

PROCEDURES MANUAL

of the

Career and Service Centers of Southwest Florida

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Southwest Florida Workforce
Development Board, Inc.

www.CareerAndServiceCenter.org

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Career and Service Centers of Southwest Florida

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Section I Introduction to the Career and Service Centers of Southwest Florida

On February 28, 2007, the Southwest Florida Workforce Development Board, Inc. (SFWDB) adopted a model of one distinct One Stop Operator responsible for all service delivery throughout the Region. Florida Gulf Coast University was selected as the One Stop Operator and, subsequently, established a One Stop Management Team. The One Stop Operator chairs the Management Team which consists of Center Directors and key Board staff.

This plan provides the backdrop for the workforce delivery system in Southwest Florida, Region 24, and is described in the first section of this manual. Section 2 contains Procedure Guidance, outlining procedures for Center Directors and Supervisors to implement in their respective Career and Service Centers. The third section, the Continuity of Operations Plan (COOP)/Disaster Recovery Plan, is designed to prepare the SFWDB, Center staff members, and partners for a planned response to emergency situations associated with natural and man-made disasters, technological incidents, and national security emergencies in or affecting its facilities and its service areas. Section four contains forms. Program overviews are in section five. The One Stop Management Team will add sections as necessary to meet the Center staff needs.

Initially, each Career and Service Center staff member and those listed on the distribution list will be issued a Procedures Manual. It is the responsibility of individual staff to ensure that the manual remains up-to-date. The One Stop Management Team shall notify staff members of modifications and updates via e-mail. The SFWDB has provided on-line access to the Career and Service Center of Southwest Florida Procedures Manual on common drives accessible by all Career and Service Center staff.

The One Stop Management Team shall maintain and develop policies, procedures and guidance papers for the Career and Service Centers of Southwest Florida (Centers) and shall monitor results and ensure goals are met. Center Directors, Supervisors and Center staff are responsible for implementing procedures. It is intended that each Center have the necessary creativity and flexibility to implement the procedures in the manner that best suits the local community needs.

1. Mission / Philosophy / Core Values

A. Mission:

Opportunities for every business and individual customer will be addressed in a professional and timely manner.

B. Philosophy:

- 1.) Respect business and individual customers through responsive and professional quality customer service

- 2.) Recognize the economic well-being of Southwest Florida depends on a quality workforce
- 3.) Recognize integrated services are essential to serve our business and individual customers

C. Core Values

We believe that a shared set of core values connects us to each other and to our customers by defining the way we work each day. Core values help to determine who we are as individuals and as an organization. Core values provide a basis for how we treat each other and how we make decisions.

- 1.) Integrity - We maintain the highest ethical standards by working honestly and directly, accepting responsibility for our actions and following through on promises and commitments.
- 2.) Accountability - We, both individually and as an organization, take responsibility for our values, goals and mission.
- 3.) Diversity - We respect people and recognize that the best decisions are made with input from a broad range of perspectives and experiences. We listen to opinions, respect differences, and seek ways to ensure individual and organizational goals are met.
- 4.) Communication - We clearly and consistently communicate.
- 5.) Stewardship - We accept the responsibility of the resources given to us to use in efficient and economic ways and of the clients whose futures depend on our understanding, abilities and commitment.
- 6.) Innovation - We seek to find new and creative partnerships and solutions to the delivery of services to our individual and business customers.
- 7.) Success - We measure our success by the successes of our business and individuals customers. We understand and focus on the needs of our customers.

- 8.) Leadership - We recognize that leadership can occur at all levels of the organization. We encourage one another to act as leaders, champion innovation, establish best practices and empower decision-making.
- 9.) Excellence - We adhere to the principles and practice of continuous improvement focusing on informed decision making and effective and efficient business processes.

2. Center Services

The Career and Service Centers of Southwest Florida offer a wide array of workforce services to both business and individual customers. Multiple partners and programs operate within the Career and Service Centers including Wagner Peyser (WP), Workforce Investment Act (WIA), and Welfare Transition Programs (WTP).

The Centers offer services to business customers that enhance their in-house human resource and training departments. Centers offer space as well as expertise in a wide variety of workforce services.

The Centers offer individual customer services such as Career Assessments, Job Search Assistance, Workshops, Occupational Training, Vocational Rehabilitation services, support services, and referrals to community resources. Resource Rooms provide copy machines, fax machines, computers for writing résumés and cover letters, as well as Internet access. Workshop topics include Résumé Writing, Credit Counseling, and Job Applications.

A. One Stop Delivery System

- 1.) Customer Driven
 - a.) Self-directed services – enables customers to navigate resources to accomplish career goals
 - b.) Group services – assists customers who require some level of staff support
 - c.) One-on-One services – offers customers needed direction or intensive services if eligible through a specific program
- 2.) Individual Customer Flow
 - a.) Initial assessment – the Receptionist/Greeter identifies reason for visit and directs customer to appropriate area
 - b.) Customer Service area – the Center Services Specialist details Center services and assistance to determine a customer's next steps

- c.) On-going assessment – an Integrated Career Manager or other Center staff guide customers to a self-directed path, group sessions, or one-on-one assistance
- 3.) Business Customer Flow
 - a.) Initial assessment – Center staff shall determine the needs of a business
 - b.) Referral – the employer is referred to the Business Service Unit or appropriate Center staff
 - c.) Follow-up – a plan will be created to assist each business in meeting its short-term and long-term needs and will include follow-up as needed

B. Center Service Areas

1.) Reception

The reception area staff shall actively greet everyone entering the Center and briefly assess needs in order to direct customers to the appropriate service areas

a.) Location

- Immediately inside Center entrance door
- Highly-visible

b.) Purpose

- To create a positive first impression
- To identify customers' reasons for seeking service
- To help the customers move to Customer Service area and/or to desired services

2.) Customer Service Area

The Center Service Specialist area staff shall provide assessments of need with individual customers as well as a thorough description of Center services in the Customer Service Area

a.) Location

- Centrally located, visible and easily accessible
- b.) Purpose
- To assess customers' needs and identify available opportunities
 - To conduct a screening/assessment of customers unable to take advantage of self-service
 - To provide detailed information regarding available services
 - To help customers access desired services in a timely manner

3.) Resource Room

The resource room staff shall provide assistance to business and individual customers

a.) Location

- Resource Room and surrounding areas
- Visible and easily accessible area

b.) Purpose

- To assist customers in the use of the Resource Room including self-help materials, phone bank, computer usage, fax transmissions, and résumé production
- To provide referrals and schedule customers for Center activities, workshops, and/or one-on-one assistance
- To provide Labor Market Information

3. Partners and Partnerships

The Southwest Florida Workforce Development Board, Inc. (SFWDB), in agreement with the One Stop Operator, serves Charlotte, Collier, Glades, Hendry, and Lee counties, known as Region 24 in the workforce system. Partners of the Career and Service Centers of Southwest Florida are both internal and external agencies which serve the public. This partnership has broad oversight responsibility and accountability for the facilities known as the **Career and Service Centers of Southwest Florida**. The One Stop Management Team provides oversight of the Centers and input on establishing procedures and assistance in resolving the Center and its partner issues.

A. Mission, Goals, Objectives

The Career and Service Centers of Southwest Florida share a common mission with its partners to serve customers and associates to strengthen our communities and workforce opportunities.

1.) Shared Goals and Objectives

Shared goals and objectives of the Career and Service Centers of Southwest Florida and its internal partners include:

- a.) Assisting all Center staff members and partner associates to work together as an integrated team for the delivery of seamless services to customers
- b.) Implementing a specific communication system and plan to involve all staff within the physical structure of each Career and Service Center
- c.) Developing measurable goals and objectives to increase customer satisfaction

B. Internal Partners

1.) The Internal Partner Agencies are co-located within the physical structures of the Career and Service Centers of Southwest Florida. The Center staff members along with internal partners will assure services are provided as the One Stop delivery system mandates. These partner entities include, but are not limited to:

- a.) Wagner-Peyser (Labor Exchange) services
- b.) Integrated Career Management under the One-Stop Operator for the provision of services
- c.) Vocational Rehabilitation Program of the Division of Vocational Rehabilitation, Department of Education
- d.) Department of Children & Families
- e.) Other workforce program organizations in the respective Career and Service Center

2.) Entrances - These agencies may share the entrance to the Career and Service Center or have a distinct entrance.

- a.) Shared Entrance

Partners who share the common entrance of the Center also share the reception area. These internal partners are required to provide information to the Center and its staff concerning services. This information will be disseminated to Center staff members and included in the description of Center services. The service description is provided by staff to business and individual customers as staff serves customers in the reception, customer service and resource room areas.

b.) Separate Entrance

Those agencies housed within the physical structure of the Career and Service Center but having distinct entrances to the building not shared with the Center are requested to disseminate program service information to Center staff members to be included in the description of Center services. The service descriptions will then be provided to business and individual customers by staff members as they serve customers in the reception, customer service and resource room areas.

C. External Partners

The external partner agencies are not housed within the physical structures of the Career and Service Centers of Southwest Florida. These partners may include community and faith based organizations, economic development offices/councils, chambers of commerce, business associations, civic groups, etc.

4. Locations of the Career and Service Centers of Southwest Florida

The physical location and the telephone numbers for services provided to the business and individual customers are:

19500 Cochran Boulevard
Port Charlotte, FL 33948
941-235-5900

215 South Francisco Street
Clewiston, FL 33440
863-983-6138

750 South 5th Street
Immokalee, FL 34142
239-658-3300

215 Airport Pulling Road North
Naples, FL 34104
239-436-4301

4150 Ford Street Extension
Fort Myers, FL 33916
239-931-8200

1020 Cultural Park Blvd., Bldg #2,
Cape Coral, FL 33990
239-673-8591

5. Hours of Service

A. Hours of Operation

All Career and Service Centers of Southwest Florida are open from 8:00 a.m. to 5:00 p.m. Monday through Friday. Additional services may be offered on various evening and/or Saturday hours.

B. Schedule Flexibility

The hours of operation are based on the needs of the local community. Hours must be flexible so appointments can be scheduled before and after normal business hours. Extended hours of operation are available upon request. These extended hours enhance the services to the business and individual customer by providing access to career management, job referral and job matching services. Extended hours facilitate the matching of available employment and training opportunities to customers.

Information on Career and Service Center programs can be accessed 24 hours daily, 7 days a week through electronic media. The website address is www.careerandservicecenter.org

C. Calendars

1.) Monthly event calendars

Monthly event calendars for each Career and Service Center are posted on the website and in conspicuous areas within each Center and are provided as handouts throughout the Centers. Special events and activities are announced in local newspapers and through radio or television Public Service Announcements (PSAs).

2.) Holidays

A list of all annual approved holidays includes the following:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

6. Workshops

Workshops serve the diverse needs of business and individual customers. Individual customers include those seeking jobs, public assistance, career enhancement, career transition, self-improvement, employment retention skills, life skills, and assistance to

overcome underemployment or unemployment. The workshops component is a series of employability and life skills workshops that assist the individual customer's ability to enhance employability or career-laddering skills.

The business customer includes community business partners that seek assistance in recruiting and retaining employees, resolving small business issues, and addressing needs to enhance success and profitability. The business customer workshops address the needs of the local business community and include workforce development workshops, enhanced labor relation workshops, small business issues, and available employed worker training programs.

7. Workshop Evaluations

All workshops* shall include an evaluation as part of the presentation. Workshops coordinated, conducted, or sponsored by the Career and Service Centers of Southwest Florida or its partners shall use the approved Workshop Evaluation form. (Section IV, page 62) Workshop Evaluations should be distributed and collected at the end of each workshop and shall be forwarded, on a monthly basis, to the Customer Satisfaction Manager, at the Southwest Florida Workforce Development Board, Inc. The Customer Satisfaction Manager shall summarize the evaluations for the One-Stop Management Team quarterly. Workshop topics include Career Exploration or Assessment, Employability Skills, Life Skills, Orientation and Business Focused Workshops.

* For the purpose of this Procedure, there is no distinction between "Workshop" and "Seminar."

8. Business Services

The Career and Service Centers of Southwest Florida enhance economic development by facilitating the matching of available employment and training opportunities for business and individual customers. Each Career and Service Center provides business services through a team approach. Each Center provides a Business Service area with common service amenities such as conference rooms, interview rooms, reception area, computer banks, resource room, and information exchange areas.

Key staff members are trained to determine what can be offered as well as what is available currently for businesses, marketing techniques and documenting and exchanging information. Each Center's team of cross-trained staff addresses the unique needs of each business customer. Services offered are tailored to business customers and can include registration of job orders, assistance with job descriptions, assessment of human resource needs, on-site interviewing space, recruitment services, employed worker training, and workshops.

Section II. Procedure Guidance

The following procedures have been established for the Career and Service Centers of Southwest Florida to include Resource Rooms, Business Services and staff functioning through the One Stop Management Team.

1. Request Orders

Requisition forms are located in Section IV, pages 55-57. All requests shall be processed as expeditiously as possible.

A. Types of Orders

1.) Supply Request Order

Center staff is responsible for submitting supply requests to the Southwest Florida Workforce Development Board office through the Center Directors or Supervisors following the process below. Workforce Board staff will process the orders for the Centers using the SFWDB Office Depot account for billing and arrange delivery to the Centers. Under normal circumstances, forms will begin to be processed when they are received at the Workforce office with the appropriate approvals. At a minimum, orders will be placed the second Tuesday of the month; these request forms must be received by the close of business the day before.

- a.) A Career and Service Centers of Southwest Florida Supply Request Form (Section IV, page 54) shall be completely filled out. Forms must include page number, item number, description and quantity.
- b.) Supply Request Form shall be submitted to the Center Director or Supervisor for approval. Once approved, the Center Director or Supervisor shall submit the form(s) to the SFWDB Administrative Services Manager to initiate the ordering process. If any of the items are not approved, the Center Director or Supervisor will advise the staff person of the reason.
- c.) When merchandise is received, Center staff shall provide a legible copy of the packing slip with verification of receipt (such as "okay" with initials) to the Center Director or Supervisor, who will forward it to the SFWDB Administrative Services Manager
- d.) For verification of receipt, Center staff shall retain the original Supply Request Form and keep this information with the packing slip.

2.) Letterhead/Envelope Orders

The process above (A.1.) includes all inventories necessary for the operation

of the Centers except for the *Career and Service Centers of Southwest Florida* letterhead and envelopes. Designated workforce professionals in each Center are responsible for the inventory of letterhead and shall contact SFWDB Administrative Services Manager for reorder.

3.) Information Technology (IT) Division Work Orders

IT Division Work Orders (Section IV, page 67) shall be submitted directly to the IT Help Desk at helpdesk@sfwdb.org after each is approved by the Center Director or the designated supervisor. Note: Requests other than IMACs (Install, Move, Add, Change) should be directed by telephone to the Help Desk at extension 11123 or (239) 931-8200.

4.) Other Center Expenditure Requests

Requests shall be submitted in writing by the Center Director or Supervisor to the Regional Centers Director. If approved, the Regional Centers Director will forward the request to the One Stop Management Team. The Center Director or Supervisor making the request will be advised in writing of approval or non-approval.

B. Monetary Thresholds

All requests for approval must comply with the following monetary thresholds established by the Board in accordance with Florida Statutes for procurement of goods and services as stated in the Southwest Florida Workforce Development Board, Inc. Administrative Plan. The following parameters for procurement of goods and services have been established for a unit price:

- 1.) up to \$500 - no bid required and no Fiscal Director approval required;
- 2.) \$500 and up to \$5,000 - three written bids and Fiscal Director approval;
- 3.) \$5,000 and up to \$25,000 - three written bids, Fiscal Director approval and concurrence from Agency for Workforce Innovation (obtained by Fiscal Director);
- 4.) \$25,000 or more - advertisement for competitive proposals or bids.

C. Sole Source Procurement

Sole source procurement must be justified in writing and approved by the One Stop Management Team. Such procurements will only be used under the following circumstances:

- 1.) Emergency situations where time constraints do not allow a competitive solicitation;
- 2.) Only one supplier has the unique capacity to provide the goods or services required; or
- 3.) Solicitation results in inadequate competition.

2. Fund Raising

The One Stop Management Team shall review all requests for fund raising events. Center staff shall make a written detailed request to the Center Director or Supervisor, who shall submit the request to the Regional Centers Director. If approved, the request will be forwarded to the Management Team. Each request shall be reviewed on a case by case basis. Approval shall be for a specific date and one time only. All funds must be handled by the Southwest Florida Workforce Development Board.

A. Internal

Center staff may request a fund raising event to generate money to meet specific customer needs for items/services not generally covered through current funding streams.

B. External

Fundraising for the benefit of external customers or organizations (Girl Scout cookies, races, etc.) shall be reviewed individually. Profit generating activities (including party concepts such as candles, jewelry, etc.) are not allowed at any time in the Career and Service Centers of Southwest Florida unless specifically approved by the One Stop Management Team and the Executive Director of the Board.

3. Receptionist/Greeting Back-up Schedule

Each Career and Service Center shall maintain a back-up schedule for the reception area to include lunches, breaks and leaves of absence.

4. Electronic Telephone Greeting

All electronic telephone greetings on the main line into the Career and Service Centers of Southwest Florida shall announce the Career and Service Center and identify services provided. Staff members shall answer the telephone using a greeting that identifies the Career and Service Center.

5. Use of Conference Rooms for Workshops/Seminars

All workshops/seminars are to be coordinated with the designated workforce

professional so that the workshop/seminar can be scheduled on the monthly calendar. Space reservations must be confirmed with the appropriate person in each Career and Service Center.

Agencies/Organizations not located within the Center may request space on an availability basis only for workshops/seminars that are offered at no fee for participants.

There is no charge for outside agencies/organizations to use room(s) during the normal workday (8:00 a.m. – 5:00 p.m.) A fee will be charged for workshops/seminars scheduled for hours outside the normal work day based on staff time needed to remain on site and any custodial and utility costs.

6. Meeting with Customers After Hours

Appointments may need to be scheduled outside normal business hours. (Monday – Friday, 8:00 a.m. – 5:00 p.m.) The Center Director or Supervisor shall be notified of after-hours appointments. All after-hours visitors must be accompanied by a staff person. No one is allowed to roam unescorted through the building. It will be the responsibility of the staff person to ensure that lights are turned off, air-conditioning is appropriately re-set, doors are locked, alarm system is engaged, etc. prior to leaving.

7. Use of Centers for After Hours Social Functions

Centers should be a resource for community activities and events. The Center Directors or Supervisors have oversight responsibility for all events held within the Center. Approval to schedule events must go through the Center Director or Supervisor and the Regional Centers Director before going to the One Stop Management Team.

Internal agencies/organizations or individuals may request the use of the Center facilities (including surrounding property) for after hours social functions. The hours between 5:00 p.m. and 7:00 p.m. may be used with permission from the Center Director or Supervisor. All requests must be made at least 15 days prior to the event in writing using the After Business Hours Social Functions - Request Form (Section IV, page 59). The requestor shall sign the After Hours Social Functions Agreement (Section IV, page 58).

Each request shall be reviewed on a case by case basis. All reserved rooms for after hours must be in common areas only. The responsibility of the Center shall be the requestor's and/or the requesting internal agency's/organization's during the time of use. Examples of social functions are baby showers, birthdays, wedding showers, farewell parties, and certain holidays. The requestor shall be responsible for any damages to property or contents.

ALCOHOLIC BEVERAGES ARE NOT ALLOWED UNDER ANY CIRCUMSTANCES ON THE PROPERTY OF THE CAREER AND SERVICE CENTERS OF SOUTHWEST FLORIDA.

8. Reporting Procedure for Facility Maintenance/Repair Issues

Maintenance or repairs that need attention should be communicated directly to the respective Center Director or designated Facility Contact Person and logged in a Facility and Grounds Repair Log (Section IV, page 61) at the reception desk.

The Center Director or designated Facility Contact Person shall follow the procedures below to respond to problems and issues that relate to the building and grounds of his/her respective Career and Service Center.

The Centers are grouped by facility management arrangements.

A. Port Charlotte, Fort Myers, and Naples:

The Center Directors or the designated Facility Contact Person should utilize the On Line Work Order System, established by the Urban America Regional Property Manager, to document the problem and initiate a work order to correct the problem. This system allows you to submit and check on work orders for the buildings. Instructions for use of the system follow:

Log onto www.northwoodcentre.com/workorder. There is a password for each entity to get into the On Line Work Order System. The Center Director or Supervisor is responsible for ensuring the password is accessible in his/her absence. Once logged in, there is a pull down menu for the agencies and sites. Work orders should be logged under the building name. Once a work order is received it will be assigned to the appropriate party for action. Once a work order is completed, an email is sent to the person who submitted the original request. If a "completed" notification is received but the work is not satisfactory, reply to the email indicating that the work is not sufficient. The work order will be reactivated.

Questions or concerns regarding the system may be directed to the SFWDB Contracts Manager at (239) 225-2500.

B. Clewiston and Immokalee:

The Center Directors or the designated Facility Contact Person should call and fax a Maintenance Service Request Form to:

Southwest Florida Workforce Development Board, Inc.
Attn: Contracts Manager
9530 Marketplace Road, Suite 104
Fort Myers, FL 33912
Phone: (239) 225-2500
Fax: (239) 225-2559

A copy of the fax transmittal sheet should be attached to the Maintenance Service Request Form (Section IV, page 60) and filed with the Facility and Grounds Repair

9. Impaired Sensory, Manual or Speaking Skills and Limited English Proficiency Services Plan

The Career and Service Centers of Southwest Florida shall provide to all persons with impaired sensory, manual or speaking skills, and those persons with limited proficiency in English language, appropriate assistance and reasonable accommodations necessary to afford such persons equal opportunity to access and benefit from the services and programs administered by the One Stop Management Team.

A. Guidelines

The Career and Service Centers of Southwest Florida operate using the following guidelines and policies:

- 1.) All clients and applicants with impaired sensory, manual or speaking skills seeking services shall have equal opportunity to use and benefit from the programs and services administered by One Stop Management Team.
- 2.) Qualified persons with a limited ability to speak, read, write, or otherwise understand English language shall not be excluded from or denied equal access to the services and programs offered in the Centers.
- 3.) Reasonable accommodation(s) shall be made available to clients and applicants when requested to ensure that they are not denied full participation in the programs and services.

B. Auxiliary Aids / Assistance

1.) Availability of Auxiliary Aids

Auxiliary aids will be available for use by customers and employees with impaired sensory, manual or speaking skills, or limited English proficiency in each phase of the service delivery or employment process when the lack of such aids may, in effect, deny or delay service accessibility, hinder service effectiveness or deny persons with disabilities reasonable accommodations to ensure nondiscrimination and equal opportunity.

2.) Auxiliary Aids for clients with sensory impairment may include:

- a.) Amplified telephones and other assistive listening devices and systems
- b.) TDD/TTY – Text telephone used like a typewriter that can be used by people who are deaf, hard of hearing or speech impaired

- c.) Florida Relay Service (FRS) – A service offered to all persons in the state which enables a hearing person to communicate with a person who is hearing or speech impaired through a specially trained operator called a communications assistant
 - d.) Braille, large print, audio tapes and computer disks
 - e.) Qualified/certified sign interpreters, note takers, and readers
- 3.) Assistance for persons with limited proficiency in English may include:
- a.) Hiring bilingual staff
 - b.) Hiring staff interpreters
 - c.) Using volunteer staff interpreters
 - d.) Arranging volunteer community interpreters
 - e.) Contracting outside interpreter-services
 - f.) Telephone interpreter services such as the AT&T Language Line
- 4.) Procedures to be followed by Center staff in providing auxiliary aids:
- a.) Customer needs are assessed through consulting with the customer concerning his/her preferred communication mode and if applicable, with the assigned career manager, counselor, parent or other family member, guardian or other representative and the auxiliary aids/hearing impaired coordinator. (NOTE: Hearing impaired customers or those customers with limited proficiency in English language have a right to a qualified interpreter. The use of family or friends as interpreters is highly discouraged except in an emergency, as it could result in a breach of confidentiality or reluctance on the part of beneficiaries to reveal personal information critical to their situations.)
 - b.) It is the responsibility of all Center staff to ensure that appropriate auxiliary aids are provided for the customer. When obtaining auxiliary aids, every effort should be made to utilize the Board's current resources. However, if auxiliary aids need to be obtained from outside the Region, payment shall be made from the appropriate operating budget.
 - c.) Each major service location shall have staff available to provide assistance to rural areas and walk-ins who do not provide notice. The staff are either reasonably skilled in basic sign language and finger spelling or are knowledgeable of the existing resources available in the

Region, including qualified interpreters from the Deaf Service Centers. Auxiliary aids shall be provided in a time frame that will not unreasonably delay, impede or deny services to customers.

- d.) During the initial needs assessment, the customer must be informed of the available auxiliary aids and that the Career and Service Centers of Southwest Florida shall provide these services at no cost. The customer's wishes and needs for auxiliary aids should be taken into consideration before deciding on the appropriate auxiliary aids.
- e.) Posters containing information about the availability of auxiliary aids shall be displayed in all Centers.
- f.) When meetings, conferences, or seminars are scheduled, information shall be included in the advertisement, conference registration materials or meeting notices that participants with mobility or sensory impairments shall be provided with necessary auxiliary aids at no cost. Advertising shall include the name of a contact person and a date by which the participant must request assistance. The registration process should include a method for determining the number and type of participants with disabilities needing assistance as well as the type assistance/accommodation requested. Provisions may include but are not limited to qualified interpreters, readers, adequate lighting, handicapped parking spaces, appropriate entrance ramps, appropriate seating arrangements and accessible restrooms for the mobility impaired.

C. Limited English Proficiency Training

The Career and Service Centers of Southwest Florida's Limited English Proficiency training program includes various communication options available for auxiliary aids and a process to access and utilize the aids. Each Center Director or Supervisor is responsible for arranging training material for staff.

D. Plan Maintenance

A copy of this plan shall be submitted to the Office of Civil Rights and shall be provided to all Center staff. The plan shall be updated as needed but at least annually. Periodic oversight monitoring shall be conducted by representatives of the One Stop Management Team.

E. References:

- 1.) DCFM 220-1, Civil Rights, Equal Employment Opportunity Affirmative Action Plan
- 2.) DCFM 220-2, Civil Rights Methods of Administration: Equal Employment in Service Delivery

- 3.) Section 504, Title V, Rehabilitation Act of 1973, as amended, (45 Code of Federal Regulations, Part 80)
- 4.) Title VI of the Civil Rights Act of 1964
- 5.) Americans with Disabilities Act of 1990
- 6.) U.S. Department of Health and Human Services, Office of Civil Rights Guidance Memorandum, dated January 29, 1998, Title VI Prohibition Against National Origin Discrimination – Persons with Limited-English Proficiency

BILINGUAL STAFF

CHARLOTTE COUNTY 941-235-5900

Agency for Workforce Innovation (AWI)

Serra, Priscilla (Spanish) Ext. 13236

Center

Colson, Martine (French/Spanish/Creole) Ext. 13221

Department of Children and Families (DCF) 941-613-2000

Clarius, Yvette (Spanish)

Clermont, Elsie (French/Creole)

De Jesus, Lourdes (Spanish)

Lamb, Lisa (English Sign Language)

Norman, Mary (French)

Paulemon, Idelle (French/Creole)

Hearing Impaired Persons (HIP) Center of Charlotte County

941-743-8347 or TTY: 941-743-9286

Kim Gaut (will locate interpreters for hearing impaired)

25250 Sandhill Blvd., Port Charlotte, Florida 33983

COLLIER COUNTY – IMMOKALEE 239-658-3300

Agency for Workforce Innovation (AWI)

Cajiao, Luis (Spanish) 239-658-3310

Clement, Verdier (Creole/French) 239-658-3309

Estrada, Joe (Spanish) 239-658-3307

Serpas, Zully (Spanish) 239-658-3305

Center

Campos, Amanda (Spanish) 239-658-3303

Kuoman, Thais (Spanish) 239-658-3338

Martinez, Selina (Spanish) 239-658-3323

Munoz, Elizabeth "Lisa" (Spanish) 239-658-3339
Department of Children and Families (DCF) 239-867-3300
Garcia, Veronica (Spanish)
Henry, Nicole (French/Creole)
Leonidas, Judex (Creole)
Lopez, Nereida (Spanish)
Ramos, Nydia (Spanish)
Reyna, Isabel (Spanish)
Rios, Fermaint (Spanish)
Ruiz, Naomi (Spanish)
Soto, Felix (Spanish)

Vocational Rehabilitation (VR) 239-658-3314
Lydia Johnson (Spanish)

COLLIER COUNTY – NAPLES 239-436-4301

Center

Benson, Felicity (Spanish) Ext. 12114
Cortes, Dan (Spanish) Ext. 12101
Diaz, Carlos (Spanish) Ext. 12112
Maldonado, Wanda (Spanish) Ext. 12115
Rodriguez, Gladys (Spanish) Ext. 12102

HENDRY/GLADES COUNTIES – CLEWISTON 863-983-6138

Agency for Workforce Innovation (AWI)

Garcia, Myriam (Spanish) Ext. 14115
Gonzalez-Vigo, Aidee (Spanish/Creole) Ext. 14106

Center

Guzman, Manuela (Spanish) Ext. 14120
Rios, Maria (Spanish) Ext. 14100

HENDRY/GLADES COUNTIES – LABELLE

Department of Children and Families (DCF) 863-674-4157
or FL Relay 711

Aguilar, Estella (Spanish)
Caban, Nellie (Spanish)
Lombardo, Gabriela (Spanish)
Mitchell, Mercedes (Spanish)
Silva, Gloria (Spanish)
Torres, Andiana (Spanish)

LEE COUNTY/FORD STREET 239- 931-8200

Agency for Workforce Innovation (AWI)

Chacon-Laureano, Maria (Spanish) Ext. 11169

Gregson, Flo (French) Ext. 11165

Jones, Tina (Spanish/French/Portuguese) Ext. 11168

Sosa, Homer (Spanish) Ext. 11166

Toledo, Jose (Spanish) Ext. 11181

Center

Amor, Denise (Spanish) Ext. 11222 or 11100

Canicosa, Hellen (Spanish) Ext. 11124

Woywod, Carmen (Spanish) Ext. 11128

Vocational Rehabilitation (VR) 239-278-7150

Gonzalez, Flora (Spanish) Ext. 11105

Osmel, Valera (Spanish) – Ext. 11117

Rivera, Lucy (Spanish) Ext. 11106

REGIONAL SERVICE CENTER (DCF) 239-333-2822 or TDD 239-338-1432

Amaya, Nilsa (Spanish) 338-1194

Arjona, Richard (Spanish) 338-1133

Balmir, Jean (Creole) 338-1141

Ganosellis, Susan (Spanish/French/Greek) 338-1218

Hofer, Elsa (Spanish) 338-1518

Jiminez, Ylonka (Spanish) 338-1301

Lowe, Stacey (Spanish) 338-1426

Marrero, Elizabeth (Spanish) 338-1486

Matheus, Magda (Creole & French) 338-1285

Ortiz, Maria (Spanish) 338-1157

Prado, Frank (Spanish) 338-1160

Rivera, Ivette (Spanish) 338-1145

Lee County Department of Human Services

2440 Thompson Street, Fort Myers, Florida 33901

Leblanc, Robbie (Polish) 239-533-7907

Stryker, Kim (French) 239-533-7924

Lee County Sheriff's Office

14750 Six Mile Cypress Parkway, Fort Myers, FL 33912

Davila, Tatyana (Russian) 239-477-1117

Deaf Service Center of Southwest Florida, Inc.

1860 Boy Scout Drive, Suite 208, Fort Myers, Florida 33907

239-461-0334 or TDD 239-461-0438

10. Customer Complaints

The goal of the Career and Service Centers is to resolve complaints in a cooperative manner and to resolve complaints at the lowest level possible. Any staff member can attempt to resolve the complaint without submission in writing.

A. Specific Program Complaint

When staff identifies a complaint as relative to a specific program or if the customer insists, the customer complaint shall be documented and sent to the assigned authority. Assigned authority shall resolve complaint dictated by the policies specific to the program.

B. Complaint Not Specific to a Program

If a complaint is not specific to one program, staff shall refer the issue and the customer to the Center Director or Supervisor. The Center Director or Supervisor shall attempt to resolve within the scope of his/her authority or refer customer to the One Stop Management Team.

The customer complaint shall be documented within one day and forwarded to assigned authority. Customer Complaint Log (Section IV., page 64) shall be submitted quarterly by the Center Director or Supervisor to the One Stop Management Team to assure customer satisfaction.

11. Communication Representative

The following parameters guide responses to media requests or inquiries under which the Communications Representatives of each Career and Service Center of Southwest Florida shall operate. A clear understanding of who will say what and when reduces the chance of duplicative, contradicting or inaccurate information being disseminated. Communication with local media, between local Career and Service Center partners, and between the Centers needs to be clearly defined to ensure a clear, consistent and accurate message is conveyed. These guidelines should be provided to all partnering organizations within Centers to ensure understanding of this initiative.

A. Responsibilities of Communication Representatives

- 1.) Coordinate (not having the sole responsibility for writing releases or answering media inquiries) program or subject matter experts, regarding media inquires
- 2.) Act as a central point for the *coordination* and *distribution* of press releases and media inquiries

- 3.) Increase awareness of Career and Service Center programs by using methods such as establishing a Speakers Bureau, Public Service Announcements (PSA), Press Releases and Media Alerts
- 4.) Act as the central points of contact within the Career and Service Center and the media community

B. Receiving and Handling Requests for Information

Anyone within the Centers who receives a request for information from any media outlet shall forward the request to the Center Communications Representative who shall:

- 1.) Act upon a request in a timely basis by determining the deadline for the information, developing a basic understanding of the information needed, and determining the basic idea of the article or news segment being produced
- 2.) Inform the requesting media that the information will be researched and provided within the established timeframe
- 3.) Research and supply the requested information OR
- 4.) Forward the request to a department or agency which has different media requirements (i.e., the Department of Children and Families) and inform the media contact as to who will be responding to the inquiry
- 5.) Follow up to determine if the requested information was provided on a timely basis
- 6.) Provide the Center Director or Supervisor the nature of the request and the information provided (NOTE: The Center Director or Supervisor shall then forward the information to the One Stop Management Team for its information)

C. Designated Primary Communications Representatives

Each Center Director or Supervisor shall be or shall assign an individual(s) to be the Communication Representative(s). The primary Communication Representatives of the Career and Service Centers of Southwest Florida:

Port Charlotte 941-235-5900	Dee Rutko Barb Short	Primary Alternate
Immokalee 239-658-3300	Thais Kuoman Barb Short	Primary Alternate

Naples 239-436-4301	Helen Kreller Barb Short	Primary Alternate
Clewiston 863-983-6138	Maria Rios Barb Short	Primary Alternate
Fort Myers 239-931-8200	Barbara Hartman Peg Elmore	Primary Alternate
Cape Coral (239) 673-8591	Beth Barger Peg Elmore	Primary Alternate

12. Safety Committees

Each Career and Service Center shall establish a Safety Committee.

A. Principle Functions

The principle functions of Safety Committees are to:

- 1.) Identify and Evaluate Potential Hazards
- 2.) Recommend Corrective Action Plan, if Needed
- 3.) Follow up on Implemented Recommendations
- 4.) Conduct Regular Inspections of the Workplace
- 5.) Hold Meetings to Review Incident Reports and Report to Center Director or Supervisor

B. Inspections

Regular inspections to help identify hazards and prevent accidents in the workplace shall be carried out at least once a month. Safety Committee members who represent the workforce must select an individual or a team from within their group to inspect the workplace. If possible, this individual or team should be familiar with standard workplace safety issues. When a real or potential hazard is discovered, it must be reported to the Committee and, subsequently, to the Center Director or Supervisor for immediate resolution.

C. Receiving Concerns and Recommending Solutions

Committee members should also be available to receive employee concerns, complaints, and recommendations; to discuss problems and recommend solutions; and to provide input into existing and proposed health and safety programs. In

some cases, the Safety Committee shall participate in the development of assessment reports.

13. Professional Certification and Continuing Education Credits

A. Tier 1 Certification

In accordance with the Agency for Workforce Innovation (AWI) Final Guidance on One-Stop Credentialing, all newly hired front line staff must attain a Florida Workforce Professional - Tier 1 Certification within six months of hire date. For this purpose, front line staff is defined as all employees who work primarily with customers, either job seekers or employers. To successfully complete the Tier 1 Certification, the comprehensive certification examination must be completed online through the Dynamic Works Institute - www.dynamicinstitute.com. The on-line registration process includes procedures for assigning a password.

Reference: <http://www.floridajobs.org/pdg/guidancepapers/032credentialing091906.pdf>

B. Continuing Education Credits (CECs)

1.) Achieving CECs

After achieving a Florida Workforce Professional Certification, staff have 12 calendar months (from certification date) to obtain 15 hours of Continuing Education Credits (CECs) in order to maintain their certification. After the first year, the 15 CECs necessary to maintain a Florida Workforce Development Certification must be accumulated within a program year (July to June). It is up to an employee's supervisor to determine which activities merit CECs. Possible CEC activities include, but are not limited to, Dynamic Works online courses, the annual Workforce Summit, workforce conferences, workshops and training sessions offered by workforce organizations and one stop career center partners. However, travel and meal times and attendance at activities such as award ceremonies or appreciation events cannot be counted toward CECs.

2.) Maintaining CEC

- a.) One CEC may be awarded for each hour of participation in continuing education such as for classroom training, workforce related conferences, seminars or online training.
- b.) Supervisor approval/signature is required on all CEC submitted documents.
- c.) Everyone certified must acquire 15 hours per year regardless of employee status.

3.) Documentation

a.) From Facilitator

To receive CECs for attending training, conference or seminar, it is each employee's responsibility to obtain documentation from the sponsor or program facilitator. Such documentation should contain the following information:

- Date of activity
- Staff person's name
- Title of program, training or activity
- Sponsor or facilitator of the activity
- Length of activity or number of credit hours
- Signature of trainer, moderator, facilitator, or instructor

b.) With CEC Certificate Form

In the event a training, conference or seminar does not provide a CEC Certificate, the Career and Service Centers of Southwest Florida - Southwest Florida Workforce Development Board, Inc. - Continuing Education Credit Certificate form (Section IV, page 66) may be used to document an employee's participation.

c.) Maintaining and Reporting Documentation

Each Center Director or designee shall maintain employees' CEC documentation. The Center Director or designee shall submit a quarterly status report to the Southwest Florida Workforce Development Board's Human Resources Manager. The Human Resources Manager shall monitor and maintain the report for the record.

Section III Continuity of Operations Plan (COOP) / Emergency Management

1. Executive Summary

The administrative office of the Southwest Florida Workforce Development Board, Inc. (SFWDB) is located at 9530 Marketplace Road, Suite 104, Fort Myers, Florida 33912. The SFWDB, Region 24, oversees the operation of the five Career and Service Centers of Southwest Florida, also known as One-Stop Career Centers. The locations of the five Career and Service Centers of Southwest Florida (Center) and the satellite office in Cape Coral are as follows:

Career and Service Center of Southwest Florida 19500 Cochran Blvd., Port Charlotte 33948	Career and Service Center of Southwest Florida 215 Airport-Pulling Road N., Naples 34104
Career and Service Center of Southwest Florida 4150 Ford St. Extension, Fort Myers 33916	Career and Service Center of Southwest Florida 215 South Francisco Street, Clewiston 33440
Career and Service Center of Southwest Florida 750 South 5 th Street, Immokalee 34142	Career and Service Center of Southwest Florida 1020 Cultural Park Blvd., Bldg #2, Cape Coral 33990

This plan is designed to prepare the SFWDB, Center staff members, and partners for a planned response to emergency situations associated with natural and man-made disasters, technological incidents, and national security emergencies in or affecting its facilities and its service areas.

2. Plans and Procedures

A. Risk Analysis

An emergency is any threat that has the *potential* to disrupt services at the Southwest Florida Workforce Development Board's Career and Service Centers and/or administrative office, cause damage, or create casualties within this region. Examples of natural emergencies include severe storms, hurricanes, and floods. Examples of man-made emergencies include robbery, workplace violence, and civil unrest. This section deals with mitigating the effects of such events on operations.

The best defense against the devastation of emergencies is preparation. A risk analysis is an important initial step in putting the emergency plan together as it allows for identification of the procedures, training, and resources needed to respond and recover successfully from such an event. Potential emergency situations that may impact our Career and Service Centers must be identified and analyzed with respect to:

- 1.) Probability - How likely is it to occur?

- 2.) Vulnerability - If it occurs, what effect will it have on our Career and Service Centers, customers, partners, and staff members?
- 3.) Frequency - How often does it occur (history)?
- 4.) Speed of onset - How much warning would we have?
- 5.) Duration - How long is it likely to last?

B. Emergency Management Procedures

The following procedures have been developed to ensure that timely, effective, and efficient action is taken and necessary steps are not overlooked in the event of an emergency. A coordinated effort of all center-wide resources is required to effectively control such situations. The following general assumptions apply:

- 1.) An emergency or disaster may occur at any time, day or night, weekend or holiday, with little or no warning.
- 2.) The succession of events in an emergency is not entirely predictable; therefore, published contingency plans will serve only as guides/checklists and may require modification in order to meet the requirements of the emergency.
- 3.) Disasters may affect others in the area and, as a result, city, county, state, and/or federal emergency assistance may not be immediately available. A delay in receiving outside emergency service may be expected.

C. Continuity of Operations Plan (COOP)

After a disaster strikes, the Career and Service Centers of Southwest Florida will want to return to some semblance of normal activities as soon as possible. The plan must be used to move the Career and Service Centers' services forward to the point where operations can be resumed. The following recovery issues will be addressed in the event of a disaster:

- 1.) Facilities
 - a.) What are the options based on the evaluation of any damaged buildings structures/sites?
 - b.) Are there any salvageable materials, equipment, or supplies?
 - c.) Are suitable buildings available for interim use?
 - d.) How long will it take to acquire needed furnishings, equipment, and supplies for business resumption?

- e.) Status of Office Operation (Appendix A).
- 2.) Services
- a.) What services are absolutely vital to resumption of services in temporary or reoccupied Career and Service Centers of Southwest Florida?
 - b.) What impact will fewer services have on customers and partners?
 - c.) What impact will modified services have on the number of staff members needed to resume business operations?
 - d.) If regular staff members are unavailable, how can the workforce be supplemented?

D. Emergency Response Team

1.) The Emergency Response Team

The Southwest Florida Workforce Development Board, Inc. (SFWDB) has appointed an Emergency Response Team to handle designated tasks in the event of an emergency. The members of the Emergency Response Team are as follows:

Emergency Director:	Executive Director
Deputy Emergency Director/ Designee:	Deputy Director
Emergency Response Coordinators:	Center Director(s)/Supervisor(s)
Emergency Public Information Officer:	Deputy Director
Emergency MIS Logistics Officer:	IT Director
Emergency Financial Officer:	Fiscal Director
Emergency Record Keeping Officer:	Administrative Services Manager

*See Appendix D for Emergency Response Team and Key Personnel Contact Information

2.) Posting Emergency Response Team Names

Names defining the positions/titles above and below are to be posted in all room in each Career and Service Center in conjunction with their emergency evacuation routes. Names are updated as needed. Each Emergency Response Team member is encouraged to designate a back-up. Each partner not supervised by the Center Director or Supervisor that is located within the Career and Service Center is encouraged to designate an Emergency Response Plan and Team.

3.) Team Responsibilities

The Emergency Director or designee directs the emergency response effort and works with the Emergency Response Coordinators and others in

assessing the emergency and preparing and implementing the specific response at the affected site(s). The Emergency Public Information Officer shall notify Emergency Response Coordinators, or designees, and the media (i.e., television, radio, newspapers) regarding closures of facilities.

4.) Emergency Response Site Coordinators

The following individuals have been designated as Emergency Response Coordinators for the following sites:

Administrative Office	SFWDB Deputy Director
Clewiston	Regional Centers Director
Fort Myers	Center Director
Immokalee	Supervisor
Naples	Supervisor
Port Charlotte	Regional Centers Director
Cape Coral (temporary satellite office)	Business Services Manager

5.) Closure during Non-Operational Hours

In the event conditions warrant the closure of one or more Career and Service Centers during non-operational hours, the following procedures will apply:

- a.) As soon as possible upon the occurrence of an emergency, the Emergency Director (Executive Director) shall notify the Emergency Response Coordinators, the Emergency Public Information Officer, and the One Stop Management Team.
- b.) The Emergency Response Coordinators will coordinate the appropriate notification to staff members, service agencies, and partners.
- c.) The Emergency Public Information Officer will notify the news media of any closures as necessary.
- d.) The Emergency MIS Logistics Officer or designee will update the telephone greeting to provide necessary information and instructions.

E. Evacuation Procedures

The Emergency Response Coordinators or their designees are responsible for the following:

- 1.) Evacuating all persons in their specific building site and ensuring that persons with disabilities are assisted in the evacuation process
- 2.) Ensuring that the staff daily sign-in sheet is taken to the designated assembly area to facilitate accurate accounting of staff

- 3.) Checking the building to ensure that all persons are out once the evacuation has been completed, unless it is clearly unsafe to do so
- 4.) Securing the building until the emergency has been resolved and preventing unauthorized reentry during the emergency (lock up facility, set alarm, post a notice of emergency closure on the front door if closed, etc.)
- 5.) Ensuring that evacuees stay in the designated assembly areas until the emergency is resolved and overseeing the orderly return to the building after the emergency has been cleared. Staff members and other individuals planning to re-enter the building once the "all-clear" signal is given are to wait for that signal at the following designated parking lots:
 - a.) Administrative Office (Marketplace) – west of the building
 - b.) Clewiston - east of the building
 - c.) Fort Myers - west of the building
 - d.) Immokalee - east of the building
 - e.) Naples - south of the building
 - f.) Port Charlotte - west of the building
 - g.) Cape Coral (temporary satellite office) – north of the building

F. Natural Disasters

- 1.) Tune in to area television or radio stations for updates on the current situation.
- 2.) If necessary, evacuate the building according to the evacuation procedures.
- 3.) If the disaster occurs during working hours, the Emergency Response Coordinator, or designee if the Emergency Response Coordinator is absent, is to notify local emergency medical and law enforcement personnel if there are injuries or serious property damage; the local utilities if power lines are down, gas lines ruptured, or access roads flooded.
- 4.) If there are life-threatening injuries, staff members on the premises who have received training in emergency first aid procedures should be summoned as soon as possible. A list of individuals trained in emergency first aid and CPR and evacuation routes are available at each site in staff break room and other meeting areas.
- 5.) The Emergency MIS Logistics Officer or designee will temporarily change the

telephone greeting on the main number to include instructions to staff members on where and when to report and instructions to customers telling them when and where services will be available, as described previously in this plan. This is especially important if facilities have been damaged or are inaccessible.

G. Hurricane

- 1.) If a hurricane, tropical storm, or flooding is expected, the Emergency Response Coordinator will give instructions to staff members concerning securing the facility and moving records, equipment, etc. to a secure location, if necessary
- 2.) Glossary of National Hurricane Center (NHC)/Tropical Prediction Center (TPC) Terms. (Appendix B)

H. Bomb Threat

- 1.) All bomb threats are to be taken seriously. It is NOT up to staff members to determine if a bomb threat is a hoax
- 2.) The individual taking the call should try to get as much information as possible from the caller
- 3.) The individual taking the call is to notify local law enforcement personnel and the Emergency Response Coordinator immediately
- 4.) The building is to be evacuated in accordance with the evacuation procedures

I. Fire, Bombing, Explosion

- 1.) Evacuate the building in accordance with the evacuation procedures outlined above.
- 2.) The Emergency Response Coordinator, or designee if the Emergency Response Coordinator is unavailable, shall notify local emergency medical and law enforcement personnel if there are injuries or serious property damage and the local utilities if power lines are down, gas lines ruptured, or property flooded.
- 3.) If there are life-threatening injuries, staff members on the premises who have received training in emergency first aid procedures should be summoned as soon as possible, but not until all individuals, including those injured, have been evacuated from the building. A list of individuals trained in first aid and CPR is available at each site.

J. Workplace Violence or Armed or Threatening Individual on Premises

- 1.) The first individual to be aware of the situation is to immediately dial 911 to notify local law enforcement personnel and local emergency medical personnel, if necessary.
- 2.) All suspicious individuals/activities are to be reported to the on-site Emergency Response Coordinator immediately, so that every effort may be made to avoid incidents of workplace violence.
- 3.) Threatening individuals are to be dealt with as calmly as possible until local law enforcement personnel arrive.
- 4.) Emergency Response Coordinator is to be notified as soon as possible.
- 5.) If there are life-threatening injuries, those staff members on the premises who have received training in emergency first aid procedures should be summoned as soon as possible, but not until it is safe for them to enter the area. A list of those individuals trained in first aid and CPR is available at each site.

K. Medical Emergency Involving Customers or Staff

- 1.) The first individual to be aware of the situation shall dial 911 to summon local emergency medical personnel.
- 2.) In a life-threatening situation, such as a heart attack, choking, severe bleeding, etc., staff on the premises who have received training in emergency first aid procedures shall be summoned. A list of those individuals trained in first aid and CPR is available at each site.
- 3.) The on-site Emergency Response Coordinator shall be notified as soon as possible.

3. Essential Functions

A. Maintaining Operations

The following are the priorities to be taken into consideration to maintain operations in the event of an emergency or disaster:

- 1.) Managing the care of persons and their movement when it is necessary
- 2.) Collecting and evaluating damage information and other essential data
- 3.) Preparing and disseminating emergency public information

- 4.) Activating and using communications systems
- 5.) Establishing priorities and resolving conflicting demands for support
- 6.) Requesting and allocating resources and other support
- 7.) Coordinating mutual aid
- 8.) Coordinating or maintaining liaison with appropriate federal, state and local government agencies and applicable segments of the private sector
- 9.) Managing and coordinating overall emergency operations (to include on-scene incident management)
- 10.) Re-establishing normal Career and Service Center operations and services

B. Financial Records

The Southwest Florida Workforce Development Board's (SFWDB) financial records are 100 percent computerized. Therefore, recovery of historical financial data is addressed in the section of this plan pertaining to computer systems and records.

Since there would be serious consequences if payroll information was lost or otherwise not available, a back-up system with copies of data bases is maintained off the premises.

It may be necessary to have funds available through checks in the event of an emergency. Should the check supply be compromised, additional checks are available on an overnight basis from the bank.

The accounting information contained on paper copies of financial records is recorded in the accounting system, which is backed up daily at an off-site location. The loss of the paper copy of the records would be an inconvenience but is not critical to the continuation of business. Therefore, no extraordinary precautions for the protection of hardcopy records are planned.

Other assets such as computer equipment and furniture are fully covered by insurance and could be replaced in the event of a loss.

4. Delegation of Authority

A state of emergency will be declared if information indicates that an emergency condition is developing. The authority to declare a state of emergency rests with the Executive Director of the Southwest Florida Workforce Development Board, Inc. or the designee. The following procedures will apply:

A. Begin Procedures to Safeguard

The Executive Director (Emergency Director) or designee shall direct all emergency operations. As soon as possible after an emergency occurs, the Executive Director or the designee shall begin the appropriate procedures to contain the emergency and to safeguard persons and property to the maximum extent possible.

B. Determining Who Stays

Depending on the seriousness and type of emergency, everyone may be required to leave the facilities except those individuals authorized to handle the emergency. In the event of an emergency that does not affect the operation of an entire worksite, only those individuals who have been assigned emergency response team duties will be allowed to enter the immediate area of the emergency. All other staff members shall remain well clear of the affected area and continue with their regular duties unless instructed to do otherwise.

C. Orders of Succession

In the absence of the Executive Director or the designee, the highest-ranking administrator, supervisor or staff member available will direct the emergency operations. All Center staff members, service agencies and partners located in the Career and Service Centers of Southwest Florida are required to abide by these emergency measures.

5. Alternate Facilities

Alternate facilities are coordinated by and/or with Federal Emergency Management Agency (FEMA). Schools are potential sources for short-term relocation. Also, the Agency for Workforce Innovation has a mobile One-Stop Career Center that can be brought to an affected area to ensure the continuation of services to customers. Realtors are good sources for alternate and potential new locations. The Agency for Workforce Innovation may be contacted for use of their Mobile One-Stop Center at (850) 921-3313.

6. Notification System

A. The Telephone System

The telephone system is the primary means of emergency notification. This system is intended as the main vehicle for transmission of specific information to all affected sites regarding emergencies.

In the event of an emergency requiring the closure of one or more Career and Service Centers, staff members, customers, service agencies, and partners may call (239) 225-2500 or 1- (866) 992-8463 to hear a recorded voice message providing information on Center closures and re-openings. The Emergency MIS

Logistics Officer or designee is responsible for accessing the existing recorded greeting and re-recording a new greeting which provides the necessary information to staff members, customers, and other individuals who call. This same information will be posted on the website (www.CareerAndServiceCenter.org) maintained by the Southwest Florida Workforce Development Board, Inc. The electronic mail system will be a secondary means of communicating with Center staff members, service agencies, and partners.

B. Notification

1.) Notification of the State Office

As required, the State office will be notified of emergency situations requiring the closure of one of more Career and Service Centers as soon as safety permits after the event. The Agency for Workforce Innovation (AWI) Information Center, (850) 921-3885, shall be notified as to the nature of the emergency and the duration of the closure.

2.) On-site Notification

Audible fire alarms (word of mouth) will be the means of on-site notification of a fire emergency. All fire alarms should be treated as genuine. All individuals are expected to immediately exit the building until notified to return to the building by a designated Emergency Response Team member. Please refer to the Evacuation Procedures in this plan.

7. Vital Records and Databases

A. Computer Records

The primary focus of this section is to provide a plan to respond to a disaster that destroys or severely cripples the SFWDB's computer systems operated by the Information Technology (IT) Division. The intent is to restore operations as quickly as possible with the latest and most up-to-date data available.

The techniques for backup and recovery used in this plan do NOT guarantee zero data loss. Data recovery efforts in this plan are targeted at getting the systems up and running with the last available backup tapes. Significant effort will be required after the system operation is restored to (1) restore data integrity to the point of the disaster and (2) to synchronize that data with any new data collected from the point of the disaster forward.

This plan addresses recovery from a disaster that destroys or severely cripples the computing resources at the Main Network Facility at 4150 Ford Street Extension in Fort Myers, and possibly at other critical facilities.

B. Personnel

Immediately following a disaster, a planned sequence of events begins. Key staff members are notified and recovery teams are grouped to implement the plan. Current members are listed in the plan.

C. Salvage Operations at Disaster Site

Early efforts are targeted at protecting and preserving the computer equipment. In particular, any magnetic storage media (hard drives, magnetic tapes, diskettes) are identified and either protected from the elements or removed to a clean, dry environment away from the disaster site.

D. Designation of Recovery Site

After a survey of the disaster scene is completed and an estimate of the amount of time required to restore the facility to working order is established, a decision is made whether to utilize the "cold site", which is a location some distance away from the scene of the disaster where computing and networking capabilities can be temporarily restored until the primary site is ready. Work on repairing or rebuilding the primary site also begins.

E. Purchase of New Equipment

The recovery process relies heavily upon vendors to quickly provide replacements for the resources that cannot be salvaged. We will rely upon emergency procurement procedures to quickly place orders for equipment, supplies, software, and any other needs.

F. Reassembly at Recovery Site

Salvaged and new components are reassembled at the recovery site. Since all plans of this type are subject to the inherent changes that occur in the computer industry, it may become necessary for recovery personnel to deviate from the plan. If vendors cannot provide a certain piece of equipment on a timely basis, it may be necessary for the recovery staff members to make last-minute substitutions.

G. Restoration of Data from Backups

Data recovery relies entirely upon the use of backups stored in secure locations. Backups can take the form of magnetic tape, CD ROMs, disk drives, and other storage media. Early data recovery efforts focus on restoring the operating system(s) for each computer system. Next, first line recovery of application and user data from the backup tapes is done. Individual application owners may need to be involved at this point, so teams are assigned for each major application area

to ensure that data is restored properly.

H. Restoration of Applications Data

Since some time may have elapsed between the time that the off-site backups were made and the time of the disaster, application owners (such as the State mainframes/State data systems) will be utilized to restore each running application database to the point of the disaster. They must also take all new data collected since that point and input it into the application databases. When this process is complete, the computer systems can reopen for business. Some applications may be available only to a limited few key staff members, while others may be available to anyone who can access the computer systems.

I. Return to Restored Permanent Facility

If the recovery process has taken place at the "cold" site (see description under the "Recovery Facility" section of this plan), the plan continues. The physical restoration of the Main IT Division (or an alternate facility) would have been initiated. When that facility is ready for occupancy, the systems assembled at the cold site are to be moved back to their permanent locations.

J. Disaster Risks and Prevention

As important as having a disaster recovery plan is, taking measures to prevent a disaster or to mitigate its effects beforehand is even more important. This portion of the plan reviews the various threats that can lead to a disaster, where vulnerabilities are, and steps should be taken to minimize the risk.

8. Fire

The threat of fire in the IT Division Server Rooms is very real and poses the highest risk factor of all the causes of disaster mentioned here. The building is filled with electrical devices and connections that could overheat or short out and cause a fire. The computers within the facility also pose a quick target for arson from anyone wishing to disrupt operations.

A. Fire Alarms

All buildings are equipped with ceiling-mounted smoke detectors throughout the buildings. The administration office and all Career and Service Centers are equipped with fire alarm systems with the exception of the Center located in Port Charlotte.

B. Fire Extinguishers & Sprinkler Systems

Hand-held fire extinguishers are installed in visible locations throughout the buildings. Staff members are trained in the use of fire extinguishers. Ceiling-

mounted fire sprinklers are installed in all areas of the buildings and are tested on a regular schedule. However these are not Halon systems, so water damage may occur.

9. Flood

The possibility of flooding of the Board administrative office is unlikely as it located on an elevated first floor above a parking garage. The building is not located in a flood-prone area. The Career and Service Centers in Clewiston and Immokalee are not located in flood-prone areas. Career and Service Centers in Naples, Fort Myers, Cape Coral and Port Charlotte are not located in flood-prone areas, however; they are in close proximity of the coast. The chance of a storm that drops large amounts of rain in the area may create the threat of flooding. Staff members have been instructed on appropriate actions for flood preparations.

10. Tornadoes and High Winds

Damage due to high winds or a tornado is a very real threat. A tornado has the potential for causing the most destructive disaster in our Region.

A. Preventive Measures

Hurricanes, tornadoes, driving rain and high winds have the potential for causing the most destructive disaster. There are very few preventative measures that can be taken for these events. Building construction makes a great difference in the ability of a structure to withstand the forces of high winds. The building which houses the Board's administrative office is tilt wall construction. The windows are designed per Southern Building Code for the commercial glass rate which is to withstand winds up to 120 miles per hour. The Career and Service Centers are constructed primarily of non-combustible materials.

B. Computer and Telecommunications System Disaster Preparation

In the Board's administrative office and the Career and Service Centers, all equipment will be removed from offices with windows, wrapped in heavy plastic and placed on the floor. Equipment located in interior offices will be turned off and unplugged, then wrapped in heavy plastic and placed on the floor. Removable hard drives, tapes and CDs will be removed by the persons in charge of these actions and remain with that person until a time it is safe to return these items to the equipment.

In order to facilitate recovery from a disaster which destroys all or part of the main computer room in the Career and Service Center located in Fort Myers, certain preparations shall be made in advance as described in this plan. This document describes the plan for a quick and orderly restoration of the facilities that the Information Technology (IT) Department operates.

C. Recovery Facility

If any SFWBD facility is destroyed in a disaster, repair or rebuilding of that facility may take an extended period of time. In the interim it will be necessary to restore computer and network services at an alternate site.

As mentioned previously, a "cold recovery site" is an area physically separate from the primary site where space has been identified for use as the temporary location for the computer and network systems while the primary site is being repaired. The cold site system is the system SFWDB has chosen to take for disaster preparedness. The SFWDB administrative offices will be used as a temporary site in the event the main computer site is damaged or destroyed. Depending upon the ability to get data connections set up, equipment installed and the timeframe needed to accomplish these events, this site would temporarily house computer and telecommunication operations until the main computer facility could be repaired or rebuilt in the event of a disaster. In the event of one of the other sites being damaged or destroyed, computer operations for these sites would be moved to the main computer facility where all data is currently backed up and where emergency equipment is stored.

D. Replacement Equipment

Where possible, agreements have been made with vendors to supply replacements on an emergency basis. To avoid problems and delays in the recovery, every attempt will be made to replicate the current system configuration. However, there will likely be cases where components are not available or the delivery timeframe is unacceptable. Although some changes may be required to the procedures documented in the plan, using different models of equipment or equipment from a different vendor may be suitable to expedite the recovery process.

E. Computer System Backup Procedures

SFWDB has opted to take periodic backups of its primary systems, databases, file servers, and personal computer systems and storing those backups in two locations. The primary storage location is in the Career and Service Center located in Fort Myers. The second location is in the Board's administrative office in the Server Room.

In general, backups are cycled nightly and weekly. Backups are initially taken nightly and are for general backup repairs to the system. At the end of each week, a weekly backup is completed of all systems with these tapes being stored in an on-site fireproof safe. New tapes are installed and then the cycle starts all over again. The actual backup and cycling procedures vary depending on the computer platform. The backup media for each of these systems is relocated to a storage area where there is a high probability that the media will survive in the event a disaster strikes. When a new backup is made, the tapes are rotated.

The State of Florida maintains all data that SFWDB uses in its daily operations in regards to the mainframe sites and other sites such as the One Stop Service Tracking (OSST) System, Employ Florida Marketplace (EFM) and One Stop Management Information System (OSMIS). This data is protected by the services incorporated at those facilities.

To ensure that an up-to-date copy of this plan is available when a disaster occurs, procedures have been established to store a copy of the plan with other important recovery information at the backup tape storage area.

Computer System Disaster Notification List

The disaster notification list is shown below. These individuals and or entities are to be notified as soon as possible when disaster threatens or occurs.

Emergency Fire, Ambulance, Rescue, Police, and HAZMAT	911
---	-----

Person	Title	Phone	Cellular
Tom Sullivan	IT Director	239-931-8200, ext. 11230	239-989-3519
Joe Paterno	Executive Director	239-225-2500, ext. 15231	239-872-0829
Priscille Chagnon	Deputy Director	239-225-2500, ext. 15225	239-872-0825
Mike Egan	Director of Finance	239-225-2500, ext. 15228	626-826-8404

F. Hard-Copy Documentation

Currently, the program files for customers served under all programs in the Career and Service Centers are maintained in standard file cabinets situated throughout each of the facilities. Most information on customer services is maintained on a variety of computer systems. These hard copy case files contain supporting documentation for the processes, activities, and case notes referred to in the systems. Examples would be employment verification, attendance sheets, forms signed by the customer such as grievance, Individual Responsibility Plan (IRP), release of information, etc.

In the event of an emergency that would destroy any of the existing facilities there would be the risk of loss of this documentation of which most would be difficult to reproduce. Therefore, SFWDB has purchased fireproof file cabinets to store records. Services to customers would continue whether or not there was a loss of systems data. If there were no loss of systems data, but hard-copy documentation had been destroyed, information maintained on the system would

be used to verify the status of cases, activities, documentation received, etc. of existing customers, and replacement hard-copy documentation would be obtained. However, due to the volume of customers involved, replacement of data would be extremely labor intensive, and focus on the continuation of services would take priority over replacement. If the SFWDB's computer system was affected by a disaster, manual records and hard-copy documentation of services provided during the time that SFWDB's computer systems were unavailable would be maintained on both new and existing customers.

11. Personnel Issues and Coordination

All Career and Service Centers shall establish and maintain a Safety Committee to resolve and plan safety issues specific to each respective Center.

A. Dissemination of Information to Staff

In the event conditions warrant the closure of Career and Service Centers during non-operational hours, the following procedures will apply as soon as possible upon the occurrence of an emergency:

- 1.) The Executive Director will notify the Emergency Coordinators and the Emergency Public Information Officer.
- 2.) The Emergency Coordinators will initiate the notification of Center staff members.
- 3.) The Emergency Public Information Officer will notify the news media of any closures as necessary.
- 4.) The Regional Centers Director will ensure that the Center Director or Supervisor has a current copy of each staff member's contact information and assist as necessary.
- 5.) The Administrative Services Manager will ensure that Directors at the Administrative Office have a current copy of each staff member's contact information and assist as necessary.

B. Accounting for Staff and Customers

In the event of an emergency during working hours, Emergency Coordinators will coordinate with other staff members on-site to account for all personnel using the daily staff sign-in sheets and, to the extent possible, visitors and customers who were in the building at the time the emergency occurred.

If the emergency requires evacuation of the building, such as a fire or bomb threat, or an emergency which destroys all or part of the building, such as a tornado or explosion, the Emergency Coordinator will conduct a roll call of all staff

members who have assembled at the designated area discussed previously in this plan, using a staff roster. For personnel who are not present, the Emergency Coordinator will confer with staff members to determine those who are known to be out of the office on leave, at lunch, away at meetings, out of town etc. Notations of this information will be made beside the individual's name on the staff roster. The names of individuals who are unaccounted for will be given immediately to law enforcement or fire department personnel on the scene so that those individuals can be located and assisted (Appendix C).

It is extremely important for everyone (staff members, visitors, and customers) to report DIRECTLY to the designated area so their presence can be notated. This process will avoid needlessly endangerment of others who will be conducting the search for those thought to be missing.

Visitors and customers will be accounted for to the extent possible, utilizing sign-in logs, if available, and Center staff member's knowledge of who was in the building at the time of the event.

12. Security

A. Computer Security

Computer crime is becoming more of a threat as systems become more complex and access is more widely distributed. With the new networking technologies, there is more potential for improper access than ever before.

Computer crime usually does not affect hardware in a destructive manner. Rather, it is most often perpetrated against software and data, and may often come from within. A disgruntled staff member can build computer viruses or computer "time bombs" into applications and system codes. A well-intentioned staff member can make coding errors that affect data integrity (not considered a crime unless a deliberate attempt to sabotage programs and data).

Good physical security is extremely important. However, acts of sabotage can occur regardless of in-building security, and they can be very destructive.

B. Preventive Measures

All systems have security products installed to protect against unauthorized entry. All systems have protected passwords, especially those permitting updates to data. All users are required to change their passwords on a regular basis. All security systems log invalid attempts to access data, and security administrators review these logs on a regular basis. All systems are backed up on a periodic basis. Those backups are stored in an area separate from the original data. Physical security of the data storage area for backups is maintained.

SFWDB will continue to improve security functions on all platforms and will strictly enforce policies and procedures when violations are detected. Staff members will be informed of the importance of keeping their passwords secret. Staff members will also be encouraged to choose strong passwords that are very difficult to guess.

SFWDB intends to continue to make necessary efforts to improve network security. SFWDB will consider implementing stronger security mechanisms over the network, such as one-time passwords, data encryption, and non-shared wire media. To ensure the physical security of SFWDB's main computer system, the buildings will be adequately lit at night and the security alarm systems engaged when buildings are vacant.

C. Security of Individuals and Property

A high priority of the SFWDB is ensuring the security and safety of the individuals who utilize or work in its Career and Service Centers. The protection of SFWDB property and records to the extent possible is also a high priority. The following security measures have been implemented:

- 1.) All Career and Service Centers and the Administrative Office require coded, electronic access after normal working hours
- 2.) In-house security procedures training will be conducted at all Career and Service Centers annually
- 3.) Security/emergency training conducted by local law enforcement and fire department personnel will be held at all Career and Service Centers, and these sessions annually
- 4.) Emergency/disaster drills are scheduled to be conducted twice annually at each Career and Service Center and once annually at the Administrative Office
- 5.) Security assessments of all Career and Service Centers have recently been completed to determine if additional security measures are needed

Copies of this plan are distributed to all Center staff members to ensure that each is familiar with all of the emergency and security procedures. These procedures will be reviewed during future security/emergency trainings.

13. Testing, Training, and Drill Exercises

This plan will be distributed to all Board personnel, Center staff members, service agencies and partners. As described in the section above, training will be held to ensure that all are familiar with the plan and individuals' areas of responsibility under the plan. Center Directors and Supervisor are also responsible for conducting emergency situation simulations at the Career and Service Centers at a minimum of twice annually. Time spent on this activity will constitute extended work hours for staff members. Participation in these exercises will ensure that all are sufficiently trained and familiar with the procedures to be followed in an emergency.

Appendix A

Status of Facility Operation

Local County Open	Yes_____	No_____
Roads to Facility Accessible	Yes_____	No_____
Physical Building Accessible	Yes_____	No_____
Power	Yes_____	No_____
Phone	Yes_____	No_____
Flooded	Yes_____	No_____
Air Conditioning	Yes_____	No_____
Usability of Office	Yes_____	No_____
Potential Danger	Yes_____	No_____

Center Director and/or designee is required to report to the Emergency Director or designee immediately following a natural disaster and on-going as situation(s) evolve.

Appendix B

List of Persons Who are Unaccounted for after an Event

Utilize a staff roster to determine who is present, and also note on the roster those individuals who were out of the building at the time of the emergency. List on this sheet the names of those **persons who are unaccounted** and **immediately provide the list to law enforcement or fire department personnel on the scene so that these individuals can be located and assisted.**

<u>Name</u>	<u>Room # or Office Location</u>
1.	_____
2.	_____
3.	_____
4.	_____
5.	_____
6.	_____
7.	_____
8.	_____
9.	_____
10.	_____
11.	_____
12.	_____
13.	_____
14.	_____
15.	_____
16.	_____
17.	_____
18.	_____
19.	_____
20.	_____

Appendix C

Emergency Response Team and Key Personnel Contact Information

Emergency Director

Joe Paterno, SFWDB Executive Director 239-225-2500 (15231) 239-872-0829

Deputy Emergency Director

Priscille Chagnon, SFWDB Deputy Director 239-225-2500 (15225) 239-872-0825

Emergency Coordinators:

Clewiston Barbara Short 863-983-6138 239-503-6434

Port Charlotte Barbara Short 941-235-5900 (13248) 239-503-6434

Fort Myers Peg Elmore 239-931-8200 (11126)

Immokalee John Tippins 239-658-3300 239-872-0823

Naples John Tippins 239-436-4301 (12153) 239-872-0823

Cape Coral Beth Barger 239-673-8591

Emergency Public Information Officer 239-225-2500 (15225) 239-872-0825
Priscille Chagnon, SFWDB Deputy Director

Emergency MIS Logistics Officer

Tom Sullivan, SFWDB IT Director 239-931-8200 (11230) 239-989-3519

Emergency Financial Officer

Mike Egan, SFWDB Director, Fiscal 239-225-2500 (15228) 626-826-8404

Emergency Record Keeping Officer

Benita Richards, SFWDB Administrative 239-225-2500 (15240) 239-946-1459
Services Manager

Emergency Fire, Ambulance, Rescue, Police, and HAZMAT..... 911

Section IV. Forms – Career and Service Centers of Southwest Florida

This section contains templates and forms related to daily operations of the Career and Service Centers of Southwest Florida. Employee forms (forms related to travel, time and attendance, personal leave time, staff training requests, continuing education etc.) can be found on the server.



Career and Service Centers of Southwest Florida

Template - portrait

215 South Francisco Street
Clewiston, FL 33440
863-983-6138

4150 Ford Street Extension
Fort Myers, FL 33916
239-931-8200

750 South 5th Street
Immokalee, FL 34142
239-658-3300

215 Airport Pulling Road North
Naples, FL 34104
239-436-4301

19500 Cochran Boulevard
Port Charlotte, FL 33948
941-235-5900

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities.
All voice telephone numbers in this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.





Career and Service Centers of Southwest Florida

Template - landscape

*215 South Francisco Street
Clewiston, FL 33440
863-983-6138*

*4150 Ford Street Extension
Fort Myers, FL 33916
239-931-8200*

*750 South 5th Street
Immokalee, FL 34142
239-658-3300*

*215 Airport Pulling Road North
Naples, FL 34104
239-436-4301*

*19500 Cochran Boulevard
Port Charlotte, FL 33948
941-235-5900*

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Template – facsimile cover page

FACSIMILE COVER PAGE

To: _____ To Fax #: _____
From: _____ From Fax #: _____
CC: _____ Page(s) with cover: _____
Subject: _____ Date: _____

MESSAGE:

215 South Francisco Street
Clewiston, FL 33440
863-983-6138

4150 Ford Street Extension
Fort Myers, FL 33916
239-931-8200

750 South 5th Street
Immokalee, FL 34142
239-658-3300

215 Airport Pulling Road North
Naples, FL 34104
239-436-4301

19500 Cochran Boulevard
Port Charlotte, FL 33948
941-235-5900

Southwest Florida Workforce Development Board, Inc.

Supply Request Form

NAME:	DATE:
--------------	--------------

<i>ITEM #</i>	<i>DESCRIPTION INCLUDE COLOR, SIZE, ETC.</i>	<i>VENDOR NAME OR OFFICE SUPPLY BOOK</i>	<i>PAGE #</i>	<i>QUANTITY</i>	<i>PRICE</i>	<i>EXTENDED PRICE</i>

Employee Signature _____

**Center Director/Supervisor
INITIALS & DATE**

**Fiscal Comptroller Approval
INITIALS & DATE**

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*FI-018-SRF Supply Request Form
Revised August 14, 2008*

Southwest Florida Workforce Development Board, Inc.

Quotes/Procurement Authorization Form

Name and address of vendor / contractor and quote detail. (Attach documentation):

Vendor	Vendor	Quote	Detail
1 st Choice			
2 nd Choice			
3 rd Choice			

Business purpose/use of supplies and/or services; comments:

Requested by:

Signature of Employee

Typed Name & Title of Employee

Date

Approved by Employee's Director:

Signature of Employee's Director

Typed Name of Employee's Director

Date

Approved by Fiscal Director:

AWI concurrence ____ Yes ____ No
(obtained by Fiscal Director if unit price is \$5,000+)

Signature of Fiscal Director

Typed Name of Fiscal Director

Date

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Southwest Florida Workforce Development Board, Inc.

Sole Source/Emergency Procurement Authorization Form

Name and address of vendor/contractor to be used for sole source or emergency procurement:

[Empty box for vendor name and address]

Description of supplies and/or services required:

[Empty box for description of supplies and/or services]

For sole source procurement, clearly document that the vendor/contractor is the only source available for this type of services and/or supplies, and describe the actions taken to find another source. For emergency procurement, identify the physical emergency that threatens the safety or well-being of the agency or participants. Justification for sole source or emergency procurement:

[Empty box for justification]

Estimated Cost: _____

Requested by:

Signature of Employee

Typed Name & Title of Employee

Date

Approved by Employee's Director:

Signature of Employee's Director

Typed Name of Employee's Director

Date

Approved by Fiscal Director:

Signature of Fiscal Director

Typed Name of Fiscal Director

Date

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After Business Hours Social Functions Agreement

The Career and Service Centers of Southwest Florida's common area rooms are available for use to Center staff members and internal partners. There is no charge for this service. Again, reservations are for the common area rooms only. The Center does not maintain any equipment for use.

To schedule a social function event, after approval from Center Director or Supervisor, please contact the designated workforce professional to discuss your needs and complete agreement form.

- Our Social function hours are 5:00 p.m. to 7:00 p.m., Monday thru Friday.
- Please use only the Common Area rooms you are assigned.
- You are welcome to arrange the furniture in a manner that best suits your needs. Although the tables are on wheels, please assign two people to move them to avoid damage to the tables and carpet. You **MUST** return tables to their original order. Food and beverages are allowed in the Common Area rooms if approved by the Center Director or Supervisor.
- **No alcoholic beverages are allowed on premises.**

*****Before leaving*****

1. **Please wipe tables clean.**
2. **Return the room to its original furniture arrangement.**
3. **Put all trash in proper receptacles and PLACE OUTSIDE THE DOOR.**
4. **Turn off all lights and fans.**

*****Report any problems or damage to the designated workforce professional *****

I hereby acknowledge that I have received instructions and procedures regarding the use of the common area rooms of the Career and Service Centers of Southwest Florida. As the requestor, I will be responsible for any damages to the Center and/or Center property.

Requestor's Signature

Date

Please sign this form and return to designated workforce professional

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After Business Hours Social Functions Request Form

Date of Request: _____ Center: _____

Individual requesting use of the Center: _____

Are you an internal partner/staff member of the Center? yes _____ no _____

Contact person: _____

Date of function: _____ Type of Function: _____ Time: _____

Who will be attending: _____

Will there be food? _____ yes _____ no Will there be beverages? _____ yes _____ no

Be specific as to types of food/beverages: **NO ALCOHOLIC BEVERAGES**

Is there a specific area requested? _____

Contact person	Date	Telephone #	Fax #
----------------	------	-------------	-------

Center Director/Supervisor	Date	Approved	Disapproved
----------------------------	------	----------	-------------

Comments:

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Maintenance Service Request Form

Center: _____

Date: _____

Requested By: _____

Telephone #: _____

Date: _____

Items Needing Attention (Circle One):

- | | | | | |
|------------|----------|-------------|-----------|--------|
| Electrical | Plumbing | Temperature | Bathrooms | Garage |
| Doors | Locks | Walls | Ceiling | Carpet |
| Blinds | Floors | Windows | Cleaning | Other |

Describe Repairs Needed and Location:

Notes: _____

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Workshop Evaluation

Workshop Topic: _____

Location: _____

Facilitator: _____ Date: _____

Customer Name (Optional): _____

How do you feel about yourself and your future NOW as compared with when you came into the workshop? (Check One)

- About the same
- Somewhat more positive
- A great deal more positive
- Worse than before the workshop, please explain

Rating Scale	Always (5)	Usually (4)	Sometimes (3)	Rarely (2)	Never (1)
-----------------	---------------	----------------	------------------	---------------	--------------

(Circle one)

The instructor made me feel comfortable	5	4	3	2	1
I had an opportunity to participate in the discussions	5	4	3	2	1
The instructor presented the material in a meaningful way	5	4	3	2	1
My questions were answered	5	4	3	2	1
The workshop will help me in my life/job search/business	5	4	3	2	1
Overall, I was satisfied with the workshop	5	4	3	2	1
I would recommend this workshop to others	5	4	3	2	1

1. Please tell us something you found helpful about this workshop.

2. Please tell us something that was not very helpful about this workshop.

3. Topic suggestions for future workshops?

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Customer Complaint Log

Telephone/ Letter/ Email	NAME	DATE	COMPLAINT TYPE	CENTER	PROGRAM	REFERRED BY	CONTACT
KEY: Complaint Referred by: 1 = Self 2 = Family / Friend 3 = Elected Official 4 = Advocacy Group / Agency / Institution				Types of Complaints: 1 = Delivery / Quality of Services 2 = Staff Issues 3 = Facility Issues 4 = Other			

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MU-008-CCL Customer Complaint Log
 Revised August 15, 2008

Incident / Accident Report

Location of incident / accident: _____

Date Incident / Accident Occurred: _____ Time: _____

Person Involved: _____

Person's Address: _____

Person's Phone#: _____

Description of Incident / Accident: _____

First Aid Applied: Yes No Injured to Hospital: Yes No

Rescue Called: Yes No How Transported: Yes No

Witness: _____ Phone: _____

Witness: _____ Phone: _____

(Attach any statements obtained from witnesses.)

Printed name of person reporting Signature Date

Follow-up / Remarks: _____

215 South Francisco Street
Clewiston, FL 33440
863-983-6138

4150 Ford Street Extension
Fort Myers, FL 33916
239-931-8200

750 South 5th Street
Immokalee, FL 34142
239-658-3300

215 Airport Pulling Road North
Naples, FL 34104
239-436-4301

19500 Cochran Boulevard
Port Charlotte, FL 33948
941-235-5900

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Computer and E-mail Security Agreement for Businesses

Purpose:

The purpose of this agreement is to ensure the proper use of the Business Services Center computer systems by recruiters at the Career and Service Centers of Southwest Florida.

Agreement:

I understand the computer, network and internet access is only made available to me to perform my duties as a recruiter for (insert business name) _____, and I agree to restrict my use of the computers to business use only. This access includes local printing, business websites and business email and does not include personal websites and email. I also agree I will not attempt to access the Career and Service Centers network or modify/change any settings on the computers.

I understand my access can be monitored by your Information Technology (IT) Department for security purposes and compliance with this agreement without prior notification. If I have any questions or comments about this computer agreement, I will contact the Business Services staff, Center Director or Supervisor.

Below is the list of the web sites I will want to access during my recruitment process.

http _____
 http _____
 http _____
 http _____

Below are the dates and times I will want access.

Dates _____	Time _____
Dates _____	Time _____
Dates _____	Time _____

Declaration of compliance:

I have read, and agree to comply with the guidelines set out in this agreement and understand that failure to do so could result in my computer access being restricted or revoked.

 Recruiter/Business Signature

 Date

 Printed Name

 Business Services Center Signature & Date

Please submit to Business Services Center staff, who will email it to IT Division at ITTeam@sfwdb.org.

*215 South Francisco Street
 Clewiston, FL 33440
 863-983-6138*

*4150 Ford Street Extension
 Fort Myers, FL 33916
 239-931-8200*

*750 South 5th Street
 Immokalee, FL 34142
 239-658-3300*

*215 Airport Pulling Road North
 Naples, FL 34104
 239-436-4301*

*19500 Cochran Boulevard
 Port Charlotte, FL 33948
 941-235-5900*

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CONTINUING EDUCATION CREDIT CERTIFICATE

Workshop Title: _____

Presenter/Sponsor: _____

Location: _____

Date: _____

Credit Hours: _____

Moderator/Instructor: _____
(Signature)

Staff Name/Student: _____

Comments: _____

Please Print Clearly

Supervisor Approval

Date

Equal Opportunity Employer/Program
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IT DEPARTMENT WORK ORDER
4150 FORD STREET EXT.
FORT MYERS, FL. 33916
239-931-8200, EXT 11123 HELPDESK@SFWDB.ORG

Date:	Email Address:	Phone:	
Staff Name:		Center	
Computer service tag:			
Full Description of Problem or Request (Space expands as needed)			
<p>Center Director/Supervisor Signature:</p> <p><input type="checkbox"/> Approved <input type="checkbox"/> Disapproved</p> <p>(Unapproved work orders will be returned to sender.)</p>			
IT staff use only:			
Assigned To:	Date assigned:	Date Completed:	WORKORDER #:
IT STAFF USE ONLY			
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Equal Opportunity Employer/Program
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Section V. Program Overviews

This section contains program overviews for Welfare Transition, Workforce Investment Act (WIA) and Food Stamp Employment and training (FSET). Each of these sections is also available as a Power Point presentation on the server.

1. Welfare Transition Program (WTP) Overview

A. History

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), resulted in the Temporary Assistance for Needy Families (TANF) legislation. TANF changed the nation's welfare system from the receipt of cash assistance as an entitlement to one that requires work in exchange for time-limited assistance.

In 2000, the Florida Workforce Innovation Act, redefined Florida's welfare delivery system by creating the Welfare Transition Program (WT or WTP). This streamlined the State's workforce and welfare support services programs under one board, Workforce Florida, Inc. and created the Agency for Workforce Innovation (AWI). WTP's work activity, training and support services are administered by Workforce Florida, Inc. and AWI. WTP is funded by TANF.

B. Life Time Limits

In Florida, the lifetime limit for receipt of TANF is four years or 48 months.

C. Four Purposes of TANF

- 1.) Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives;
- 2.) End the dependence of needy parents on government benefits by promoting job preparation, work and marriage;
- 3.) Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies; and
- 4.) Encourage the formation and maintenance of two-parent families.

D. Welfare Transition Program (WT or WTP)

- 1.) Federally mandated work program: Requires an individual to participate in work activities if choosing to apply for Temporary Cash Assistance
- 2.) Focus: To help work eligible families become self-sufficient
- 3.) Primary goal: Employment

E. WTP Career Opportunities

- 1.) Interest and skill assessment
- 2.) Career plan development

3.) Training opportunities

4.) Supportive services

F. Exemptions from Program Work Requirements (Not Required to Work Register)

1.) Parent of a child under 3 months of age

2.) Caretaker relative

3.) Primary Caretaker of person who is not in school

G. Customer Flow

1.) WTP Overview and Work Registration

As an element of eligibility, the Department of Children and Families (DCF) requires applicants of Temporary Cash Assistance (TCA) to attend WTP Overview and Work Registration.

a.) Receive information on programmatic opportunities, requirements, Equal Opportunity Employer, auxiliary aids, grievance and confidentiality processes

b.) Complete assigned applicant work activities

c.) Receive applicant services to remove barriers to participation, i.e., childcare and gas cards

2.) Mandatory Participation

a.) A participant referral is generated from the DCF Florida System to the WT OSST system when an applicant's TCA has been opened or reopened

b.) The participant is required to complete an assessment, an Individual Responsibility Plan (IRP), and work activities based upon individual capabilities

H. WTP Services

1.) Childcare referral

2.) Transportation (bus passes, gas cards, emergency auto repairs)

3.) Clothing vouchers

4.) Training

- 5.) Community referrals
- 6.) Substance and mental health treatment
- 7.) Domestic violence information and referrals
- 8.) Diversion assistance
- 9.) Relocation assistance
- 10.) Severance payments
- 11.) All services are based upon available funding

I. Program Participant's Obligations

- 1.) Must complete orientation and an Individual Responsibility Plan (IRP)
- 2.) Must be engaged in work activities 40 hours/week
 - a.) Job search/Job preparation
 - b.) Work experience
 - c.) General equivalence diploma (GED)
 - d.) Basic literacy education
 - e.) English as a second language (ESL)
 - f.) Employment – subsidized & unsubsidized
- 3.) Must have weekly contact with the WTP

J. Loss of Benefits

- 1.) If a participant fails to cooperate with WTP activity requirements without good cause, a loss of benefits may occur.
 - a.) WTP requests the sanction
 - b.) DCF imposes the sanction request
- 2.) There are three levels of penalties:
 - a.) 1st = 10 days no cash, 30 days no food stamps
 - b.) 2nd = 1 month no cash, 3 months no food stamps
 - c.) 3rd = 3 months no cash, 6 months no food stamps

K. Transitional Services

- 1.) Available after Temporary Cash Assistance has closed due to employment
- 2.) May provide up to two years of transitional support services, based upon available funding. Such services may include:
 - a.) Childcare referral
 - b.) Transportation
 - c.) Education and Training
- 3.) 20 hours weekly employment required
- 4.) Must verify employment hours (weekly or bi-weekly)
- 5.) Gross Income must not exceed 200% of Federal Poverty Level (FPL)

L. Cash Severance Program

- 1.) Must be employed and receiving earnings
- 2.) Must be a Temporary Cash Assistance (TCA) recipient for at least 6 consecutive months in the State of Florida since 10-1-96
- 3.) Must expect to remain employed for at least 6 months
- 4.) Must choose to receive a one-time lump sum payment of \$1000.00 instead of ongoing TCA

M. Hardship Extension

- 1.) Extends the assigned TCA time limit
- 2.) Does not exempt participation in program activities
- 3.) May be approved for periods longer than 12-months but in increments of no more than six-month periods

N. Up-Front Diversion Program Qualifications

- 1.) Eligible applicant for cash assistance
- 2.) Has an offer of employment or another means for meeting recurring monthly expenses
- 3.) Documentation of an emergency expense that may be resolved through Up-Front Diversion

4.) Issued through the Department of Children and Families

O. Relocation Program Qualifications

1.) Eligible applicant or recipient of cash

2.) Offer of employment

3.) Documentation of relocation expenses

4.) Available for victims of Domestic Violence

5.) Issued through the Department of Children and Families

2. Workforce Investment Act (WIA) Program Overview

WIA is federal legislation that contains the framework for national employment and training strategy.

A. Eligibility/Case Management Items Documentation

- 1.) All criteria for determining GENERAL eligibility
- 2.) All criteria for determining PROGRAM-SPECIFIC eligibility
- 3.) Justification for supportive services provided
- 4.) Justification for intensive/training services provided
- 5.) NOTE: Items referenced on the MIS-1 form which DO NOT impact eligibility determination, but is information requested FOR REPORTING PURPOSES ONLY should not be documented. For example: Number in family, for those individuals who are automatically low-income, for whom an income calculation is not necessary

C. WIA Eligibility

- 1.) Participant's age (to ensure applicable minimum age requirement met to receive services as either a youth, adult, or dislocated worker)
- 2.) Citizenship/authorization to work in the United States
- 3.) Selective Service registration (for males born January 1, 1960 and later)
- 4.) Applicant's name
- 5.) Applicant's Social Security number (SSN)
- 6.) It is recommended that items 1-5 be verified to ensure accuracy of record keeping and to prevent the erroneous establishment of duplicate files. [see section "D"]
- 7.) It is NOT necessary to document the participant's address, unless local residency is part of the local priority of service criteria, or if the WIA definition of "family" (which requires "living in a single residence") is applied as part of an income eligibility criteria.

D. WIA Eligibility Documentation - Examples

- 1.) Age - birth certificate, driver's license or State of Florida ID card, school records

- 2.) Citizenship/authorization to work in the U.S. - Anything accepted by the United States Immigration and Naturalization Service (See back of I-9 form)
- 3.) Selective Service registration - Selective Service card or verification from Selective Service web site
- 4.) Applicant name - Driver's license or Florida ID card
- 5.) Applicant SSN - Social Security card; school or governmental agency records
- 6.) Address (if applicable) - Driver's license, Florida ID card, lease, utility bill

E. Program Specific Eligibility - Adults

- 1.) Age - Must be at least 18 years old at time of registration
- 2.) If local funds are limited and local priority of service criteria has been implemented, receipt of public assistance or other low-income criteria must be documented

F. Dislocated Worker Eligibility

- 1.) Terminated or laid off AND eligible for or exhausted Unemployment Compensation AND unlikely to return to a previous industry or occupation;
or
Laid off or received notice of impending layoff due to permanent plant closure or substantial layoff
- 2.) Employer has made a general announcement that plant closure will occur WITHIN 180 DAYS, all services may be provided
- 3.) Employer has made only a general announcement of plant closure, with no date or within a time frame greater than 180 days, only provide core services
- 4.) Self-Employed and dislocated due to economy or natural disaster
- 5.) Displaced homemaker who has been dependent on the income of another family member, but is no longer supported by that income, and/or is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment

G. Dislocated Workers Eligibility Documentation - Examples

- 1.) Terminated or laid off: Letter from employer, documented collateral contact with employer, UC printout, applicant statement
- 2.) Eligible for or exhausted UC: UC printout

- 3.) Unlikely to return to previous a industry or occupation (NOT job of dislocation with lay-off employer): Unsuccessful job search; doctor's statement; court records
- 4.) Laid off or impending lay off due to permanent plant closure or substantial lay off: Employer letter or notice, newspaper article or WARN notice WITH pay stub as proof of employment at plant at time of closure or impending closure
- 5.) Self-employed, economy: License, income tax records, etc. AND proof of income loss
- 6.) Self-employed, disaster: License, other proof of self-employment AND insurance claim or other proof of income loss
- 7.) Displaced homemaker, no longer supported by family member: Divorce decree, death certificate, applicant statement
- 8.) Displaced homemaker, unemployed or underemployed: Applicant statement or wage statement

H. WIA Specific Eligibility & Documentation -Youth

- 1.) Must be 14-21 years old at time of registration
- 2.) If 18-21 years old at time of registration, may be served as youth, adults, or both
 - a.) Documentation must be obtained prior to expending funds from the other funding stream
 - b.) If adult funds are expended on a youth already being served with youth funds, a file must be documented to show that a core and an intensive service have been provided prior to placement in training. Documentation of the provision of intake and development of the Individual Service Strategy will suffice.
 - c.) If youth funds are expended on an older youth (age 18-21) initially served with adult funds, documentation of low-income status AND the presence of an allowable barrier must be documented prior to the expenditure of youth funds, unless the 5% percent window is used. In that case, one of the 5 % window barriers must be documented.
- 3.) Low-income
 - a.) Public assistance or food stamp recipient: Documentation from governmental agency showing receipt of public assistance or food stamps
 - b.) Foster child: Court documents or documentation from Department of Children and Families

- c.) Homeless: Applicant statement or collateral contact verification from shelter
 - d.) "Family of one": Medical or school records indicating substantial disability
 - e.) Income calculation: Wage statement(s) AND applicant statement addressing number in family by WIA definition, supported by source documentation such as birth and marriage certificates where possible
- 4.) At least one of the following documented barriers:
- a.) Deficient in basic literacy skills: Generally accepted standardized or criterion-referenced tests, such as Test of Adult Basic Education (TABE) or school records
 - b.) School dropout: Documentation from school board showing not currently enrolled, if possible, or applicant statement
 - c.) Homeless or runaway youth: Applicant statement or documented collateral contact with shelter
 - d.) Foster child": Court or Department of Children and Families records
 - e.) Pregnant or parenting: Doctor's statement (pregnant) or birth certificate (parenting)
 - f.) Offender: Court records
 - g.) Requiring additional assistance to complete an educational program, or to secure and hold employment: Applicable documentation of this locally defined criteria, which could include medical or school records documenting a disability

I. Five Percent Window Documentation

Up to 5% of youth served locally in any program year DO NOT have to be low-income if they have one or more of the following "barriers"

- 1.) School dropout
- 2.) "Basic skills deficient" (English reading, writing, or computing skills at or below the 8th grade level): Generally accepted standardized or criterion-referenced tests or school records
- 3.) One or more grade levels behind: School records
- 4.) Pregnant or parenting

- 5.) Possess one or more disabilities (including learning disabilities): Medical or school records
- 6.) Homeless or runaway
- 7.) Offender
- 8.) Face serious barriers to employment as identified by local Board

J. School Status

- 1.) 30% of WIA funds must be expended annually on youth who are out of school: School records, copy of diploma or equivalent, applicant or parental signed statement, or documented collateral contact with school board
- 2.) Alternative schools and home schooling are counted as being “in-school”

K. Need for Supportive Services

- 1.) Participating in core, intensive, or training services: Document with locally-developed forms or counseling notes
- 2.) Unable to obtain service through other programs: Counseling notes
- 3.) Services necessary to participate in WIA Title I activities: Applicant statement

L. Need for Intensive Services Provided

- 1.) Unemployed Adults and Dislocated Workers
 - a.) Receipt of one core service: Locally developed forms or counseling notes
 - b.) Unable to obtain employment through core services: Unsuccessful job search or supporting documentation showing job search inappropriate for skill level
 - c.) Determined to be in need of intensive services: Locally developed forms or counseling notes
- 2.) Employed Workers
 - a.) Received at least one core service: Locally developed forms or counseling notes
 - b.) Determined to need intensive services in order to OBTAIN OR RETAIN employment leading to self-sufficiency:
 - Obtain employment: Locally developed forms or counseling notes

- Retain employment: Letter or documented collateral contact with employer stating that employee will not be retained unless services received

M. Documentation of Need for Training Services

- 1.) Received at least one intensive service and has been unable to obtain or retain employment leading to self-sufficiency:
 - a.) Obtain employment: Locally developed forms or counseling notes
 - b.) Retain employment: Letter from or documented collateral contact with employer stating that training needed in order to retain employment
- 2.) Determined to be in need of training services: Locally developed forms or counseling notes or if employed, letter from employer stating training needed to retain current employment which allows for self-sufficiency
- 3.) Program directly linked to employment opportunities: Demand occupation lists
- 4.) Unable to obtain grant assistance or requires additional assistance: Counseling notes and Pell grant application and results where applicable
- 5.) Eligible in accordance with local priority system when funds are limited (adult funding stream only: Documentation of "low income status"

3. Food Stamp Employment and Training (FSET) Program Overview

FSET provides employment and training services to a small subset of food stamp recipients

A. Related Legislation

- 1.) The Food Stamp Act of 1977 (as amended)
- 2.) The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996
- 3.) The Balanced Budget Act (BBA) of 1997
- 4.) The Farm Security and Rural Investment Act of 2002 (Farm Bill)
- 5.) The Code of Federal Regulations (CFR)
 - a.) 273.7 – Work requirements
 - b.) 273.24 – Time limits for Able Bodied Adults Without Dependents (ABAWDs)
- 6.) State Plan

C. Roles of the Department of Children and Families (DCF)

- 1.) Determines eligibility
- 2.) Screens for exemptions, etc.
- 3.) Completes work registration
- 4.) Refers participants
- 5.) Imposes sanctions

D. Roles of Regional Workforce Boards (RWBs)

- 1.) Contract for service delivery
- 2.) Serve and engage participants
- 3.) Provide employment assistance
- 4.) Monitor compliance
- 5.) Request sanctions if good cause is not determined
- 6.) Complete data entry

E. FSET Participant Eligibility

- 1.) Food stamp recipients not determined exempt, etc. by DCF
- 2.) Able-bodied adults without dependents (ABAWDs)
- 3.) Ages 18 through 49
- 4.) No dependents
- 5.) Time limited

Note: The Optional Workfare Program (OWP) serves non-ABAWDs & ABAWDs

F. FSET Participant Exemptions and Exceptions

- 1.) Under age 18 or over 50 years of age
- 2.) Parent of a member under age 18
- 3.) Pregnant
- 4.) Physically or mentally unfit for employment
- 5.) Receiving unemployment compensation (UC), or applied for UC as long as meeting UC work requirements

G. FSET Program Time Limitations

- 1.) 3 out of 36 months
- 2.) Vulnerable ABAWDs cannot receive food stamps for more than three countable months during any three-year period, unless the individual
 - b.) Is exempt
 - b.) Meets an exception
 - c.) Resides in a Labor Surplus Area (LSA), or
 - d.) Meets ABAWD work requirements
- 3.) Participants can regain eligibility by meeting one of the work requirements in the month prior to re-applying

H. Labor Surplus Areas

- 1.) Areas with unemployment rate at least 20 percent higher than the national rate

- 2.) USDA approves waivers
- 3.) No time limits for ABAWDs residing in these areas
- 4.) No FSET program services

I. FSET Work Requirements

- 1.) Vulnerable ABAWDs must:
 - a.) Work 20 hours/week (80 hours/month); or
 - b.) Participate 20 hours/week (80 hours/month) in a Workforce Investment Act (WIA), Trade Adjustment Assistance (TAA) or education and training program; or
 - c.) Combination of above; or
 - d.) Comply with Work Experience
 - FS grant/state minimum wage/ABAWDs
- 2.) If not, the month counts as one of the three, time-limited months

J. FSET Components and Activities

- 1.) Orientation and Assessment
- 2.) Work Experience (WE) / Self Initiated Work Experience (SIWE)
 - a.) Up front job search
 - b.) WE/SIWE
 - c.) WE/SIWE combined with Job Search (JS)/Job Search Training (JST)
- 3.) Education and Training
 - a.) Education combined with JS/JST
 - b.) WIA, TAA, etc.

K. FSET Performance Reports, Measures and Standards

- 1.) One Stop Service Tracking (OSST) system reports
- 2.) FSET Entered Employment Rate
 - a.) Number who gain unsubsidized employment

- b.) No standard
- c.) Monthly and quarterly

L. Food Stamp Reimbursement (FSR)

- 1.) Support service for transportation, etc.
- 2.) Currently \$25 per FSR
- 3.) Issued by warrant through Florida Department of Financial Services (DFS)
- 4.) Participants can earn one FSR per month