



**Workforce Innovation and Opportunity Act One-Stop Operator Services
Request for CareerSource Escarosa to be named as a One-Stop Operator**

Background:

WIOA (Workforce Innovation Opportunity Act - Pub. L. 113-128), establishes the requirement for the procurement of One Stop Operators in the workforce system. All Florida CareerSource Boards are required to solicit proposals for One-Stop Operator Services. CareerSource Escarosa has complied with this requirement for the four-year period ending FY 2023-24 and has no suitable responses to the solicitation. Therefore, we respectfully request permission to fill the role of One-Stop Operator in our local area.

This role would not impact or change the already established CareerSource Escarosa day-to-day operations but serve as non-staff extension providing input for our services and community partnerships.

The primary requested responsibility roles for the named One-Stop Operator include:

- *Conduct quarterly reviews of each One Stop career center in our two-county area to ensure effective delivery of all partner programs.*
- *Coordinate with senior management, key partners, and officials to review program delivery efficiencies and make recommendations of best practices and training options for continuous improvement via quarterly strategy meetings.*
- *Review, develop, and enhance Memorandum of Understanding (MOU) with partnering programs, agencies and services to establish an integrated workforce 'system' that extends beyond basic workforce services*

As required to ensure compliance with the WIOA legislation, CSE released the Invitation to Negotiate for One-Stop Operator as outlined in the following timeline:

- Advertising & Publishing ITN.....May 4, 2020
 - *Posted on CSE Website*
 - *Letters of ITN forwarded to entities on Vendor List and local education agencies*
 - *Posted in Print Media*
- Proposal Submittal Due Date.....May 29, 2020 by 2 p.m.
- Provision of Services..... Begin July 1, 2020

The CSE Board Chief Executive Officer issued an ITN as required by WIOA, for proposals for a four-year period, ending with FY 2023-24.

Following approved CSE local and Florida State procurement policies to ensure a comprehensive outreach to secure RFP's for local One-Stop Operator services, there were NO responses received by CSE for the local One-Stop Operator services.

Action Requested:

Following documented solicitation and when there are no RFP's received, federal and state (2 CFR 220.320(f)) delineates that local CareerSource Board/s may be named as the One-Stop Operator ensuring the following parameters are in place:

- Eliminate Conflicts of Interest;
- Establishing appropriate firewalls; and,
- Establish oversight, monitoring, and evaluation of performance

Attachment (A) outlines the CSE required policies outlined to ensure compliance as outlined in the WIOA legislation.

The CSE Board of Directors is hereby requesting consideration for approval from the Escambia and Santa Rosa Boards of County Commissioners to be named the local One-Stop Operator in compliance with the WIOA legislation.

CareerSource Escarosa




 Signature
 Steve Rhodes, Chairman

6/5/2020

 Date

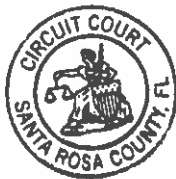
Santa Rosa County Board of Commissioners



 Signature
 W. D. "Don" Salter, Chairman

6-12-20

 Date



ATTEST: Donald C. Spencer

By: 

 Clerk

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CareerSource Escarosa



Signature
Steve Rhodes, Chairman

6/5/2020
Date


Escambia County Board of Commissioners



Signature
Steven Barry, Chairman

6/23/2020
Date

ATTEST: Pam Childers
Clerk of the Circuit Court



Deputy Clerk

Approved as to form and legal sufficiency.

By/Title: Keith M. Johnson
Date: 6/10/2020

Attachment A

One-Stop Operator following the required policies outlined in WIOA legislation:

- Eliminate Conflicts of Interest;
- Establishing appropriate firewalls; and,
- Establish oversight, monitoring, and evaluation of performance

Conflict of Interest (CSE Board Member)

- CareerSource Escarosa Policy prohibits any Board Member from participating in the selection, award, or administration of a contract involving the Board if a real or apparent conflict of interest would be involved. Such a conflict would arise when the Board member or any member of his or her immediate family, his or her partner, or an organization that employs or is about to employ any of the parties indicated, has a financial or other interest in the firm, vendor, or service provider selected.
- If a Board member is aware (from the published agenda) of a conflict of interest prior to the Board meeting, the Board member must file a disclosure, indicating the nature of the conflict in a written memorandum to be filed with the person responsible for recording the Board minutes of the meeting, prior to the meeting in which consideration of the matter will take place. The memorandum becomes a public record upon filing, and will immediately be provided to the other members of the Board, and will be read publicly at the next meeting held subsequent to the filing of this written memorandum.

In the event that disclosure has not been made prior to the meeting or that any conflict is unknown prior to the meeting, the disclosure must be made orally at the meeting when it becomes known that a conflict exists. A written memorandum disclosing the nature of the conflict must be filed within 15 days after the oral disclosure with the person responsible for recording the minutes of the meeting and will be incorporated into the minutes of the meeting at which the oral disclosure was made. The memorandum becomes a public record upon filing, and will immediately be provided to the other members of the Board. The memorandum will be read publicly at the next meeting held subsequent to the filing of the memorandum.

Conflict of Interest (CSE Employee)

- CareerSource Escarosa Policy prohibits any employee from participating in the selection, award, or administration of a contract involving CareerSource Escarosa if a real or apparent conflict of interest would be involved. Employees who are directly involved in providing services to clients shall not participate in a transaction if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee or any member of his or her immediate family, his or her partner, or an organization that employs or is about to employ any of the parties indicated herein, has a financial or other interest that is the result of the transaction. Any employee who may be engaged in the procurement of goods and services for CareerSource Escarosa has an obligation to disclose any real or apparent conflict of interest with any vendor or contractor. Any employee who may be engaged in providing program services to clients has an obligation to disclose any real or apparent conflict of interest and to relinquish case management to an appropriate member of the Management Team.

Staff members who have a conflict of interest with any applicant for services may not participate in any eligibility determination, approval for enrollment, or approval for the provision of funded services. The conflict must be made known in writing and submitted to the Executive Director. The Executive Director will assign other staff members to determine eligibility and to provide any additional services. Reports of improper practice should be submitted directly to the Executive Director, except when the alleged impropriety appears to involve the Executive Director. Then, in such cases, reports should be referred to the Chair of the Executive Committee.

Conflict of Interest Statements

- Board Members are asked to sign an overall Conflict of Interest Statement acknowledging CareerSource Policy when they are elected to the Board. Staff members are required to sign a like Conflict of Interest Statement as part of their New Hire packet acknowledging CareerSource Conflict of Interest Policy as it pertains to staff members.

Firewall

- CareerSource Escarosa Policies define the Role of the Board, Executive Director, and staff. The Board of Directors is responsible for oversight of the organization by establishing board policies; identifying and proactively dealing with emerging issues; interpreting the organization's mission to the public; selecting and evaluating the performance of the Executive Director; establishing and maintaining programs and systems designed to assure compliance with terms of charter, contracts, and grants; selecting any Service Providers if direct services are not provided; and selecting the One Stop Operator as set forth in sec 121 (d) (2) (A) of the WIOA Innovation and Opportunity Act.

The Executive Director is responsible for hiring and evaluating staff for each of the organization's departments. The Executive Director is responsible for CareerSource Escarosa staff that provides direct services at the One Stop Center and Satellite Offices. In addition, the Executive Director is responsible for the coordination of services delivered by staff of any selected Service Provider and all Partner organizations including staff of the Department of Economic Opportunity. The Executive Director acts as head of the Management Team of CareerSource Escarosa which includes the Chief Operations Officer, the Finance Director, Assigned Program Managers, Quality Assurance, and Site Coordinators for each of the locations providing services. The Executive Director has been clearly designated as the sole person accountable to the Workforce Board. All other Board staff report to and take direction from the Executive Director.

- The Operations Organizational Structure shows the Executive Director has delegated authority for day-to-day operations management to the Chief Operating Officer (COO). The Chief Operating Officer has authority and responsibility for all programs and services provided through the CareerSource Escarosa system. The Chief Operating Officer provides direct supervision to the CareerSource Escarosa Center Managers. All staff located within a CareerSource Escarosa One Stop Center, including Department of Economic Opportunity staff, report to the Center Manager for day to day operations.
- Through continued communication from the CSE Executive Director to CSE Board of Directors the message is clearly delivered 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 Councils are keenly aware of the distinction in the roles of Board oversight and role of staff to manage the

operations. The Executive Director has been clearly designated as the sole person accountable to the Workforce Board. All other Board staff report to and take direction from the Executive Director.

Oversight, monitoring, and evaluation of performance (Fiscal and Program)

- CareerSource Escarosa measures fiscal performance based upon several requirements. These include an annual independent audit conducted by an outside accounting firm; ongoing fiscal monitoring conducted by DEO; internal monitoring for compliance with requirements outlined by the State and as reported in the State One Stop Management Information System (OSMIS). The Treasurer is responsible for reporting to the full Board at regularly scheduled meetings. The independent audit is presented annually to the full Board of Directors when completed.
- CareerSource Escarosa staffing structure allows for two full time Monitoring positions in addition to the COO and Program Specific Managers. Quality Assurance is a very high priority with monitoring of all programs and processes conducted on a minimum bi-annually. Historically, CSE has been a high-performing board and expects to continue this high level of performance under WIOA. CareerSource Escarosa management also conducts frequent monitoring and review of local operating procedures, services, and performance for continuous improvement purposes. All CSE monitoring related activities are reviewed by the Executive Director and if warranted, immediate corrective action plans are implemented for any concerns identified.