

# Programs and Services Committee

**November 30, 2022**

## Opening Remarks

1. Welcome & Attendance

## Voting Items

2. Review and Approve Local Targeted Occupations List (LTOL) for 3rd Quarter of PY 22-23
3. Review and Approve WIOA - Local Targeted Occupations List Policy Revisions
4. Review and Approve WIOA - Definition of “Unlikely to Return” for Dislocated Worker Eligibility
5. Review and Approve WIOA - Guidelines for Self-Sufficiency Policy Revisions
6. Review and Approve Families’ Ascent to Economic Security (FATES) - Program Requirements Policy
7. Review and Approve Trade Adjustment Assistance (TAA) - Employment and Case Management Services Administration Policy
8. Review and Approve Trade Adjustment Assistance (TAA) Training - Services Program Administration Policy
9. Review and Approve Wagner-Peyser (WP) - Job Orders and Placements Program Administration Policy

## Information/Discussion

10. CareerSource Research Coast (CSRC) Program Updates
11. Other Business
  - a. Families’ Ascent to Economic Security (FATES) Success Story - Video
12. Adjournment

Members Participating by Teleconference

Angela Williams      Wayne Olson      Jim Brann  
Bill Solomon

**Members Present**

Larry Hawes      Pamela Houghton

**Members Excused**

Jose Capellan      Bob Cenk      Pamela Burchell  
Debbie Perez      Pete Tesch

**Members Unexcused**

None

**Staff Present**

Shelly Batton      Christina Coble      Rachel Pamer  
Mary Bell      Jennifer Eimann      Martin Rivera  
Mitch Kloorfain

**Call to Order**

Larry Hawes, Chairperson, called the meeting to order at 8:05 am. A quorum was established.

**Agenda Item 2 - Review and Approve Local Targeted Occupations List (LTOL) for 3rd Quarter of PY 22-23:**

Shelly Batton, Director of Programs, presented the 3rd Quarter Local Targeted Occupations List (LTOL) for PY 2022-2023. As per the LTOL policy, the local workforce development boards (LWDBs) are required to review the LTOL every quarter to determine if there are any occupations in demand that need to be added or any occupations declining that need to be deleted.

Ms. Batton reported there are no recommended additions or deletions of occupations to the LTOL, and it will remain as presented for the 3rd Quarter.

A motion was made by Pamela Houghton to approve the 3rd Quarter Local Targeted Occupations List - PY 2022-2023, as presented. Larry Hawes seconded the motion. The motion passed unanimously.

**Agenda Item 3 - Review and Approve WIOA - Local Targeted Occupations List Policy Revisions:**

Shelly Batton, Director of Programs, stated that the revisions to the policy would allow for more flexibility when adding occupations to the LTOL.

Instead of 10 documented job openings per occupation being part of the Request for Addition to the Local Targeted Occupations list, the verbiage was changed to “show positive job growth.” Ms. Batton explained that there are data tools that are used to show and forecast the positive growth, number of job openings for occupations, etc. In addition, the policy reflects changes that were made in the WIOA Local Plan Two-Year Modification.

A motion was made by Pamela Houghton to approve the WIOA - Local Targeted Occupations List Policy Revisions, as presented. Bill Solomon seconded the motion. The motion passed unanimously.

**Agenda Item 4 - Review and Approve WIOA - Definition of “Unlikely to Return” for Dislocated Worker Eligibility:**

Christina Coble, WIOA Programs Manager, stated that this policy was put in place to update the definition of “Unlikely to Return” for Dislocated Worker eligibility. Dislocated Worker is one category of WIOA eligibility. Under WIOA the LWDBs are allowed to set a definition of what is considered “unlikely to return” for an individual that has been dislocated from their previous employment.

The expanded definition allows for CareerSource Research Coast to serve more individuals. An individual may be determined ‘unlikely to return” to their previous industry or occupation when one or more of the following criteria is met and documented:

1. The individual was dislocated from a declining industry or occupation as evidenced by labor market information showing a zero or negative growth rate.
2. There are limited employment opportunities in the occupation or industry within the county of residence as evidenced by 5 or fewer active job orders in Employ Florida at the time of DW eligibility determination.
3. The individual has been actively seeking but has been unable to find employment in the previous industry or occupation for a period of 60 days from dislocation as documented by reemployment assistance job search records, rejection letters from employers in the area, or other documentation of unsuccessful efforts to obtain employment in the prior industry or occupation.
4. The individual has out-of-date, obsolete, or inadequate skills relative to the occupation of dislocation.
5. The individual lacks a credential now required by employers within the occupation.
6. The individual has exhausted RA benefits and has been unable to obtain employment in their previous industry or occupation.
7. The individual is unlikely to return to his/her previous industry or occupation due to circumstances that cause significant barriers to employment, including:
  - a. Offender
  - b. Homelessness
  - c. Older worker (Age 55+)
  - d. Documented disability or medical condition

A motion was made by Pamela Houghton to approve the WIOA - Definition of “Unlikely to Return” for Dislocated Worker Eligibility, as presented. Angela Williams seconded the motion. The motion passed unanimously.

**Agenda Item 5 - Review and Approve WIOA - Guidelines for Self-Sufficiency Policy Revisions:**

Christina Coble, WIOA Programs Manager, stated these revisions are an amendment to the existing WIOA Guidelines for the Self-sufficiency policy and define self-sufficiency for Dislocated Workers.

Specifically, the policy now states that for WIOA Dislocated Workers, self-sufficiency is defined as earning income below the wage at dislocation. All Dislocated Workers who are working ‘maintenance’ jobs (a job with a lower rate of pay than the job at the time of dislocation) should not exceed their dislocation wage to be considered for WIOA training services.

A motion was made by Larry Hawes to approve the WIOA - Guidelines for Self-Sufficiency Policy Revisions, as presented. Jim Brann seconded the motion. The motion passed unanimously.

**Agenda Item 6 - Review and Approve Families’ Ascent to Economic Security (FATES) - Program Requirements Policy:**

Rachel Pamer, Welfare Transition & SNAP Program Manager, explained that the FATES Program consists of career readiness combined with sector strategies to encourage the wage progression of targeted low-income families, as well as integrating a phase-out period to lessen the fiscal cliff created by the abrupt termination of childcare benefits.

This policy outlines the LWDBs requirements for the FATES program specifically eligibility, education and training, and supportive services.

A motion was made by Pamela Houghton to approve the Approve Families’ Ascent to Economic Security (FATES) - Program Requirements Policy, as presented. Larry Hawes seconded the motion. The motion passed unanimously.

**Agenda Item 7 - Review and Approve Trade Adjustment Assistance (TAA) - Employment and Case Management Services Administration Policy:**

Mary Bell, Wagner-Peyser Program Manager/TAA Coordinator, stated that this policy outlines how LWDB 20 will administer case management services to all (trade-affected) workers who have been laid off or whose jobs have been threatened because of foreign trade or competition.

A motion was made by Pam Houghton to approve the Trade Adjustment Assistance (TAA) - Employment and Case Management Services Administration Policy, as presented. Larry Hawes seconded the motion. The motion passed unanimously.

**Agenda Item 8 - Review and Approve Trade Adjustment Assistance (TAA) Training - Services Program Administration Policy:**

Mary Bell, Wagner-Peyser Program Manager/TAA Coordinator, explained this policy outlines all the training requirements and services that are offered to (trade-affected) workers who have been laid off or whose jobs have been threatened because of foreign trade or competition.

The purpose of TAA training is to assist trade-affected workers in obtaining the skills necessary to gain suitable, long-term employment. Training, whether full-time or part-time, is available to TAA participants who do not possess the skills to secure suitable employment in the existing labor market.

A motion was made by Pam Houghton to approve the Trade Adjustment Assistance (TAA) – Services Program Administration Policy, as presented. Larry Hawes seconded the motion. The motion passed unanimously.

**Agenda Item 9 - Review and Approve Wagner-Peyser (WP) - Job Orders and Placements Program Administration Policy:**

Mary Bell, Wagner-Peyser Program Manager/TAA Coordinator, stated that this policy outlines the various type of job orders that CareerSource Research Coast (CSRC) handles, how to create those job orders, how to view those job orders, and how to document information when a job seeker that has been referred to a job order by staff has been hired.

A motion was made by Pam Houghton to approve the Wagner-Peyser (WP) - Job Orders and Placements Program Administration Policy, as presented. Wayne Olson seconded the motion. The motion passed unanimously.

**Agenda Item 10 - CareerSource Research Coast (CSRC) Program Updates:**

Shelly Batton, Director of Programs, explained that CSRC's independent monitoring firm, Taylor, Hall, Miller, and Parker (THMP), P.A., conducts a monitoring review twice a year to ensure that programs comply with federal/state/local regulations and policies. Ms. Batton presented information regarding the programmatic monitoring results as of the October 6, 2022, final report from THMP. The review period covered July 1, 2022, through September 26, 2022.

- WIOA Adult/Dislocated Worker - 10 sample files were reviewed by THMP and there were no findings or observations.
- WIOA Youth - 10 sample files were reviewed by THMP and there were no findings or observations.

- Wagner-Peyser - 20 sample files were reviewed by THMP and the following findings were found:

Veterans Program - 1 Finding: veteran customers did not receive a priority of service code 189 and no case note was entered to document the entitlements and services available to them.

Job Orders - 10 sample job orders were reviewed by THMP and there were no findings or observations.

- Reemployment Services and Eligibility Assessment (RESEA) - 5 sample files were reviewed by THMP and the following findings and observations were found:

RESEA - 1 Finding: customer did not have an Employment Development Plan (EDP) available in EmployFlorida (EF) or a paper copy.

RESEA - Observations: customer did not have a long-range goal identified on EDP, did not have a Responsibility of Statement available in EmployFlorida (EF) or a paper copy, and did not have all work search activities listed on the Responsibility Statement.

Rachel Pamer, Welfare Transition & SNAP Program Manager, presented the following THMP monitoring results for the Welfare Transition Program (WTP), and Supplemental Nutrition Assistance Program (SNAP).

- Welfare Transition Program (WTP) - 15 sample files were reviewed by THMP and the following findings and observations were found:

WTP - 1 finding: customer did not have initial assessments completed within 30 days of the most recent referral for participation.

WTP - Observations: customer Inclusive assessment that addresses work history, skills, and employability information was missing from OSST, Individual Responsibility Plan (IRP) did not have steps clearly stated, employment follow-ups were missing from OSST Employment Follow-Up Record, gaps of time passed with no documented attempted customer contact, and incorrect pre-penalty date was entered in OSST.

- Supplemental Nutrition Assistance Program (SNAP) - 5 sample files were reviewed by THMP and the following findings and observations were found:

SNAP - 1 Finding: Documentation in a case file did not support the Job Search JPR entry for two months.

SNAP - Observations: customer Job Search JPR entry exceeded the number of hours in a day, and an incorrect failure date was documented for a penalty request initiated for the customer.

Ms. Pamer stated that the majority of the findings and observations are due to new staff. Ms. Pamer stated additional staff training will be upcoming to address these issues.

Shelly Batton, Director of Programs, informed the committee that the DEO will be monitoring CareerSource Research Coast the week of January 9-13, 2023.

Ms. Batton shared an update on the Veterans Program and announced the following new hires:

Joseph Svendsen - Disabled Veterans Outreach Program Specialist (DVOP) Martin County - November 21, 2022

Jonathan Frazier - Disabled Veterans Outreach Program Specialist (DVOP) Indian River County - December 12, 2022

Chris Rainey - Local Veterans Employment Representative - Ft. Pierce and Indian River County - TBA

Tracey McMorris, Shelly Batton, Mary Bell, Raul Molina, and Jill Lanier attended the 2022 Veterans Workforce Summit in Orlando on November 15-18, 2022. At the summit, Jill Lanier received the inaugural Roland Williams Award for her dedication to Veterans with adjustment to disability in the workplace, enhanced self-awareness, and connecting veterans to employers. Ms. Batton thanked Jill Lanier, DVOP, for the excellent job she has done supporting the disabled veteran's program.

The Paychecks for Patriots Job Fair was held on November 8, 2022. There were 14 employers, 6 community partners, and 25 job seekers. There were several offers of employment at the job fair.

Jim Brann, The Porch Factory, announced that he hired a job seeker for his company at the job fair.

Christina Coble, WIOA Programs Manager, shared an update on WIOA Program:

CareerSource received a Dislocated Worker grant tied to Hurricane Ian. We partnered with Treasure Coast Food Bank (TCFB) which had been providing humanitarian relief to those affected by the hurricane. TCFB needed individuals to work in warehousing assisting with the packing and shipping of products to affected areas. The grant allowed for 15 individuals for a period of 3 months a piece to work within TCFB's warehouse. Currently, 6 are placed, 2 more interviewing, and Ms. Coble stated that within the next two weeks all 15 positions should be filled.

Ms. Coble stated that 4 jobseekers started On-the-Job Trainings in the month of November. One individual was a veteran



who had attended the Paychecks for Patriots Job Fair.

Cleveland Clinic has reorganized its recruiting mechanism. As a result, there is anticipation of more On-the-Job Training opportunities for nurse residency hires in the new year.

Mary Bell, Wagner-Peyser Program Manager/TAA Coordinator, shared the following update: Interviews will be held for the Reemployment Services and Eligibility Assessment (RESEA) position which is a regional position.

Ms. Bell will be conducting training for EmployFlorida and Wagner-Peyser over the next couple of weeks for new hires who will be onboarding.

**Agenda Item 11 - Other Business:**

Rachel Pamer, Welfare Transition & SNAP Program Manager, presented a video that highlights a Families' Ascent to Economic Security (FATES) Success Story to the committee.

Highlighted is Jessica Keenan who is a FATES recipient and has successfully navigated a career pathway into Nursing. As part of the FATES program, Jessica has been able to mitigate the child-care fiscal cliff through phase-out payments and preserve quality care for her children while advancing her career.

Ms. Keenan stated she is grateful to CareerSource Research Coast and the FATES program for enhancing her opportunities for success.

**Agenda Item 12 - Adjournment:**

With no further items to discuss a motion was made by Larry Hawes to adjourn the meeting, seconded by Pamela Houghton. All members agreed and the meeting was adjourned at 8:53 a.m.

*The next Programs and Services Committee Meeting will be on January 25, 2023*

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**STAFF CERTIFICATION** I hereby certify these minutes reflect the proceedings by the Programs and Services Committee of CareerSource Research Coast, have been reviewed by the Board and approved or approved with modifications which have been incorporated herein.

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Shelly Batton  
Director of Programs

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Date

collaborate.  
innovate.  
lead.

