



Programs and Services Meeting Minutes

November 20, 2024

Opening Remarks

1. Welcome & Attendance

Voting Items

2. Review and Approve Local Targeted Occupations List (LTOL) - 3rd Quarter PY 2024-2025

Information/Discussion

3. Primary Indicators of Performance 4th Quarter - PY 2023-2024
4. Taylor, Hall, Miller, and Parker Monitoring Update
5. United Against Poverty (UAP) Satellite Center Opening Update
6. Regional Planning Update
7. CareerSource Research Coast (CSRC) Program Updates
 - a. Wagner-Peyser (WP)/Migrant and Seasonal Farmworkers (MSFW), Reemployment Services and Eligibility Assessment (RESEA) Programs - Mary Bell
 - RESEA
 - Virtual Appointments
 - Pool Count
 - No Shows
 - MSFW
 - Quality Contact Challenges
 - MSFW Outreach Plan for 2024-2028
 - Minimum Service Level Indicator Report for 1st Quarter - PY2024-2025
 - b. Welfare Transition (WT) Program, Supplemental Nutrition Assistance Program (SNAP), and Workforce Innovation and Opportunity Act (WIOA) Program - Kate Sayger
 - Welfare Transition/SNAP
 - House Bill 1267
 - Peer-to-Peer Monitoring
 - Staffing
 - WIOA
 - ITA Expenditures
 - Support Services Expenditures
 - Staffing



- WIOA Youth
 - Training Services Contract between CSRC and Treasure Coast Medical Institute
 - Staffing
 - c. Jobs for Veterans State Grant (JVSG)/Hope Florida Programs - Shelly Batton
 - Hope Florida
 - JVSG
 - Paychecks for Patriots
 - Annual Summit
 - Staffing
 - d. Workforce Innovation and Opportunity Act (WIOA) Program - On-the-Job Training (OJT) - Christina Coble
 - WIOA OJT Year-to-Date (YTD)
 - Enrollments
 - Expenditures
8. Adjournment - Next P & S Meeting - February 26, 2024

Members Participating by Teleconference

Bob Cenk	Wayne Olson	Prashanth Pilly
Deb Frazier	Kelly Johnson	David Bean
Wayne Olson		

Members Present

None - Virtual Only

Members Excused

Pete Tesch	Jose Capellan	Jim Brann
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Members Unexcused

None

Staff Present

Shelly Batton	Christina Coble	Mary Bell
Kate Sayger	Jennifer Eimann	

Call to Order

Bob Cenk, Chair, called the meeting to order at 8:05 a.m. A quorum was established.

Mr. Cenk opened the Program and Service Committee meeting, welcoming new members Deb Frazier, Kelly Johnson, and David Bean.

Shelly Batton, Director of Programs, provided an overview of the committee's functions, which include programmatic oversight, policy review, and quarterly evaluations of the Local Targeted Occupations List (LTOL) to ensure alignment with local demand and state guidelines.



Agenda Item 2 - Review and Approve Local Targeted Occupations List (LTOL) - 3rd Quarter PY 2024-2025:

Shelly Batton, Director of Programs, presented the Local Targeted Occupations List for the 3rd Quarter of PY 2024-2025.

Ms. Batton explained the Florida Department of Commerce, Bureau of Labor Market Statistics (LMS), publishes Florida's statewide demand occupations list and local area demand occupations lists of high growth/high wage occupations annually. These lists are used by the local workforce development boards (LWDBs) to create their local targeted occupations list (LTOL). An LTOL is a list of occupations in demand based on high growth and/or high wages in the local area. Each LWDB can use LMS's demand occupations list and other resources to develop their LTOL.

Staff reviewed local labor market information and resources regarding LTOL. There was no recommended addition of occupations to the 3rd Quarter of the PY 2024-2025 list. Staff recommends approval of this LTOL for the 3rd Quarter of PY 2024-2025.

Prashanth Pilly moved to approve the Local Targeted Occupations List (LTOL) 3rd Quarter PY 2024-2025, as presented. Deb Frazier seconded the motion, which passed unanimously.

Agenda Item 3 - Primary Indicators of Performance 4th Quarter - PY 2023-2024:

Shelly Batton, Director of Programs, explained that the State of Florida must negotiate and agree upon performance levels for WIOA and WP programs funded by the United States Department of Labor, Employment, and Training Administration. Once the state levels are established, the Florida Department of Commerce must negotiate and reach agreements with the Local Workforce Development Boards (LWDBs) for their local performance targets.

Ms. Batton explained further that the areas highlighted in blue reflect performance goals that were exceeded (greater than 100% of negotiated). Likewise, goals highlighted in green show performance goals that were met (90-100% of 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 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 that strategic, operational steps taken are working for monitoring purposes.

Agenda Item 4 - Taylor, Hall, Miller, and Parker Monitoring Update:

Shelly Batton, Director of Programs, shared that per State requirements, CareerSource Research Coast (CSRC) conducts monitoring on a scheduled basis and contracts with an independent monitoring firm through a competitive procurement process to review any potential programmatic or fiscal issues.

Taylor, Hall, Miller, and Parker (THMP), P.A. was approved as the outside monitoring agency from July 1, 2024, to June 30, 2025. Staff members will present the outcome of the THMP monitoring conducted in the week of October 28, 2024.



Mary Bell, Wagner Peyser Program Manager/TAA Coordinator, provided the following information:

Job Orders: One Finding

- No documented consent to refer job seeker to job order.

JVSG Program: No Findings

- No findings

MSFW Program: Two Findings

- Form 511N was not provided to farm worker nor recorded, as required.
- No documentation of referral to supportive services.

MSFW: One observation:

- Type of agricultural crop worked was not case noted.

Ms. Bell stated that the staff did a good job and that continued training on these issues would be conducted as needed.

Kate Sayger, Programs Coordinator (SNAP, Welfare Transition (WT), and WIOA programs), provided the following information:

WT: No Findings

- No findings

WT: Three Observations

- Transportation services were provided but are not reflected in the signed Individual Responsibility Plan.
- Transportation services were provided, but the code was not entered in OSST.
- Sanctions were not requested in a timely manner.

SNAP: Two Findings

- The Food Stamp Reimbursement (FSR) Self-Attestation form was missing the dollar amount.
- SNAP participants were not held accountable for submitting assigned work activities or education hours for October. No sanction was requested, as required.

SNAP: Two Observations

- Supporting documentation for one week of assigned activities missing from the case file.
- Case management issues regarding untimely follow-up and case notes not reflecting participants' progress in a clear and concise manner.

WIOA Adult/Dislocated Worker Programs: No Findings

WIOA Youth Program: No Findings

Agenda Item 5 - United Against Poverty (UAP) Satellite Center Opening Update:

Shelly Batton, Director of Programs, stated that a satellite office opened at the United Against Poverty facility in Vero Beach on November 14, 2024.

The staff consists of a full-time Welfare Transition and SNAP career planner who are there full-time, and a HOPE Florida navigator and customer service specialist who will be at the satellite office part-time. Office hours are Monday through Wednesday, and Friday, 8:00 a.m. to 5:00 p.m. and Thursday 9:00 a.m. to 5:00 p.m.



Agenda Item 6 - Regional Planning Update:

Shelly Batton, Director of Programs, provided an update on the Regional Planning Committee. CSRC is working jointly with CareerSource Palm Beach County to form a regional planning area (RPA) due to having similar labor markets sharing a common economic development area, similar commuting patterns, and labor force conditions.

The two boards have developed a regional plan, which has been incorporated into CareerSource Research Coast and CareerSource Palm Beach's four-year WIOA plan and submitted to the state.

Currently, the two boards are focusing on support services, what services we have in common, and how to best pool our resources to align workforce development activities and resources to provide coordinated and efficient services to job seekers and employers. It develops, aligns, and integrates strategies to support regional economic growth.

Agenda Item 7 - CareerSource Research Coast (CSRC) Program Updates:

Mary Bell, Wagner-Peyser Program Manager, shared updates on Reemployment Services and Eligibility Assessment (RESEA) and the Migrant Seasonal Farmworker (MSFW) Programs:

- Reemployment Services and Eligibility Assessment (RESEA) Program: Ms. Bell explained RESEA allows clients to engage with their Career Center staff and have targeted services provided to them. Initially, staff are 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.

Due to the consolidation of the Martin and Indian River career centers, RESEA virtual appointments are currently offered to clients. Those clients who want to participate in virtual appointments need smartphone or computer access.

The Florida Department of Commerce had previously stated that individuals must attend their mandatory initial appointment as a requirement of the RESEA program. If they do not, they will be disqualified from receiving their benefits for the week of the missed appointment.

Ms. Bell shared that this information was incorrect and that clients who missed their appointments were indefinitely disqualified from receiving their benefits until they could reschedule and attend their appointments.

These clients have been notified of the issue and are given priority when contacting the RESEA Program Specialists for new appointments.

Ms. Bell stated that the total pool of participants required to attend the RESEA orientation has been increased to forty-nine to meet contractual requirements for PY24-25.

- Migrant Seasonal Farmworkers (MSFW): Ms. Bell explained that the MSFW program is a federal program that assists seasonal and migrant farm workers and their families who experienced underemployment and unemployment to achieve self-sufficiency. Hector Ramirez, MSFW Specialist, works specifically with the MSFW population.



The CSRC four-year plan provides insight into how the assessment of available resources, our services, and our outreach activities will be provided in the 2024-2028 program years.

Mr. Ramirez has been tasked with providing at least five quality contacts per day. Mr. Ramirez will be available to meet with MSFWs within our career centers every Friday from 8 am to 12 pm to increase his engagement in the community.

Minimum Service Level Indicator Report for 1st Quarter - PY2024-2025 - Ms. Bell stated that the Minimum Service Level Indicator Report includes equity ratio indicators that measure the level of services provided to MSFWs by staff. There were eight equity ratio measures. CSRC met all eight of those equity measures.

Kate Sayger, Program Coordinator, gave updates on Welfare Transition (WT), WIOA Adult/Dislocated Worker, and Youth Programs:

- Welfare Transition (WT) Program House Bill 1267: The Department of Children and Families refers individuals/participants receiving temporary cash assistance benefits to CareerSource. These individuals in the WT program will be required to complete certain activities assigned by career planners in an effort to assist them with attaining self-sufficiency. House Bill 1267 was implemented on July 1, 2024, amending the state plan for the Welfare Transition program to include entrance and exit surveys for all welfare transition participants.

In addition, the Florida CLIFF Dashboard will be implemented to provide information that will assist individuals in understanding their potential earnings through paid employment while also mapping the timing and magnitude of the loss of public assistance as individuals progress along various career pathways.

Working in tandem with the CLIFF Dashboard, the Budget Wizard application will walk clients through the four areas (income, savings, fixed expenses, and variable expenses) needed to establish a budget. Once all applicable information has been entered, the Budget Wizard creates a report for the client, which can be reviewed and analyzed.

Staff Update: Jodi Thomas is now the Lead SNAP Career Planner.

- Workforce Innovation and Opportunity Act (WIOA) Adult/DW Program: Ms. Sayger explained that the WIOA program provides eligible and suitable candidates with a wide range of training opportunities. These training programs can increase pay, job security, and career satisfaction. Training is available through Apprenticeship, On-the-Job Training, and Classroom/Vocational training for in-demand careers.

Individual Training Account (ITA) Expenditures - \$132,135, as of 1st quarter PY24-25.

- Workforce Innovation and Opportunity Act (WIOA) Youth Program: Ms. Sayger stated that the WIOA Youth program assists young adults ages 16 to 24 who face barriers to employment, education, and training.



A new Services Contract between CSRC and Treasure Coast Technical College (TCTC) has been executed to allow eligible youth to enroll in the Emergency Medical Technician Training at TCTC, starting December 6, 2024.

- Peer-to-peer Monitoring: Ms. Sayger stated that the Youth Career Planners will implement peer-to-peer monitoring starting December 2024. This aligns with the same monitoring process used in the WIOA Adult/DW programs.
- Staff Update: Two Youth Career Planners are assigned to the Treasure Coast Technical College, Vero Beach, and four are assigned to the Garden City Career Center.

Shelly Batton, Director of Programs, shared updates on the Hope Florida Program and Jobs for Veterans State Grant (JVSG):

- Hope Florida Program: Ms. Batton stated that Mayra Hernandez, Hope Florida Navigator, is located at the United Against Poverty (UAP) Center in Vero Beach.

Ms. Batton explained that the Department of Child and Family Services (DCF) initially used Smartsheet as their referral system software. However, DCF has decided to transition to a case management platform called Unite Us. The LWDBs are now using this system for all client referrals. Staff training on the platform has been completed.

As of December 2024, CSRC received thirty-two referrals through the Unite Us platform. Ms. Hernandez is working directly with thirteen of these referrals, assisting them in becoming job-ready and referring them to employability workshops, career planning, and training opportunities leading to sufficient employment.

Once participants are deemed “job ready,” they are referred to the Business Services staff for assistance with job placement.

- Annual Paychecks for Patriots Job Fair: This event was held on November 14, 2024, at the Riverwalk Center in Ft. Pierce. Fifteen employers and six community partners attended. There were thirty-four job seekers.
- Annual Florida Veterans Workforce Summit: The 2024 Florida Veterans Workforce Summit serves as Florida's Jobs for Veterans State Grant (JVSG) statewide training. The summit addresses program management, JVSG staff coordination, Employ Florida functionality, the VA Work Study program, and employment outreach services. The summit provides networking opportunities with our LWDB's of the CareerSource Florida network.

The event was held at the Orlando Hilton from October 21-25, 2024.



- Staffing Update: The staff consists of two Disabled Veteran Outreach Program Specialists (DVOP's), and two Local Employment Veterans Representatives (LVERS).

Christina Coble, Business Services Manager, shared updates on the Workforce Innovation and Opportunity Act (WIOA) Program - On-the-Job Training (OJT):

- On-the-Job Training (OJT): Two OJT contracts have been implemented since July 1, 2024. Staff are currently working on eight OJTs, of which six will be tied to registered apprentices that we currently have enrolled with A1 Industries. They are Truss Design Technician apprenticeships, and CSRC is looking to fund the on-the-job learning portion of their training.

Ms. Coble stated that the OJTs are projected to account for \$113,000 in expenditure for this fiscal year.

Agenda Item 8 - 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 9:11 a.m.

The next Programs and Services Committee Meeting will be on February 26, 2025

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