



Programs and Services Committee Meeting Minutes

May 29, 2024

Opening Remarks

1. Welcome & Attendance

Voting Items

None

Information/Discussion

2. Primary Indicators of Performance 3rd Quarter - PY 2023-2024 (Tentative)
3. Taylor, Hall, Miller, and Parker (THMP) Monitoring - March 28, 2024
4. WIOA Local Four-Year Plan
5. CareerSource Research Coast (CSRC) Program Updates
 - a. Wagner-Peyser (WP)/TAA
 - Reemployment Services and Eligibility Assessment (RESEA) Program
 - Staffing Updates
 - b. Workforce Innovation and Opportunity Act (WIOA)
 - On-the-Job (OJT) Training Progress YTD (Christina Coble)
 - Individual Training Account (ITA) Expenditures (Kate Sayger)
 - Staffing Training Updates - Career Planner 1/Recruiter WIOA-OJT (Kate Sayger)
 - c. Welfare Transition (WT)/SNAP
 - Staffing/Combination of Positions
 - Procedure Updates
 - d. Jobs for Veterans State Grant (JVSG)/Migrant and Seasonal Farmworkers (MSFW)
 - JVSG - Staffing, Stand Down, VPL 5-24
 - MSFW - Four-Year Plan, Outreach Efforts
6. Regional Planning Update
7. Hope Florida Program Update
8. Welfare Transition/Temporary Assistance for Needy Families (TANF) Summer Program Update
9. Adjournment - Next P & S Meeting - August 28, 2024

Members Participating by Teleconference

Jim Brann Wayne Olson

Members Present

Bob Cenk

Members Excused

Pete Tesch Jose Capellan Pamela Burchell
Bill Solomon

Members Unexcused

None

Staff Present

Shelly Batton Christina Coble Mary Bell
Kate Sayger Joan Daley Jodi Thomas
Martin Rivera Jennifer Eimann

Call to Order

Bob Cenk, Chair, called the meeting to order at 8:05 a.m. Mr. Cenk noted no voting items on this meeting's agenda.

Agenda Item 2 - Review Primary Indicators of Performance 3rd Quarter - PY 2023-2024 (Tentative):

Shelly Batton, Director of Programs, explained that the Primary Indicators of Performance for the 3rd quarter of PY 2023-2024 had not yet been published on the Department of Commerce (FLORIDACOMMERCE) website. As a result, Ms. Batton presented the Primary Indicators of Performance for the 2nd quarter.

Ms. Batton explained that the areas highlighted in blue reflect those performance goals exceeded (greater than 100% of negotiated). Likewise, goals highlighted in green show that performance goals were met (90-100% negotiated), and those reflected in yellow still need to be met (less than 90% of negotiated) by CSRC.

The numbers reflected in all categories of the report show that the LWDB 20 has either met or exceeded all performance goals. Ms. Batton stated that staff had worked hard to meet the negotiated performance targets and is confident that we will continue to do so.

Agenda Item 3 - Review Taylor, Hall, Miller, and Parker (THMP) Monitoring - March 28, 2024:

Shelly Batton, Director of Programs, said she will focus on the programmatic findings portion of the THMP report. For reporting purposes, Ms. Batton noted that findings reflect non-compliance issues and are considered high-risk items.

- WIOA Adult/Dislocated Worker (DW) and Youth programs had no findings.
- Wagner-Peyser had four findings.
- Jobs for Veterans State Grants (JVSG) had two findings.

Ms. Batton stated that the staff was able to address the findings, and overall, it was a successful monitoring review.

Agenda Item 4 - Review WIOA Local Four-Year Plan:

Shelly Batton, Director of Programs, explained that LWDB 20 is required to complete a four-year plan covering 2024-2028.

Ms. Batton stated that we had just received instructions from the state regarding the four-year plan. Tracey McMorris, Vice President of Operations/COO, has taken the lead in that process and has identified Ms. Batton, Colleen Gill, and Christina Coble to work with Ms. McMorris on all the data collection.

Ms. Batton explained that staff looks at Labor Market Information (LMI) in the region to assist with making an informed decision about essential elements such as demand for occupations and industries, compensation trends, and workforce demographics to determine the direction of the next four years' four-year plan.

Planning sessions have been scheduled throughout the summer, and we have a completion date of no later than August 16th.

Agenda Item 5 - CareerSource Research Coast (CSRC) Program Updates:

Mary Bell, Wagner-Peyser Program Manager/TAA Coordinator, shared updates on the Wagner-Peyser program:

- Reemployment Services and Eligibility Assessment (RESEA) Program: Ms. Bell explained that the Reemployment Assistance Program allows clients to engage with their Career Center staff and have targeted services provided to them. Initially, staff were required to provide an orientation of our services and an initial assessment to determine the individual skills, work history, and barriers in order to complete a detailed career plan with the client.

As of April 2024, the state no longer requires the initial assessment. Therefore, we are providing an online objective assessment within the Employ Florida site in its place.

Statewide, the RESEA notification letter sent to our clients who are receiving Reemployment Assistance Benefits is being revised to appear more customer-friendly. Changing the language is expected to decrease the no-show rate for RESEA clients' participation. In addition, the notification letters will be provided in English, Creole, and Spanish and are currently going through the state approval process.

- New Hire: Marie Gilliom, who initially worked internally as a Resource Room Customer Service Specialist in the Garden City Office, was hired as a RESEA Program Specialist as of December 18, 2023.

Christina Coble, Business Services Manager, and Kate Sayger, Program Coordinator, gave updates on the WIOA Adult/Dislocated Worker Programs.

- On-the-Job Training: Ms. Coble stated that CSRC has enrolled 57 individuals into On-the-Job Training (OJT) opportunities in PY 2023-2024, with \$234,000 reimbursed to local companies who have been willing to provide OJTs to individuals and train those individuals who may not have had all the skills the employer typically needs. Ms. Coble thanked the employers who partnered with CareerSource Research Coast (CSRC) in this process. Ms. Coble stated that since we have already met approximately 90% of our fiscal year expenditure goal, she is confident we will exceed our overall goal by June 30, 2024.

Individual Training Account (ITA) Expenditures: As of the end of April, approximately \$270,000 in ITA expenditures had been made.

- Staff Updates: Ms. Sayger stated that Dorothy Angole, Career Planner I, Comprehensive Center Fort Pierce, has taken on a caseload of follow-up clients in the retention period. In addition, Ms. Angole has started taking on new WIOA clients to increase her caseload.

Sherri Locke, Recruiter, Martin County Career Center, has completed her WIOA OJT training and will begin enrolling OJT clients.

Shelly Batton, Director of Programs, shared staffing updates on WIOA, Welfare Transition (WT), and the Supplemental Nutrition Assistance Program (SNAP).

- WIOA, WT, and SNAP Program Staffing Updates: Kate Sayger, Jodi Thomas, and Joan Daley have been promoted to Program Coordinator. Ms. Sayger and Ms. Daley bring their expertise from working as WIOA Career Planners, and Ms. Thomas has expertise in WT and SNAP. They have been cross-training in all three programs. This adds foundational knowledge to their area of expertise and qualifies them to work and oversee the WIOA, WT, and SNAP programs in the following career centers:
 - Kate Sayger - Martin County
 - Jodi Thomas - St. Lucie County
 - Joan Daley - Indian River County
- Ms. Batton also explained that the WT Career Planners are being cross-trained in SNAP, and the caseloads in the three career centers justify a Career Planner in each center.

Ms. Batton shared updates on the Jobs for Veterans State Grant (JVSG) and the Migrant Seasonal Farmworkers (MSFW) Program:

- JVSG - Staffing: Ms. Batton stated that the JVSG program is fully staffed with the hire of Chris Merritt and Robby Morris to fill the roles of DVOP (Disabled Veteran Outreach Program) and the Consolidated Position (DVOP and Local Veterans Employment Representative). They will work out of the Stuart and Fort Pierce career centers.
- 2024 Veterans Stand Down: Ms. Batton stated that she and the veteran staff are teaming up with Lahia in Martin County, Mustard Seed in St. Lucie County, and The Source in Indian River County, for this year's Veterans Homeless Standdown.

The stand-down dates for the three counties have been identified as June 3rd, 20th, and 27th.

- Veterans Program Letter (VPL) 5-24: Ms. Batton explained that a new federal guidance has been shared that addresses eligibility and the roles and responsibilities of the JVSG staff. This guidance expands the eligibility criteria for qualified veterans that DVOPs can serve.

As a result, to align with the new criteria, the LWDB will need to change the language of our policies and procedures and update the processes by which we serve eligible veterans. Staff will be trained on the new updates.

- MSFW - Four-Year Plan: Ms. Batton stated that she and Hector Ramirez, the Migrant Seasonal Farmworker (MSFW) Specialist, will work on the MSFW four-year plan. They are waiting for the state's instructions.
- MSFW Outreach: Ms. Batton stated that coordinating MSFW outreach efforts has been challenging. One strategy has been to reach out to other LWDBs to gain insight into best practices for serving the farmworker community. Another approach is to identify new areas where the MSFWs are located so that outreach services can be offered.

Agenda Item 6 - Review Regional Planning Area Strategic Policy:

Shelly Batton, Director of Programs, shared that CareerSource Research Coast staff met with CareerSource Palm Beach County to establish a framework for realizing the shared vision. Four planning sessions were scheduled, each focusing on a specific RPA requirement.

The first planning session, which took place on May 17, 2024, focused on developing and implementing sector strategies for in-demand sectors or occupations, collecting and analyzing regional labor market data, and coordinating services with regional economic development services and providers.

The second planning session, scheduled for May 31, 2024, will discuss establishing regional service strategies using cooperative service delivery agreements and coordinating transportation and other support services as appropriate.

Agenda Item 7 - Review Hope Florida Program Update:

Shelly Batton, Director of Programs, explained that the Hope Florida - A Pathway to Prosperity Initiative (HOPE Navigator Grant) was spearheaded by First Lady Casey DeSantis and implemented by the Florida Department of Children and Families.

Since October 2024, seventy-one referrals have been recorded from the Department of Child and Family Services (DCF). In addition, a reverse referral system has been implemented so that any individual who enters a career center and needs services can be referred directly to DCF.

Agenda Item 8 - Welfare Transition/Temporary Assistance for Needy Families (TANF) Summer Program Update:

Shelly Batton, Director of Programs, provided background information on the TANF Summer Youth Program. Money is allotted for this program each summer using Welfare Transition funding.

The TANF program will fund a summer youth program focusing on reducing teen pregnancy in partnership with the Boys & Girls Clubs of St. Lucie County (BGCSLC) and E.N.D. It! (Everybody's Not Doing It!).

This funding will pay eligible youth from BGCSLC and E.N.D. It! to attend summer camp. This will be an eight-week program running from June 3 to July 26, 2024.

Agenda Item 9 - Adjournment:

With no further items to discuss, Bob Cenk moved to adjourn the meeting, seconded by Wayne Olson. All members agreed, and the meeting was adjourned at 8:43 a.m.

The next Programs and Services Committee Meeting will be on August 28, 2024

BOARD STAFF CERTIFICATION

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

Shelly Batton
Board Staff

Date