

Programs and Services Meeting Minutes

November 19, 2025

Opening Remarks

1. Welcome & Attendance

Voting Items

2. Review and Approve Workforce Innovation and Opportunity Act (WIOA) - Adult and Dislocated Worker Program Eligibility Policy
3. Review and Approve Workforce Innovation and Opportunity Act (WIOA) - Adult and Dislocated Worker Program Supportive Services Policy Revisions
4. Review and Approve Workforce Innovation and Opportunity Act (WIOA) - Individual Training Account Policy Revisions
5. Supplemental Nutrition Assistance Program (SNAP) - Employment and Training Program Components and Case Management Policy
6. Review and Approve - Local Targeted Occupations List (LTOL) for 3rd Quarter - PY2025-2026

Information/Discussion

7. Hope Florida Update
8. CareerSource Research Coast (CSRC) Business Services Update
9. Taylor, Hall Miller Parker (THMP) Update
10. CareerSource Research Coast (CSRC) Programs Update
 - a. Wagner-Peyser/Migrant & Seasonal Farmworkers
 - Wagner-Peyser Program Coordinator
 - Staff Training
 - In-house Hiring Events
 - Reemployment Assistance Improvements
 - Outreach Specialist
 - b. Welfare Transition (WT) Program, Supplemental Nutrition Assistance Program (SNAP)
 - Caseloads
 - Funding
 - c. Workforce Innovation and Opportunity Act (WIOA) Program - Adult/Dislocated Worker/Youth
 - Training Grants
 - WIOA Youth Internal Performance
 - WIOA Youth Participants
 - d. Jobs for Veterans State Grant (JVSG)
 - Paychecks for Patriots
 - Veteran Performance Incentive Award
11. Adjournment - Next P & S Meeting - February 25, 2026

Members Present

Bob Cenk Deb Frazier

Members Participating by Teleconference

Jim Brann Angela Browning Kelly Johnson

Members Excused

Jose Capellan

Members Unexcused

None

Staff Present

Tracey McMorris Shelly Batton Christina Coble
Kate Sayger Jodi Thomas Stacey Schaefer
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 Workforce Innovation and Opportunity Act (WIOA) - Adult and Dislocated Worker Program Eligibility Policy:

Shelly Batton, Director of Programs, explained that FloridaCommerce has issued an updated administrative policy for WIOA Adult and Dislocated Worker Program Eligibility. While core eligibility requirements remain unchanged, the policy includes several enhancements:

- Increased emphasis on timely, efficient, and customer-centered service delivery
- Additional staff resources for selective service verification, work authorization verification, and income calculation
- Requirement to upload all supporting eligibility documentation to Employ Florida

Ms. Batton noted the following items:

- Eligibility is fixed at the time of determination and doesn't change based on participants' future circumstances
- All participants must be registered in Employ Florida
- Enrollment should occur within 90 days of completing the WIOA application, with a goal of 30 days

The update focuses primarily on improving processes and providing better support tools for staff while maintaining existing eligibility standards.

Deb Frazier moved to approve the Workforce Innovation and Opportunity Act (WIOA) - Adult and Dislocated Worker Program Eligibility Policy, as presented. Angela Browning seconded the motion, which passed unanimously.

Agenda Item 3 - Review and Approve Workforce Innovation and Opportunity Act (WIOA) - Adult and Dislocated Worker Program Supportive Services Policy Revisions:

Shelly Batton, Director of Programs, explained that WIOA requires access to supportive services that participants may need to overcome barriers that affect their abilities to successfully participate in and/or to complete training activities. CSRC shall authorize payment for supportive services when a participant demonstrates financial need, when the participant will not be successful without the support, and when no alternative funding is available to pay for the supportive service(s).

Staff revised the WIOA - Adult and Dislocated Worker Program Supportive Services Policy to include the new local review/approval process via the Requests for Training/Support/Incentives/ Smartsheet.

Deb Frazier moved to approve the Workforce Innovation and Opportunity Act (WIOA) - Adult and Dislocated Worker Program Supportive Services Policy Revisions, as presented. Jim Brann seconded the motion, which passed unanimously.

Agenda Item 4 - Review and Approve Workforce Innovation and Opportunity Act (WIOA) - Individual Training Account Policy Revisions:

Shelly Batton, Director of Programs, explained that the WIOA - Adult and Dislocated Worker Individual Training Account Policy revisions allow for the replacement of the weekly Individual Training Account (ITA) Committee meetings, with an electronic Smartsheet process, where four reviewers evaluate and approve ITA requests within specified timeframes.

The president/CEO was also removed as the final approver in this process for Support Services that are not listed in our policy or that exceed the quantity or the quality limits. The COO/Vice President of Operations will now be the final approval in those circumstances.

Angela Browning moved to approve the Workforce Innovation and Opportunity Act (WIOA) - Individual Training Account Policy revisions, as presented. Jim Brann seconded the motion, which passed unanimously.

Agenda Item 5 - Supplemental Nutrition Assistance Program (SNAP) - Employment and Training Program Components and Case Management Policy:

Shelly Batton, Director of Programs, explained the following changes to this policy:

- Eligible Activities (80 hours for Able Bodied Adults Without Dependents [18-54 years old] and 120 hours for Mandatory Work Participants [55-64 years old]): Participants can complete required hours through supervised job search, job search training, basic education, vocational training, and work experience programs.
- Support Services: SNAP policy permits reimbursement for participant expenses including transportation, supplies, and tools. While funding has been somewhat limited historically, the program encourages leveraging partnerships with other funding sources like WIOA and community resources to maximize participant access to necessary support services.
- Program Administration:
 - Case management and compliance tracking are provided to participants
 - All participants must register in Employ Florida
 - Program data is recorded in OSST (One Stop Service Tracking system)
 - DCF (Department of Children and Families) maintains authority over exemption determinations and sanction decisions
 - When non-compliance occurs, information is reported to DCF for their determination rather than being imposed directly
- Future Program Changes: An amendment to the Florida Commerce Administrative Policies is anticipated to incorporate provisions from recent legislation ("the Big Beautiful Bill"). While the specific nature and timing of changes remain uncertain, policy updates are expected once the administration completes implementation planning.

Kelly Johnson moved to approve the - Supplemental Nutrition Assistance Program (SNAP) - Employment and Training Program Components and Case Management Policy, as presented. Deb Frazier seconded the motion, which passed unanimously.

Agenda Item 6 - Local Targeted Occupations List (LTOL) for 3rd Quarter - PY2025-2026:

Shelly Batton, Director of Programs, stated that the Business Services department has submitted a request to add the 911 Operator position to the Local Targeted Occupations List (LTOL). While LTOL updates typically remain unchanged after the first quarter, this quarter includes this new addition.

The department provided supporting local labor market data from three organizations, which shows at least 14 projected job openings for this position. The salary range for these openings is \$23.50 to \$32.05 per hour.

Based on this data, staff recommend adding the 911 Operator to the LTOL. The position is currently shown as highlighted in the document and will be finalized upon board approval.

Angela Browning moved to approve the Local Targeted Occupations List for 3rd Quarter, as presented. Deb Frazier seconded the motion, which passed unanimously.

Agenda Item 7 - Hope Florida Update:

Tracey McMorris, Vice President of Operations/COO, gave a HOPE Florida Program Goals and Performance Overview.

This year, the program aims to serve 380 HOPE Florida participants through direct job placements and on-the-job training opportunities. These targets represent a 10% increase over last year's outcomes, reflecting a strategic goal based on previous performance.

Of the 380 participants, 37 will be placed in training programs, including 11 in on-the-job training and 26 in occupational skills training. The program will provide supportive services to at least 22 individuals and help 25 participants earn credentials. These goals are considered highly achievable because any Florida resident seeking employment and training services qualifies as a HOPE Florida participant, creating a robust pipeline of eligible individuals. Progress will be reported quarterly to the state.

The Business Services team and HOPE Florida Navigator have established employer engagement targets, aiming to partner with 40 employers who will become designated "HOPE Florida employers." The team will work to secure at least 36 HOPE Florida-specific job postings—exclusive opportunities that give participants a competitive advantage in their job search.

Collaboration is central to the program's success. The team meets bi-weekly to review participant progress, share employer contacts, and identify additional resources. This coordinated approach has proven effective—the program currently ranks second in the state, performing on par with Orlando, the state's largest board, despite being classified as a medium-sized board.

Agenda Item 8 - CareerSource Research Coast (CSRC) Business Services Update:

Christina Coble, Business Services Manager, presented the following updates.

- **Staffing Updates**

A new Recruiter, Tamika Johnson, joined the team and is performing well, while a former Recruiter, Rona Scott, was promoted to Business Navigator for Martin County.

- Upcoming Events

The annual City of Fort Pierce Job Fair is scheduled for January 27th from 10 AM to 1 PM at the Fenn Center. This flagship event typically attracts 700-1,000 job seekers and 80-100 employers and community partners. The team is currently in the planning phase, with the first venue walkthrough taking place this morning. The date was strategically moved to late January to align with post-holiday hiring cycles when employers begin ramping up recruitment with new budgets.

- Apprenticeship Initiatives

Business Services is expanding its apprenticeship connections through participation in the Indian River State College Apprenticeship Advisory Committee. Dawn Riccardi, St. Lucie County Business Navigator, attended yesterday's meeting alongside leadership. This collaboration provides direct access to employers sponsoring registered apprentices in trades like plumbing, electrical, and HVAC.

The team plans to offer financial incentives through on-the-job training funds to encourage more employers to sponsor apprenticeships.

Ms. Coble shared that the Business Services team has made significant progress with 21 on-the-job training placements and nearly \$120,000 in contracted reimbursements to employers.

Agenda Item 9 - Taylor, Hall Miller Parker (THMP) Update:

Shelly Batton, Director of Programs, presented the following information regarding the Taylor Hall Miller Parker's (THMP) annual monitoring which revealed strong overall performance.

WIOA Youth and Wagner-Peyser programs had no issues. Minor observations were noted in other programs, including training-related data entry errors in the Veterans Program and case documentation issues in Welfare Transition and SNAP. CSRC has contracted quarterly Welfare Transition and SNAP training sessions with THMP to address findings and provide ongoing staff development.

Agenda Item 10 - CareerSource Research Coast (CSRC) Programs Update:

a. Shelly Batton - Wagner-Peyser (WP) Updates:

- WP Program Coordinator: Stacey Schaefer was promoted to Wagner-Peyser Program Coordinator on September 19th and has excelled in the role.
- Staff Training: Stacey Schaefer has been delivering training for both new hires and existing staff, providing comprehensive support across all Wagner-Peyser needs.
- In-house Hiring Events: The program hosted four in-house hiring events during the quarter with Walmart Distribution Center, Harbor Freight, Coca-Cola, and Hometown News, attracting 140 job seekers. The new Career Center's expanded space makes these events possible, with more planned for the future.
- Reemployment Assistance Improvements: Florida Commerce has implemented several improvements to enhance program efficiency and accessibility, including streamlining internal workflows for faster processing and modernizing their website for better user experience.
- Outreach Specialist: The Migrant and Seasonal Farm Worker (MSFW) Program has had a vacancy since March and has held multiple interview rounds with outside applicants. Finally, the position has been filled internally. Diego Parada, previously a WIOA Career Planner, applied for the role and his paperwork has been submitted to FloridaCommerce for approval.

Ms. Batton stated that five interviews for the WIOA Career Planner are scheduled to fill the vacancy left by Diego Parada. With Diego filling the Migrant and Seasonal Farm Worker (MSFW) Program Outreach Specialist position, a WIOA Career Planner position became available.

- b. Shelly Batton - Welfare Transition (WT) Program, Supplemental Nutrition Assistance Program (SNAP) Updates:
- Caseloads: Both the WT and SNAP programs are experiencing increased caseloads due to recent policy changes, including veterans being recoded as participants, revised age requirements for dependents, and elimination of certain exemptions. The programs are now fully staffed, with the final WT Career Planner completing training.
 - Funding: Local SNAP funding delays have required temporary workarounds, with participants being served through Wagner-Peyser until funding arrives.
- c. Shelly Batton - Workforce Innovation and Opportunity Act (WIOA) Program - Adult/Dislocated Worker/Youth updates:
- Training Grants: The program has funded 26 Individual Training Accounts (ITAs) primarily in nursing, CDL, IT, and paramedic fields.
 - WIOA Youth Internal Performance: Eckerd Youth is meeting all contract metrics for in-school and out-of-school enrollments and work experience expenditures.
 - WIOA Youth Participants: Youth staff are addressing employer feedback regarding participants' soft skills challenges, including professional communication, phone etiquette, accepting criticism, and workplace reliability. Additional training has been pursued to support youth development in these areas
- d. Shelly Batton - Jobs for Veterans State Grant (JVSG) Updates:
- Paychecks for Patriots: The annual Paychecks for Patriots job fair attracted 21 employers, three community partners, and 33 veterans, with on-site interviews and positive feedback about the intimate event format.
 - Veteran Performance Incentive Award: The program received second place in the medium-sized board category at the JVSG Annual Summit, earning an \$11,000 Veteran Performance Incentive Award for excellence in veteran employment services.

Agenda Item 11 - 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 9:03 a.m.

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.

Tracey McMorris
Board Staff

2/13/2026

Date