

Region Four  
CareerSource Gulf Coast

Request for Extension to Provide Direct Services

## REQUEST FOR EXTENSION TO PROVIDE DIRECT SERVICES

1. A review of how the provision of direct services during the prior period fit the business model that the local workforce development board (LWDB) proposed in its original request, and any proposed changes in the business model or the particular workforce services the LWDB intends to provide during the extension period.

**The provision of direct services during the prior year was a good fit with LWDB's business model as proposed in the initial request. CSGC currently delivers direct services in its outlying counties (Franklin and Gulf) and provides case management for participants in training in all three counties.**

**Recently, SNAP and TANF caseloads have decreased, and the current provider no longer wants to continue in the contract as the staffing is at 2.5 FTE. The CSGC board has made the decision to take the delivery of services for those programs in-house as well. In addition to the nearly \$70,000.00 in supervisory costs (Salary and fringes) the Board will also realize savings on travel expenses and other resources used to support the position.**

2. The effective date for when the extension would begin.

**The extension will begin July 1, 2023.**

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

**This extension will be in effect from 7/1/2023 to 6/30/2026.**

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

**The region's two primary reasons for requesting permission to deliver direct services are expediency and cost savings. The former continues to be a reason that direct service provision is working well for CSGC, and the latter, cost savings, savings mostly gained on staffing and other miscellaneous costs and this allows more resources for clients.**

**CSGC has been able to respond quickly to changes in local conditions in order to implement programs expediently. As employment experts with long-standing partnerships in our community, our ability to hire and train needed staff quickly is excellent. We also know which key seasoned staff to direct to implement programs effectively with haste. Changes in program direction are enacted quickly since the program and strategies for implementation are created by the board's staff, thus the distance between decision and implementation is shorter.**

**GCWB staff have learned that speed is essential when addressing the impact on the labor force in the aftermath of a disaster. Businesses and homes were destroyed, the GCWB administrative offices and comprehensive job center were badly damaged. With the assistance of DEO and our fellow regions we were able to begin delivering services within 10 days of landfall following a category 5 hurricane. Staff were accepting applications for Disaster Unemployment Assistance before cell services by the area's largest carrier were even restored. Not having to negotiate layers of service provider authority allowed our Executive Director to marshal resources quickly and deploy staff across the 3-county region.**

5. A review of the effectiveness of the firewall established by the LWDB to clearly separate existing roles as the oversight body for the region's workforce delivery system and its role as the operational services directly provided by the LWDB, and an explanation of changes to be made to the firewall.

**The firewall described when CSGC first began delivering direct services remains in place and continues to serve its purpose. The CSGC Board of Directors approves board policies that staff use to create procedural instructions and guidance to both service providers and staff delivering direct services. CSGC contracts out the One Stop Operator function as well as some case management for the Youth program. The Deputy Director of Operations and Programs provides direct ongoing oversight for the providers of these services and reports as needed to the Executive Director and the Board. The Board undergoes programmatic and financial monitoring from DEO, as well as an independent financial audit, and reviews by in-house monitors as well as peer and desk reviews performed by staff on a quarterly basis.**

6. An identification of the grant program(s) that fund and have funded the workforce service delivery model over the past three years include:
  - **Workforce Innovation and Opportunity Act: Adult, Dislocated Worker and Youth**
  - **Wagner-Peyser**
  - **Jessie Ball duPont Port St. Joe Capacity Building Fund**
  - **Hurricane Michael – DWG**
  - **Hurricane Sally – DWG**
  - **TANF**
  - **Covid-DWG**
  - **Get There Faster Low-Income Adult and Youth**
  - **Get There Faster Military**
  - **SNAP**
  - **UC/RA**
  - **DVOP**
  - **LVER**
  - **Military Spouse**
  - **RESEA**

7. An analysis of the costs of the services that documents the actual reduction in costs with the LWDB providing the services rather than contracting that service to another provider, and an estimate of such costs and savings for the upcoming period.

**GSGC has saved and will continue to save 3% indirect on tuition and case management that was previously passed through one of our contracts for the provision of case management for individuals in classroom training. This contract also included a financial coordinator. We have streamlined the financial portions of this activity to the point that it has become half of the senior bookkeeper's workload. Our total savings with those two advantages are \$74,302.08. CSGC realized those savings along with the costs of a program supervisor at the service provider level at \$73,267.61 and an additional \$51,586.00 from taking in another training case management contract. This year CSGC will eliminate a WT/SNAP program supervisor position with one of our service providers by providing these services directly. There will be a small portion of funds allocated to cover the salary of an existing in-house supervisor to oversee the program and a small portion of existing board finance positions to handle accounts receivable/payable for program expenses related to these programs. Those savings will be 65,541.84. Our total savings annually are \$264,697.54. Estimated three-year savings is \$794,092.61.**

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

**The direct delivery of services by Board staff has, we believe, played a role in the performance by CSGC on the REACH Act's Letter Grade report card and the WIOA Indicators of Performance. For the most recent performance on WIOA Indicators of Performance, CSGC met or exceeded 11 goals, met two and failed five of the 18 measures. The failed measures were primarily in the youth program and relate back to both Hurricane Michael and the Pandemic. With respect to the REACH Act Report Card CSGC scored a B.**

**The distance from front line service delivery to highly experienced board staff is very short which results in the rapid resolution of issues and establishment and implementation of new protocols.**

9. Documentation that the public was provided a meaningful opportunity for review and comment on the proposed extension for a period not less than 10 days. Any submitted comments must be included.

**The proposed extension was posted to the CSGC website from 3/28/2023 to 4/12/2023 and no comments were received.**

10. Documentation that the Chief Elected Officials have agreed to the planned extension.

**Signature pages are attached.**

**Local Workforce Development Board Request  
for Extension to Provide Direct Services**

---

LWDB Number: 4                      LWDB Name: CareerSource Gulf Coast

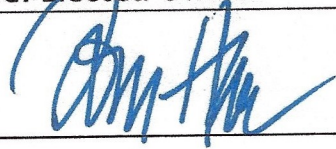
Contact Name: Kimberly L. Bodine

Contact Phone Number: 850-913-3285


The Local Workforce Development Board seeks to extend its designation as a direct service provider of certain services by agreement of the Chief Elected Official and the Governor. This extension to the designation of the Local Workforce Development Board as a direct service provider of certain services is to be effective for the period July 1, 2023 through June 30, 2026.

The signatures below certify agreement to the request for extension submitted by the Local Workforce Development Board and the assurance that the Local Workforce Development Board will operate in accordance with this extension, its Workforce Service Plan, and applicable federal and state laws and regulations.

**Chief Elected Official**

 _____ Signature
<u>Tommy Hamm</u> Name
<u>Chair, Bay County BOCC</u> Title
<u>April 26, 2023</u> Signature Date

**Chair, Local Workforce Development Board**

 _____ Signature
<u>Elinor Mount-Simmons</u> Name
<u>Chair, CareerSource Gulf Coast</u> Title
<u>April 26, 2023</u> Signature Date



**Local Workforce Development Board Request  
for Extension to Provide Direct Services**

---

LWDB Number: 4

LWDB Name: CareerSource Gulf Coast

Contact Name: Kimberly L. Bodine

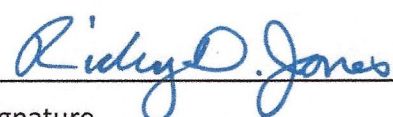

Contact Phone Number: 850-913-3285

The Local Workforce Development Board seeks to extend its designation as a direct service provider of certain services by agreement of the Chief Elected Official and the Governor. This extension to the designation of the Local Workforce Development Board as a direct service provider of certain services is to be effective for the period July 1, 2023 through June 30, 2026.

The signatures below certify agreement to the request for extension submitted by the Local Workforce Development Board and the assurance that the Local Workforce Development Board will operate in accordance with this extension, its Workforce Service Plan, and applicable federal and state laws and regulations.

**Chief Elected Official**

**Chair, Local Workforce Development Board**

 Signature	 Signature
<u>Ricky Jones</u> Name	<u>Elinor Mount-Simmons</u> Name
<u>Chair, Franklin County BOCC</u> Title	<u>Chair, CareerSource Gulf Coast</u> Title
<u>APRIL 4, 2023</u> Signature Date	<u>April 26, 2023</u> Signature Date

**Local Workforce Development Board Request  
for Extension to Provide Direct Services**

---

LWDB Number: 4

LWDB Name: CareerSource Gulf Coast

Contact Name: Kimberly L. Bodine

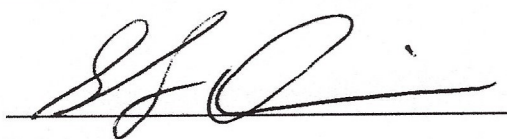
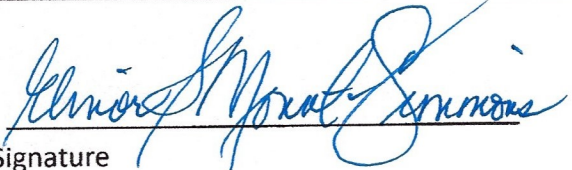
Contact Phone Number: 850-913-3285

The Local Workforce Development Board seeks to extend its designation as a direct service provider of certain services by agreement of the Chief Elected Official and the Governor. This extension to the designation of the Local Workforce Development Board as a direct service provider of certain services is to be effective for the period July 1, 2023 through June 30, 2026.

The signatures below certify agreement to the request for extension submitted by the Local Workforce Development Board and the assurance that the Local Workforce Development Board will operate in accordance with this extension, its Workforce Service Plan, and applicable federal and state laws and regulations.

**Chief Elected Official**

**Chair, Local Workforce Development Board**

 Signature  <u>Sandy Quinn, JR.</u> Name  <u>Chair, Gulf County BOCC</u> Title  <u>APRIL 25, 2023</u> Signature Date	 Signature  <u>Elinor Mount-Simmons</u> Name  <u>Chair, CareerSource Gulf Coast</u> Title  <u>April 26, 2023</u> Signature Date
---	---

23 APR 19 AM 11:47

FILED FOR RECORD  
REBECCA L. MORRIS  
CLERK OF CIRCUIT COURT  
GULF COUNTY, FLORIDA

**BCC APPROVED** **CONSENT**  
DATE 4/25/23 D.C. [Signature] DATE 4/25/23 RK