



# Programs and Services Meeting Minutes

**August 27, 2025**

## **Opening Remarks**

1. Welcome & Attendance

## **Voting Items**

2. Review and Approve Welfare Transition (WT) - Transitional Supportive Services Policy
3. Review & Approve Welfare Transition (WT) - Up-Front Diversion Policy
4. Review & Approve Welfare Transition (WT) - Work Requirement Penalties and Pre-Penalty Counseling Policy
5. Review & Approve Welfare Transition (WT) - Hardship Extensions for Temporary Cash Assistance Policy
6. Review and Approve Reemployment Services and Eligibility Assessment (RESEA) - Program Design and Framework Policy
7. Review and Approve Workforce Innovation & Opportunity Act (WIOA) - Program Design and Framework Policy
8. Review and Approve Workforce Innovation & Opportunity Act (WIOA) - Youth Services Subrecipient Contract for PY2025-2026 (PY 5 of 5)
9. Review and Approve - Local Targeted Occupations List (LTOL) for 2nd Quarter - PY2025-2026

## **Information/Discussion**

10. HOPE Florida Update
11. CareerSource Research Coast (CSRC) Business Services Update
12. CareerSource Research Coast (CSRC) Programs Update
  - a. Wagner-Peyser, Migrant and Seasonal Farmworkers (MSFW)
    - Wagner-Peyser
      - Traffic/Re-employment
      - Outreach Specialist
  - b. Welfare Transition (WT) Program, Supplemental Nutrition Assistance Program (SNAP)
    - Community Service/Work Experience Sites
    - Caseloads
    - FLORIDA System



- c. Jobs for Veterans State Grant (JVSG) Program
    - Stand Down
    - Annual Summit
  - d. Workforce Innovation and Opportunity Act (WIOA) Program - Adult/Dislocated Worker
    - WIOA Orientation
    - Training Grants
  - e. Workforce Innovation and Opportunity Act (WIOA) Program - Youth
    - PY24-25 Internal Performance
13. Adjournment - Next P & S Meeting – November 19, 2025

**Members Present**

Bob Cenk                      Deb Frazier

**Members Participating by Teleconference**

Jim Brann                      Wayne Olson                      Kelly Johnson

**Members Excused**

David Bean                      Jose Capellan

**Members Unexcused**

None

**Staff Present**

Tracey McMorris	Shelly Batton	Christina Coble
Kate Sayger	Jodi Thomas	Martin Rivera
Jennifer Eimann		

**Call to Order**

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

**Agenda Item 2 - Review and Approve Welfare Transition (WT) - Transitional Supportive Services Policy:**

Shelly Batton, Director of Programs, noted in her summary that transitional services are services provided to give support to individuals as they actively seek, accept, and maintain employment. These services are not entitlements but provide available support for up to two years to help individuals and families gain the skills and resources they need to make a successful transition from public assistance to self-sufficiency.

During the 2024 legislative session, House Bill 1267 (HB 1267) was passed and included additional requirements related to transitional services, including:

- When contacting a recipient of cash assistance who is determined ineligible for a reason other than a work activity sanction, a workforce system case manager must administer the exit survey, which must be attempted before closure of the case management file.



- Detailed transitional case management requirements, including, but not limited to, the use of a tool to demonstrate future financial impacts of the participant's change in income and benefits over time. The State of Florida will be using the Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard tool and the One-Stop Service Tracking (OSST) budget planner wizard.

Staff revised CSRC's local Transitional Supportive Services Policy to align with House Bill 1267, as well as to mirror Administrative Policy Number 020 Transitional Benefits and Services.

Deb Frazier moved to approve the Welfare Transition (WT) - Transitional Supportive Services Policy, as presented. Jim Brann seconded the motion, which passed unanimously.

**Agenda Item 3 - Review and Approve Welfare Transition (WT) - Up-Front Diversion Policy:**

Shelly Batton, Director of Programs, noted in her summary that individuals apply for Temporary Cash Assistance (TCA) for many reasons, including assistance with recurring needs such as shelter, utility payments, food, and monthly expenses. However, many applicants do not need ongoing TCA, but, due to an unexpected circumstance or emergency, require some immediate assistance to secure or retain employment or child support. These immediate obligations may include shelter or utility payments, car repairs to continue employment, or other services that alleviate the applicant's emergency financial need, allowing the person to focus on obtaining or continuing employment. These needs may be met through up-front diversion, which is available only to applicants as an alternative to ongoing TCA.

House Bill 1267, effective July 1, 2024, requires Local Workforce Development Boards (LWDBs) to administer the intake survey as part of the screening process for up-front diversion.

Staff revised CSRC's local Up-Front Diversion Policy to align with House Bill 1267 requirements, as well as to mirror Administrative Policy Number 013 Up-Front Diversion.

Jim Brann moved to approve the Welfare Transition (WT) - Up-Front Diversion Policy, as presented. Kelly Johnson seconded the motion, which passed unanimously.

**Agenda Item 4 - Review & Approve Welfare Transition (WT) - Work Requirement Penalties and Pre-Penalty Counseling Policy:**

Shelly Batton, Director of Programs, noted in her summary that cash assistance recipients must complete mandatory work participation hours each month to maintain their benefits:

- Single Parents with Children 5 and Under - 87 hours per month in "core activities"
- Single Parents with Children 6 and Older - 130 hours per month total (87 hours in core activities and 43 hours in "core plus" activities)



### **Activity Types**

Core Activities (standalone activities):

- Job searching
- Work experience programs
- Community service
- On-the-job training
- Education/school attendance

Core Plus Activities (must be combined with core activities):

- Job skills training
- Supplemental skill development (e.g., typing, computer skills)

Ms. Batton explained that when recipients fail to meet requirements, career planners must:

- Contact them orally
- Send written notification
- Provide 10 calendar days to comply

If compliance is not achieved within 10 days, the following sanctions apply:

- First Level: 10-day benefit suspension
- Second Level: 1-month benefit suspension
- Third Level: 3-month benefit suspension

Recipients with second or third-level sanctions who have children under 16 may continue receiving benefits through a protective payee, where another person manages the funds solely for the child's benefit.

Penalties can be waived if recipients have valid reasons for non-compliance, such as:

- Hospitalization
- Car accidents
- Other legitimate emergencies

Career planners have the authority to determine good cause and lift penalties without consequences.

Jim Brann moved to approve the Welfare Transition (WT) - Work Requirement Penalties and Pre-Penalty Counseling Policy, as presented. Deb Frazier seconded the motion, which passed unanimously.

### **Agenda Item 5 - Review & Approve Welfare Transition (WT) - Hardship Extensions for Temporary Cash Assistance Policy:**

Shelly Batton, Director of Programs, noted in her summary that the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, also known as the 1996 Welfare Reform Act, became law effective August 22, 1996. The PRWORA changed cash assistance from an open-ended entitlement program to a time-limited cash assistance program, created the federal Temporary Assistance to Needy Families (TANF) Program, which replaced the Aid to Families with Dependent Children, and required work requirements of recipients in exchange for TCA. The state of Florida imposed a cumulative lifetime limit of 48 months of receipt of cash assistance rather than the 60 months allowed by PRWORA.



The 48-month lifetime limit does not apply to:

- Cases in which a child is the only recipient. Therefore, any month that a minor child receives TCA is not counted towards their 48-month lifetime limit.
- An individual who receives Supplemental Security Income (SSI) benefits or Social Security Disability Insurance (SSDI) benefits.
- An individual who is the caretaker of a disabled family member. The case file must contain documentation that the disabled family member requires a caretaker and that there are no other means by which the disabled family member can be cared for.

During the 2024 legislative session, House Bill (HB) 1267 was passed, requiring additional actions for recipients approaching the statutory time limitation for TCA. The bill requires staff:

- Collect information on the TCA recipient's enrollment in other benefits programs, long-term career plan, credentials, education, or training received during enrollment, barriers to employment addressed, and the remaining barriers to employment through administration of an exit survey at the points of contact required when a TCA recipient becomes, or is anticipated to become, ineligible for TCA.
- Utilize a financial tool such as the Career Ladder Identifier and Financial Forecaster (CLIFF) to demonstrate future financial impacts of the participant's change in income and benefits over time.

Staff revised the CSRC's local Hardship Extension Policy to align with House Bill 1267. This revision aims to administer the exit survey and utilize the Career Ladder Identifier Financial Forecaster tool in specified circumstances, while also mirroring Administrative Policy Number 037, Work Requirement Penalties, and Pre-Penalty Counseling.

Kelly Johnson moved to approve the Welfare Transition (WT) - Hardship Extensions for Temporary Cash Assistance Policy, as presented. Kelly Johnson seconded the motion, which passed unanimously.

#### **Agenda Item 6 - Review and Approve Reemployment Services and Eligibility Assessment (RESEA) - Program Design and Framework Policy:**

Tracey McMorris, VP of Operations/COO, explained that the Reemployment Services and Eligibility Assessment (RESEA) program began as the voluntary REA pilot launched by USDOL in 2005 to support UI claimants with reemployment needs and reduce improper benefit payments. RESEA replaced REA in 2016 and became mandatory for all Florida LWDBs in 2022. The program helps RA claimants return to work more quickly, reduces the average duration of benefits, and safeguards program integrity by preventing improper payments. It also aligns with WIOA's vision of integrated service delivery and serves as an entry point for claimants into the broader workforce system and partner programs.

As a result, staff developed a policy to align with CareerSource Florida's policy 128 that assists claimants in getting back to work quickly.

Wayne Olson moved to approve the Reemployment Services and Eligibility Assessment (RESEA) - Program Design and Framework Policy, as presented. Deb Frazier seconded the motion, which passed unanimously.



**Agenda Item 7 - Review and Approve Workforce Innovation & Opportunity Act (WIOA) - Program Design and Framework Policy:**

Shelly Batton, Director of Programs, noted in her summary that the Adult and Dislocated Worker programs provide training and employment services to WIOA-eligible participants.

The one-stop delivery system is the basic delivery system for such services. Through this system, adults and dislocated workers can access a continuum of services that range from access to self-service information about job postings, labor market information, available training programs, etc., to occupational skills training and work-based learning opportunities for high-skilled, high-demand jobs. LWDBs and local career centers work collaboratively with economic development, industry, and business partners to determine the talent needs for the local economy, and with educational institutions, service agencies, and other workforce partners to ensure that the mix of services available to job seekers can meet those talent needs and engage program participants in career pathways that lead to self-sufficiency.

Staff created CSRC's local policy to align with Administrative Policy Number 127 - Adult and Dislocated Worker Program Framework and Design, which became effective on 5/21/2025 and outlines services provided through the Adult and Dislocated Worker Programs under WIOA and the Wagner-Peyser Act Employment Service.

Wayne Olson moved to approve the WIOA - Program Design and Framework Policy, as presented. Kelly Johnson seconded the motion, which passed unanimously.

**Agenda Item 8 - Review and Approve Workforce Innovation & Opportunity Act (WIOA) - Youth Services Subrecipient Contract for PY2025-2026 (PY 5 of 5):**

Shelly Batton, Director of Programs, explained that CareerSource Research Coast (CSRC) is working with Eckerd Youth to renew the contract for PY 2025-2026 (5 of 5 years from the RFP term). Based on performance and fiscal integrity, a letter of intent has been executed to renew the WIOA Youth Services contract with Eckerd Connects for PY 2025-2026.

Ms. Batton explained that CSRC and Eckerd had reviewed the Statement of Work and discussed changes for the upcoming PY 2025-2026. Mr. Batton stated that the contract awards Eckerd Youth \$750,000 for PY 2025-2026.

Jim Brann moved to approve the Welfare Transition (WT) - Workforce Innovation & Opportunity Act (WIOA) - Youth Services Subrecipient Contract for PY2025-2026 (PY 5 of 5), as presented. Wayne Olson seconded the motion, which passed unanimously.

**Agenda Item 9 - Review and Approve - Local Targeted Occupations List (LTOL) for 2nd Quarter - PY2025-2026**

Shelly Batton, Director of Programs, explained that the Statewide Demand Occupations list identifies the labor market needs of Florida's business community and encourages job training based on those needs, with emphasis on jobs that are both high demand and high skill/high wage, and is used as a baseline for establishing the Local Targeted Occupations Lists (LTOLs). The Local Workforce Development Boards (LWDBs) develop and use their LTOLs to identify occupations for which eligible adults and dislocated workers may receive training assistance under the Workforce Innovation and Opportunity Act.



Staff reviewed local labor market information and resources regarding LTOL. There are no recommended additions or deletions of occupations to the 2nd Quarter of the PY 2025-2026 list. Staff recommends approval of this LTOL for the 2nd Quarter of PY 2025-2026.

Jim Brann moved to approve the Local Targeted Occupations List (LTOL) for the 2nd Quarter - PY2025-2026, as presented. Wayne Olson seconded the motion, which passed unanimously.

**Agenda Item 10 - HOPE Florida Update:**

Tracey McMorris, VP of Operations/COO, explained that the Hope Florida program has demonstrated strong performance, serving 372 individuals. Ms. McMorris stated that LWDB20 is third in the state behind two of the largest boards.

Ms. McMorris stated that the success of this program is the focus on engaging everyone across our organization in identifying Florida participants. The program emphasizes initial engagement and eligibility screening for participants, while also collaborating with business services to create job opportunities.

Ms. McMorris stated that a key component of our success has been our collaboration with local businesses to create meaningful employment opportunities. Christina Coble and our Business Services team have been instrumental in building these crucial employer relationships and job placement pathways.

**Agenda Item 11 - CareerSource Research Coast (CSRC) Business Services Update:**

Christina Coble, Business Services Manager, shared the following Business Services Updates:

- On-the-Job Training Update: Ms. Coble stated that the On-the-Job Training (OJT) program connects job seekers with employers who are willing to hire candidates who may not have all the required skills for a position. In exchange for providing on-the-job training, eligible employers can be reimbursed 50% of the job seeker's wages during a predetermined training period, typically lasting 3-5 months.

Ms. Coble stated the following performance outcomes for PY2024-2025:

- Successfully placed 50 participants in on-the-job training positions
- Invested \$225,000 in OJTs for these placements
- Additional funds remain allocated for participants who continued into the new program year, as reimbursements are processed as participants receive their paychecks

Ms. Coble stated that the focus on on-the-job training reflects understanding that classroom training is not suitable for everyone. OJT often provides a more direct pathway to self-sufficiency, enabling participants to re-enter the workforce more quickly. This approach aligns with our core mission of helping individuals achieve independence and reducing their reliance on assistance programs, and remains motivated by our success in assisting people to return to work and achieve self-sufficiency.

- Upcoming Job Fair/Events Update: Ms. Coble stated that the partnership between CSRC and the City of Port St. Lucie continues to yield exceptional results. The job fair held on Monday, August 25th, at the Mid-Florida Event Center was very successful.





Event Highlights:

- 59 employers participated
- 12 community partners provided additional services
- 1,063 job seekers attended

Ms. Coble stated that this impressive turnout reflects both the success of our event and potentially indicates a slight uptick in unemployment as more individuals actively seek new opportunities.

Ms. Coble reiterated that the business services team was instrumental in recruiting employer participants and ensuring diverse industry representation to maximize opportunities for all job seekers. While comprehensive outcome tracking for events of this scale is challenging, she expects to measure positive employment results, particularly for the job seekers we directly serve.

Ms. Coble shared upcoming events:

Keiser University Partnership Job Fair

- Format: Two-phase event (students first, then public access)
- Timeline: Late November (date being finalized this week)
- Duration: 3-4 hours

Paychecks for Patriots Veterans Job Fair

- Date: November 13, 2025
  - Focus: Veteran employment (open to the public)
  - Target: Military veterans transitioning to civilian careers
- Staffing Updates: Ms. Coble shared that Rona Scott, Regional Recruiter, has been promoted to Business Navigator, serving Martin County. Tameka Johnson has been hired as the Regional Recruiter, replacing Ms. Brighthaupt.
  - Summer of Success Update: Ms. Coble shared an overview of how the Summer of Success (SOS) program performed this year.

Ninety-three applications were received for the program this year. Outreach efforts were highly successful, and 90 of the 93 applicants (97% response rate) were interviewed. Only three applicants remained non-responsive despite multiple attempts.

Due to budget constraints, 40 participants from the 90 interviewed were chosen to participate in the SOS program. The quality of applicants was exceptionally strong.

All selected participants completed Florida Ready to Work, a state-recognized certification program focused on:

- Essential employment skills
- Workplace soft skills
- Professional readiness training





This classroom training component is particularly valuable since most participants are entering the workforce for the first time. As discussed in previous meetings, these foundational workplace skills are increasingly important for both youth and adult workers.

Upon completion of the training week, participants received:

- Florida Ready to Work certificate
- Visa gift card incentive

Following certification, participants entered a 4-week paid internship program:

- 32 hours per week
- \$15 per hour
- Total earning potential: \$2,000 per participant

CSRC partnered with eight internship employers across 26 different work sites, providing diverse opportunities to match student interests and career goals.

St. Lucie County (our largest partner)

- Engineering departments
- Parks and Recreation
- Various county departments

This variety ensured we could place students in roles aligned with their interests and career aspirations.

#### **Agenda Item 12 - CareerSource Research Coast (CSRC) Programs Update:**

a. Shelly Batton - Wagner-Peyser Updates:

- Increased Traffic and Services - The Comprehensive Career Center has experienced a significant increase in foot traffic. While many visitors initially come to see the new facility, they are primarily seeking employment assistance and support services.
- ID.me Verification Support - A major driver of increased traffic is the reemployment identification confirmation process through ID.me. Many clients find the computer-based verification process challenging and are seeking our assistance in large numbers.

To address this need, the center has established:

- A dedicated computer and phone bank located in the back area of the center
- On-site staff available to provide hands-on assistance
- A direct line to Florida Commerce for immediate support
- Comprehensive help with the entire identification verification process

This ensures clients can receive both immediate technical assistance and direct access to the state resources when needed.



b. Shelly Batton - Migrant and Seasonal Farmworkers (MSFW) Updates:

- Staffing - Actively recruiting for an Outreach Specialist since the previous employee resigned in March.

Two interviews conducted on August 26, 2025, yielded two promising candidates who will be moving forward to the next round. One candidate was particularly impressive and stood out among the applicants. Very optimistic about her potential fit for the role.

This hiring decision is critical for our operations, as the MSFW program has been on hold due to the vacancy. Currently, we have only one staff member managing the entire program, which is not sustainable long-term. We hope to fill this position soon, enabling us to fully restore our MSFW services to the community.

Staff will keep the committee updated on the hiring process.

c. Shelly Batton - Jobs for Veterans State Grant (JVSG) Program Update:

- Stand Down - Our recent community outreach efforts were highly successful. We distributed MREs donated by the Treasure Coast Food Bank, cases of water donated by Walmart, and comprehensive hygiene bags provided by the VA. The positive community response reinforces the value of these initiatives.
- The Annual Florida Veterans Workforce Summit – This event is scheduled for 9/22-9/25 in Tampa. This mandatory event for all Veterans Program staff provides valuable opportunities for:
  - Professional networking
  - Skills training and development
  - Team building activities

Ms. Batton stated that she looks forward to this important gathering and the benefits it brings to the JVSG program.

- Staffing - Two case managers (DVOPs) from our Veterans Program team recently left CSRC.

Ms. Batton reported that two job offers have been made and accepted. These positions are now moving through the Florida Commerce approval process:

- One DVOP (case manager) position
- One consolidated position combining case management and employer advocacy responsibilities

Ms. Batton reported that during this transition period, WIOA career planners have demonstrated exceptional dedication by taking on case management responsibilities for all veterans previously served by our DVOPs. Despite having limited experience in this area and managing a substantial caseload, they are performing admirably and deserve recognition for their commitment to serving our veteran community.



d. Shelly Batton - Workforce Innovation and Opportunity Act (WIOA) Program - Adult/Dislocated Worker:

- WIOA Orientation - Ms. Batton shared a schedule update on the WIOA orientation sessions that are offered twice weekly on Tuesday mornings and Thursday afternoons.

Due to space constraints since our move to the Career Center, we have transitioned from our previous hybrid model (virtual and in-person options) to fully virtual sessions. Despite this change, the program remains highly successful and effective for participants.

The promotional flyer and informational materials were updated to reflect these changes.

- Training Grants - Ms. Batton stated that year-to-date, since July 1st, 15 Individual Training Accounts (ITAs) have been funded. These ITAs support occupational skills training in key areas:
  - Healthcare: RNs, LPNs, and paramedics
  - Transportation: Commercial Driver's License (CDL) programs

e. Workforce Innovation and Opportunity Act (WIOA) Program – Youth:

- PY24-25 Internal Performance - Ms. Batton shared that CareerSource Research Coast (CSRC) is working with Eckerd Youth to renew the contract for PY 2025-2026 (5 of 5 years of RFP term). CSRC and Eckerd had reviewed the PY 2024-2025 Statement of Work.

Ms. Batton confirmed that CSRC would like to renew this contract for the 2025-26 period. This will be the final year of the current contract term. As per the contract, Eckerd Youth will be awarded \$750,000.

Ms. Batton explained that Eckerd Youth has performed exceptionally well throughout this past program year, successfully meeting all established metrics and performance standards. CSRC is very satisfied with their work and looks forward to continuing our partnership.

**Agenda Item 13 - Adjournment:**

With no further items to discuss, Bob Cenk moved to adjourn the meeting, seconded by Deborah Frazier. All members agreed, and the meeting was adjourned at 9:05 a.m.

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*The next Programs and Services Committee Meeting – November 19, 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.

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Shelly Batton  
Board Staff

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Date



**Agenda Item 12 - CareerSource Research Coast (CSRC) Programs Update:****a. Shelly Batton - Wagner-Peyser Updates:**

- Increased Traffic and Services - The Comprehensive Career Center has experienced a significant increase in foot traffic. While many visitors initially come to see the new facility, they are primarily seeking employment assistance and support services.
- ID.me Verification Support - A major driver of increased traffic is the reemployment identification confirmation process through ID.me. Many clients find the computer-based verification process challenging and are seeking our assistance in large numbers.

To address this need, the center has established:

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Staff will keep the committee updated on the hiring process.

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Board Staff

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Date