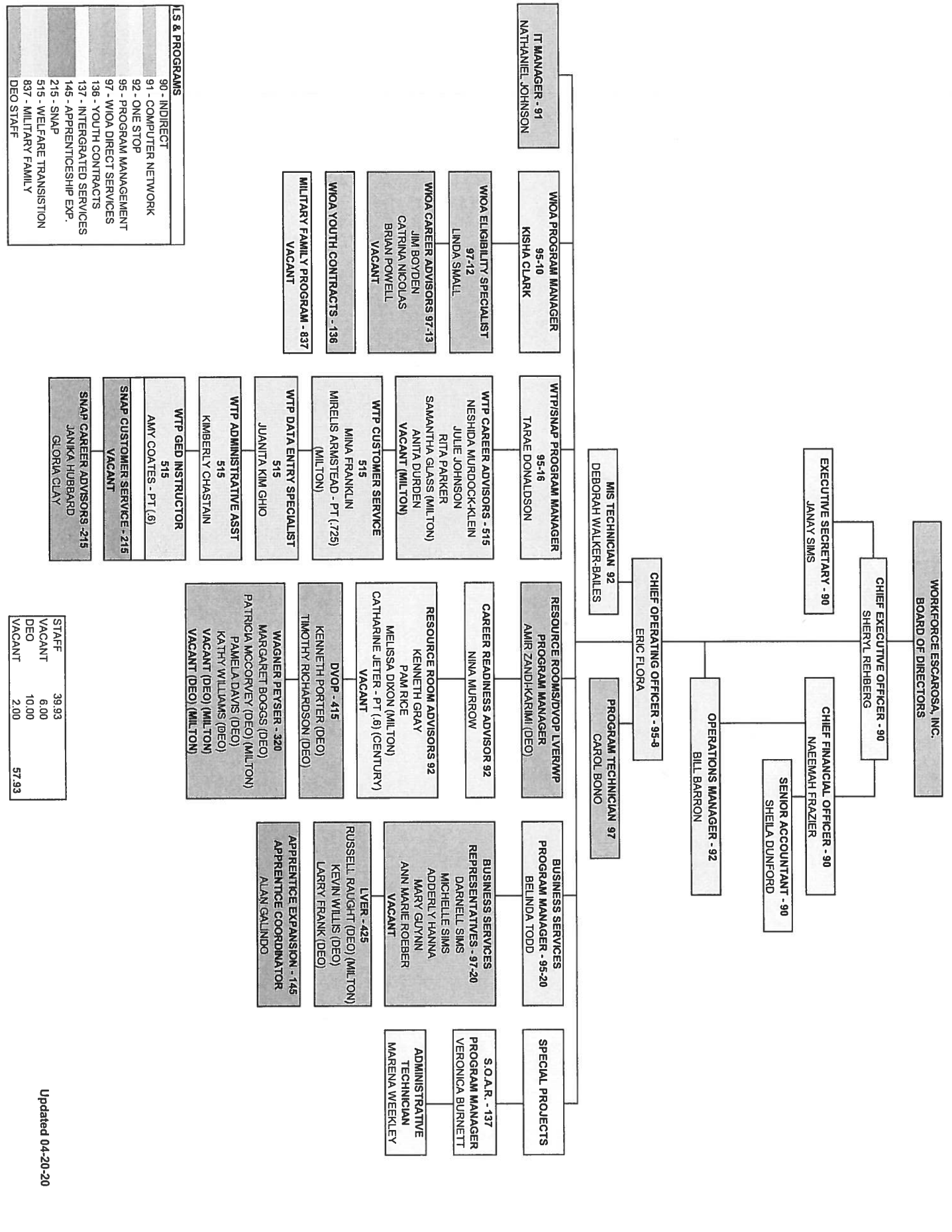
This designation will result in no changes to CareerSource Escarosa's current service delivery method. Further, there are no changes to our Workforce Plan which received public comment and was approved by the Santa Rosa County Board of County Commissioners and Escambia Board of County Commissioners on February 13, 2020 and February 25, 2020, respectively.

10. Documentation that the Chief Elected Official has agreed to the planned extension.

Signature sheets will be executed by the CSE Board of Directors May 2020. Review and approval by the Local Elected Officials are scheduled for May 2020 in Santa Rosa County and July 2020 in Escambia County.

11. Completed Request for Extension to Serve as a Direct Provider of Workforce Services

See Attachment VI – Request for Extension to Serve as a Direct Provider of Workforce Services



LES & PROGRAMS

90 - INDIRECT
91 - COMPUTER NETWORK
92 - ONE STOP
95 - PROGRAM MANAGEMENT
97 - WIOA DIRECT SERVICES
136 - YOUTH CONTRACTS
137 - INTEGRATED SERVICES
145 - APPRENTICESHIP EXP.
215 - SNAP
515 - WELFARE TRANSITION
837 - MILITARY FAMILY DEO STAFF

STAFF	39.93
VACANT	6.00
DEO	10.00
VACANT	2.00
	57.93


REQUEST FOR EXTENSION

LOCAL WORKFORCE AREA INFORMATION	
Name of Local Area: Workforce Escarosa, Inc. dba Career Source Escarosa	
LWDB Number: 01	
Date of Submission:	
Contact Person Name: Sheryl Rehberg	Phone: 850-473-0939 Email Address: sreberg@careersourceescarosa.com

AMENDMENT TO THE LOCAL WORKFORCE SERVICES PLAN
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>July 1, 2020</u> through <u>June 30, 2023</u> .
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.

LOCAL WORKFORCE DEVELOPMENT BOARD CHAIRMAN	
Name: Steve Rhodes	Title: Board Chair - CareerSource Escarosa
Signature: <i>Steve Rhodes</i>	Date: 05/15/2020

LOCAL CHIEF ELECTED OFFICIAL	
Name and Title: Steven Barry, Chairman	County: Escambia
Signature: <i>[Signature]</i>	Date: 6/16/2020


ATTEST: PAM CHILDERS
 Clerk of The Circuit Court
 BY *[Signature]*
 DEPUTY CLERK

Approved as to form and legal sufficiency.
 By/Title: *Kim M. Johnson, ACA*
 Date: 5-21-2020

REQUEST FOR EXTENSION

LOCAL WORKFORCE AREA INFORMATION	
Name of Local Area: Workforce Escarosa, Inc. dba Career Source Escarosa	
LWDB Number: 01	
Date of Submission:	
Contact Person Name: Sheryl Rehberg	Phone: 850-473-0939 Email Address: sreberg@careersourceescarosa.com
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<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>July 1, 2020</u> through <u>June 30, 2023</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: Steve Rhodes	Title: Board Chair - CareerSource Escarosa
Signature: <i>Steve Rhodes</i>	Date: 05/15/2020

LOCAL CHIEF ELECTED OFFICIAL	
Name and Title: W. D. "Don" Salter, Chairman	County: Santa Rosa
Signature: <i>Don Salter</i>	Date: 5-28-20

ATTEST: *Donald C. Spencer*
 Donald C. Spencer, Clerk of Court

