



Combined Executive Committee and Board of Directors Meeting

Thursday, September 25, 2025 - 8:00 a.m. to 9:30 a.m.

Location: 3660 N. Washington Blvd, Sarasota, FL

This is an in-person meeting with virtual or call-in capabilities

[Join Microsoft Teams meeting](#)

Phone 1-786-600-3104

Conference ID: 967 380 63#

AGENDA

Call to Order– David Kraft, Chair – Vision Consulting Group, LLC

Board Member Updates – David Kraft, Chair

Retirements from the Board of Directors

- Ron Dipillo
- Doug Wagner
- Vaughn Alexander Hendriex

Welcome New Board Members

- Mike Endee, Executive Director -Suncoast Technical College
- Dr. Paul Gansamer, Executive Director - Manatee Technical College

Action Items – David Kraft, Chair

- Approval of Consent Agenda – David Kraft
 - Approval of June 25, 2025 Board Meeting Minutes
 - Approval of Local Targeted Occupations List
 - Approval of the Abuse and Molestation Policy # 01-25
- Approval of August 14, 2025 Combined Executive Committee and Finance & Performance Committee Meeting Minutes - David Kraft

CEO Report – Joshua Matlock

Other Board Business:

- Finance and Performance Committee Report – Jim Bos

Staff Reports

- Robin Dawson, VP/CFAO
- Kathy Bouchard, VP/CTO
- Anthony Gagliano, VP/COO

*Members shall disclose any voting conflict as required under Florida Statute 112.2143 and abstain from discussion or voting on any business that would inure to his or her special private gain or loss.

Public Comments/Closing Remarks – David Kraft, Chair

Adjournment – David Kraft, Chair

Next Executive Committee Meeting is October 9, 2025

Location: Microsoft Teams Virtual Meeting

Next Board of Directors Strategic Planning Meeting is October 21, 2025

Location: 3660 N. Washington Blvd, Sarasota, FL

Next Board of Directors Meeting is November 13, 2025

Location: 3660 N. Washington Blvd, Sarasota, FL



Action Item

Consent Agenda

**CAREERSOURCE SUNCOAST
BOARD MEETING MINUTES**
Virtual TEAMS Meeting and In-person
3660 N. Washington Blvd., Sarasota, FL 34234
Thursday June 26, 2025
8:00 A.M.

Call to Order

David Kraft, Chair, called the meeting to order at 8:00 a.m., roll call was performed and a quorum was established.

Action Items – David Kraft

- **Approval of Consent Agenda – David Kraft**

David Kraft requested a motion to approve the Consent Agenda Items

- Approval of May 22, 2026, Board Meeting Minutes
- Approval of PY2025-2026 VI-PER Resolution Grant Renewal
- Approval of PY2025-2026 Newtown Community Redevelopment Agency Advisory Board mini-grant program.

David Kraft requested a motion to approve the Consent Agenda.

Motion: Lisa Eding **Second:** Jim Bos

Motion passed unanimously.

- **Approval of PY2025-2026 Budget – Jim Bos**

Jim Bos introduced the budget presentation. Robin Dawson presented the PY2025-2026 Budget for approval. The budget packet was provided in the meeting agenda materials.

David Kraft requested a motion to approve the PY2025-2026 Budget.

Motion: Jim Bos **Second:** Shaun Polasky

Motion passed unanimously.

- **Approval of ITA Waiver Request for PY2025-2026**

Robin Dawson and Joshua Matlock provided an overview of the ITA Waiver Request.

David Kraft requested a motion to approve the ITA Waiver Request for PY2025-2026

Motion: Eric Troyer **Second:** Lisa Eding

Motion passed unanimously.

CEO Report:

State Legislative Updates: The House and Senate agreed to a budget and sent it to the governor as of yesterday at 11:00 AM. The governor has 15 days to sign, veto, or line-item veto parts of the budget. If not signed by June 30th, essential workers will remain at work, and their pay will be made retroactive.

Federal Level Updates: WIOA reauthorization is delayed due to budget approval process. The Department of Labor Secretary proposed consolidating eleven programs into one block grant to states, potentially reducing funding by half. The House proposed eliminating youth funding and cutting adult funding by 50%, while the Senate proposed level funding for the programs.

Florida Workforce Development Association: Starting July 1, 2025, Joshua will be the new president of the FWDA. The focus will be placed on advocacy and education, organizing work groups, professional development, and launching a website. FWDA will have their strategic planning session at the summit in September.

Other Board Business:

- **One-Stop Operator Annual Report**

CSS One-Stop Operator (OSO), Terri Clark, TClark Workforce Solutions, LLC. provided the PY2024-2025 annual One-Stop Operator and Education & Industry Consortium reports to the Board. A copy of the report was provided in the agenda materials.

Staff Reports:

Kathy Bouchard, CTO

Holiday Closures: The Governor granted an additional paid holiday for July 3rd in observance of the 4th of July.

Staffing: CSS has five (5) open positions we are actively working to fill.

FloridaCommerce Monitoring Report: CSS received the monitoring report from the state yesterday.

Wagner Peyser Changes: Changes are expected in Wagner Peyser state-funded employees' roles, effective January 2026. Job order reviews will need to be performed by state employees funded through Wagner Peyser.

Two vacant state positions have been challenging to fill due to competitive wage issues and approval by the State. OPS (Other Personnel Services) positions are being used as a workaround to offer competitive wages and flexibility to fill the vacancies.

Benefits: Open enrollment for benefits concluded. CSS had a 6.1% increase, which was not passed on to staff.

Anthony Gagliano- COO

CEO Program Graduation: CSS just had 28 participants graduate from the CEO Entrepreneurship program.

Summer Youth Program: 117 teens participating in the summer youth program will be graduating on June 30th at Manatee Technical College @ 5:30 pm.

State of Talent Conference: Successful event with speakers discussing various topics, including financial wellness, connective workplace, incivility in the workplace, and motivational interviewing.

Career Center Open House: CSS held the Open House event on Saturday June 14th from 9:00 AM to noon to highlight services available to job seekers and employers.

Internal Technology Updates: Chet Filanowski shared some updates on the development of internal process using custom built document processing and storage capabilities. The next project is utilizing AI to review documents for errors before staff submit to the Data Specialist for final review. These internal changes have saved CSS \$25,000 per year by not needing an external company for this feature.

Public Comments: There were no public comments.

Next Meeting and Adjournment:

Next Board meeting on September 25, 2025.

David Kraft adjourned the meeting at 8:55 a.m.

Respectfully submitted,

Joshua Matlock

Joshua Matlock (Aug 28, 2025 14:31:39 EDT)

Joshua Matlock
President, CEO

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CAREERSOURCE SUNCOAST - BOARD MEETING ATTENDANCE

Absent Present	Board Member
P	Jim Bos, MJB Group
A	Ashley Brown, Women's Resource Center
P*	Nick Choat, Sport Clips Haircuts
P*	Will Cromie, Synovus Bank
P*	Jackie Dezelski, Manatee Chamber of Commerce
P*	Kathy Dwyer, Galen College of Nursing
P	Lisa Eding, Teak Decking Systems
A	Geoffry Gilot, Boys & Girls Clubs
P*	Vaughn Alexander Hendriex, State College of Florida
A	Sherod Haliburton, Credit Union1
P*	Sharon Hillstrom, Bradenton Area Economic Development Corporation
P*	Allison Imre, Grapevine Communications
P*	Heather Kasten, Sarasota Chamber of Commerce
P*	Lori Kidder, Carr Riggs, & Ingram, LLC.
P	David Kraft, Vision Consulting Group
A	Anne LeBaron, Take Stock in Children Manatee
P	Shaun Polasky, Helios Technologies
P*	Ericka Randall, Vocational Rehabilitation
P*	Jane Roseboro, Centerstone Florida
P*	Sarah Tar, Truist
P	Eric Troyer, Kerkering Barberio & Company
A	Mark Viggiano, Local 123 Plumbers, and Pipefitters Union
A	Doug Wagner, Manatee County School Board
P*	Craig Warzecha, Bradenton Marauders/Pittsburgh Pirates
P*	Ken Waters, Sarasota Housing Authority
	Staff Present: Josh Matlock, Robin Dawson, Anthony Gagliano, Kathy Bouchard, Christina Witt, Michelle Snyder, James Disbro, Nicholas Quinn*
A	Commissioner Tal Siddique - Manatee County
P*	Commissioner Joe Neunder – Sarasota County

25 Board Members – 19 present, 6 absent

*Virtual

CAREERSOURCE SUNCOAST
Local Targeted Occupations Lists for PY2025/2026
Board of Directors Summary
September 25, 2025

Background Information:

As part of WIOA Implementation, CareerSource Florida's Administrative Policy Number 82 (adopted February 5, 2014 and Updated September 11, 2024) provides guidelines for the development of Local Workforce Development Boards Local Targeted Occupations List (LTOL).

The LTOL is key in the development of strategies to target high-growth and emerging occupations that are critical to the local economy. With occupations identified and listed for our area, CareerSource Suncoast (CSS) directs training resources for occupations in demand to assist job seekers, as well as local area workers seeking better employment and higher-earning opportunities. The LTOL process enhances collaboration between CSS and its stakeholders, resulting in a skilled workforce responsive to industry talent needs.

Process:

The Florida Department of Commerce (FloridaCommerce), Bureau of Labor Market Statistics (LMS) annually publishes our Regional Demand Occupations List (RDOL). This year the lists were disseminated to all LWDBs on June 16, 2025. CSS develops our LTOL as follows:

- Uses the RDOL published by FloridaCommerce LMS as a starting point.
- Solicits the input of business and industry stakeholders and partners regarding the ability to add occupations to the list based on local input, demand, and associated wages.
- Reviews submissions for appropriateness and accuracy using other data sources and provides them to our LTOL Review Committee to create the new draft LTOL for recommendation of approval to the CSS Board of Directors.

Result:

Based on the submissions received, there were no additional occupations added to the PY 2025-26 LTOL. The LTOL represents one hundred and forty-five (145) occupations based on the FloridaCommerce Regional Demand Occupations List for Region 18.

REQUESTED ACTION:

A motion that the Board approve the Local Targeted Occupations List for PY 2025-2026.

Respectfully submitted,

James Disbro,

Senior Director, Regional Alignment and Program Development

DRAFT

PY 2025-2026 Local Targeted Occupations List
Workforce Development Area 18 - Manatee and Sarasota Counties
Sorted by Standard Occupational Classification Code
Effective July 1, 2025

SOC Code †	Occupational Title †	HSHW ††	LMEC Training Code †††	Qualifying Level ††††
111021	General and Operations Managers	HSHW	6	R
112021	Marketing Managers	HSHW	6	R
112022	Sales Managers	HSHW	6	R
113012	Administrative Services Managers	HSHW	6	R
113021	Computer and Information Systems Managers	HSHW	6	R
113031	Financial Managers	HSHW	6	R
113071	Transportation, Storage, and Distribution Managers	HSHW	6	N
113121	Human Resources Managers	HSHW	6	S
119021	Construction Managers	HSHW	6	R
119051	Food Service Managers	HSHW	3	R
119111	Medical and Health Services Managers	HSHW	6	R
119141	Property, Real Estate, and Community Association Managers	HSHW	6	R
119151	Social and Community Service Managers	HSHW	6	N
119199	Managers, All Other	HSHW	6	R
131020	Buyers and Purchasing Agents	HSHW	6	S
131031	Claims Adjusters, Examiners, and Investigators	HSHW	3	R
131041	Compliance Officers	HSHW	6	R
131051	Cost Estimators	HSHW	6	R
131071	Human Resources Specialists	HSHW	6	R
131081	Logisticians	HSHW	6	R
131082	Project Management Specialists	HSHW	6	R
131111	Management Analysts	HSHW	6	R
131121	Meeting, Convention, and Event Planners		6	N
131141	Compensation, Benefits, and Job Analysis Specialists	HSHW	6	S
131151	Training and Development Specialists		6	R
131161	Market Research Analysts and Marketing Specialists	HSHW	6	R
131199	Business Operations Specialists, All Other	HSHW	6	R
132011	Accountants and Auditors	HSHW	6	R
132020	Property Appraisers and Assessors	HSHW	6	S
132051	Financial and Investment Analysts	HSHW	6	N
132052	Personal Financial Advisors	HSHW	6	S
132053	Insurance Underwriters	HSHW	6	S
132072	Loan Officers	HSHW	6	S
132099	Financial Specialists, All Other	HSHW	6	N
151211	Computer Systems Analysts	HSHW	6	R
151212	Information Security Analysts	HSHW	6	S
151231	Computer Network Support Specialists	HSHW	5	S
151232	Computer User Support Specialists	HSHW	4	R
151241	Computer Network Architects	HSHW	6	S
151244	Network and Computer Systems Administrators	HSHW	6	R
151251	Computer Programmers	HSHW	6	S
151252	Software Developers	HSHW	6	R
151253	Software Quality Assurance Analysts and Testers	HSHW	6	R
151254	Web Developers	HSHW	5	N
151255	Web and Digital Interface Designers	HSHW	5	N
151299	Computer Occupations, All Other	HSHW	6	R
152031	Operations Research Analysts	HSHW	6	S
152051	Data Scientists	HSHW	6	S
172051	Civil Engineers	HSHW	6	R
172112	Industrial Engineers	HSHW	6	S
172141	Mechanical Engineers	HSHW	6	N
173011	Architectural and Civil Drafters	HSHW	5	S
173031	Surveying and Mapping Technicians		5	S
191042	Medical Scientists, Except Epidemiologists	HSHW	6	N
195011	Occupational Health and Safety Specialists	HSHW	6	S
211018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors		6	R
211021	Child, Family, and School Social Workers		6	R
211023	Mental Health and Substance Abuse Social Workers	HSHW	6	N
211093	Social and Human Service Assistants		3	R
211094	Community Health Workers		6	N

SOC Code †	Occupational Title †	HSHW ††	LMEC Training Code †††	Qualifying Level ††††
211099	Community and Social Service Specialists, All Other		6	N
232011	Paralegals and Legal Assistants	HSHW	5	R
251071	Health Specialties Teachers, Postsecondary	HSHW	6	N
252012	Kindergarten Teachers, Except Special Education	HSHW	6	R
252021	Elementary School Teachers, Except Special Education		6	R
252022	Middle School Teachers, Except Special and Career/Technical Education		6	R
252031	Secondary School Teachers, Except Special and Career/Technical Education	HSHW	6	R
252052	Special Education Teachers, Kindergarten and Elementary School		6	S
252058	Special Education Teachers, Secondary School	HSHW	6	S
253099	Teachers and Instructors, All Other		6	N
271011	Art Directors	HSHW	6	N
271014	Special Effects Artists and Animators	HSHW	6	N
271024	Graphic Designers		6	R
271025	Interior Designers		6	R
272012	Producers and Directors	HSHW	6	N
273031	Public Relations Specialists	HSHW	6	R
273043	Writers and Authors	HSHW	6	R
291126	Respiratory Therapists	HSHW	5	N
291141	Registered Nurses	HSHW	6	R
291292	Dental Hygienists	HSHW	5	R
292010	Clinical Laboratory Technologists and Technicians		5	R
292034	Radiologic Technologists and Technicians	HSHW	5	R
292052	Pharmacy Technicians		4	R
292056	Veterinary Technologists and Technicians		5	R
292057	Ophthalmic Medical Technicians		4	R
292061	Licensed Practical and Licensed Vocational Nurses		4	R
292072	Medical Records Specialists		4	R
292081	Opticians, Dispensing		4	R
292099	Health Technologists and Technicians, All Other		4	R
312011	Occupational Therapy Assistants	HSHW	5	R
312021	Physical Therapist Assistants	HSHW	5	R
319011	Massage Therapists		4	S
319091	Dental Assistants		4	R
319092	Medical Assistants		4	R
319097	Phlebotomists		4	R
332011	Firefighters	HSHW	4	R
333051	Police and Sheriff's Patrol Officers	HSHW	5	R
351011	Chefs and Head Cooks		5	R
371012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers		3	R
391014	First-Line Supervisors of Entertainment and Recreation Workers, Except Gambling Services		3	N
391022	First-Line Supervisors of Personal Service Workers		3	R
411011	First-Line Supervisors of Retail Sales Workers		3	R
411012	First-Line Supervisors of Non-Retail Sales Workers	HSHW	3	R
413021	Insurance Sales Agents	HSHW	4	R
413031	Securities, Commodities, and Financial Services Sales Agents	HSHW	6	R
413091	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel		6	R
414011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	HSHW	6	S
414012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	HSHW	3	R
419021	Real Estate Brokers		4	S
419022	Real Estate Sales Agents		4	R
431011	First-Line Supervisors of Office and Administrative Support Workers	HSHW	3	S
433031	Bookkeeping, Accounting, and Auditing Clerks		3	S
433051	Payroll and Timekeeping Clerks		3	S
434031	Court, Municipal, and License Clerks		3	R
434161	Human Resources Assistants, Except Payroll and Timekeeping		5	S
435061	Production, Planning, and Expediting Clerks		3	R
436011	Executive Secretaries and Executive Administrative Assistants	HSHW	3	S
436012	Legal Secretaries and Administrative Assistants		3	S
436013	Medical Secretaries and Administrative Assistants		3	R
439199	Office and Administrative Support Workers, All Other		3	S
471011	First-Line Supervisors of Construction Trades and Extraction Workers	HSHW	3	R
472031	Carpenters		4	R
472111	Electricians		4	R
472152	Plumbers, Pipefitters, and Steamfitters		4	R
474011	Construction and Building Inspectors	HSHW	4	R
491011	First-Line Supervisors of Mechanics, Installers, and Repairers	HSHW	3	R

SOC Code †	Occupational Title †	HSHW ††	LMEC Training Code †††	Qualifying Level ††††
492011	Computer, Automated Teller, and Office Machine Repairers		4	S
492022	Telecommunications Equipment Installers and Repairers, Except Line Installers	HSHW	4	R
492098	Security and Fire Alarm Systems Installers		4	R
493021	Automotive Body and Related Repairers		4	R
493023	Automotive Service Technicians and Mechanics		4	R
493031	Bus and Truck Mechanics and Diesel Engine Specialists	HSHW	4	S
493042	Mobile Heavy Equipment Mechanics, Except Engines	HSHW	4	R
493051	Motorboat Mechanics and Service Technicians		4	R
499021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers		4	R
499041	Industrial Machinery Mechanics	HSHW	4	R
499052	Telecommunications Line Installers and Repairers		4	R
499062	Medical Equipment Repairers	HSHW	5	N
499071	Maintenance and Repair Workers, General		4	L
511011	First-Line Supervisors of Production and Operating Workers	HSHW	3	R
514041	Machinists		4	R
514121	Welders, Cutters, Solderers, and Brazers		4	R
519061	Inspectors, Testers, Sorters, Samplers, and Weighers		4	R
531047	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling Supervisors	HSHW	3	S
533032	Heavy and Tractor-Trailer Truck Drivers		4	R

†SOC Code and Occupational Title refers to Standard Occupational Classification codes and titles.

††HSHW = High Skill/High Wage = (Mean Wage - \$29.98/hour & Entry Wage - \$19.14/hour).

†††Labor Market Estimating Conference (LMEC Educational Requirements) Training Code:

- 3 = Some College, No Degree
- 4 = Post Secondary Non-Degree Award
- 5 = Associate Degree
- 6 = Bachelor's Degree

††††Qualifying Level:

- L = Meets local review criteria.
- R = Meets regional wage and openings criteria based on state Labor Market Statistics employer survey data.
- S = Meets statewide wage and openings criteria based on state Labor Market Statistics employer survey data.
- N = Meets national wage and openings criteria based on national Labor Market Statistics employer survey data.

Sources: Florida Commerce, Bureau of Labor Market Statistics, 2025-26 Regional Demand Occupations List (RDOL)

CAREERSOURCE SUNCOAST
Policy Approval
Board of Directors Summary Report
September 25, 2025

Background Information:

Administrative Policies are business rules, requirements, processes, and responsibilities that expand, explain, or further specify federal, or state legislation or policies developed by CareerSource Suncoast. FloridaCommerce requires local boards to present all local policies to the Board of Directors for review and approval. Outlined below is the CSS Board Policy for your review and approval.

Policy:

Policy #01-25 Abuse and Molestation Prevention

This is a new policy designed to ensure the highest standards of safety and protection for children and youth participating in CareerSource Suncoast programs. The policy establishes clear expectations, safeguards, and mandatory reporting requirements for all staff, volunteers, and peer mentors, emphasizing a zero-tolerance approach to abuse, molestation, exploitation, and grooming behaviors.

Key components include:

- Definitions and Scope
- Code of Conduct
- Screening and Training
- Reporting Requirements
- Monitoring, Supervision, and Enforcement.
- Acknowledgement

Requested Action:

A motion for the Board of Directors to approve the new Policy #01-25 Abuse and Molestation Prevention Respectfully submitted,

Kathy Bouchard
VP/Chief Talent Officer



POLICY# 01- 25

Policy: Abuse and Molestation Prevention	Page 1 of 1
Program: Workforce Innovation and Opportunity Act (WIOA), Welfare Transition (WT)	
Section: Program Operations	
Date of Issuance:	Revision Date: N/A
Distribution: CareerSource Suncoast Team Members	

Background

The Abuse and Molestation Prevention Policy was developed to ensure the highest standards of safety and protection for children and youth participating in CareerSource Suncoast programs. Recognizing the serious risks posed by abuse, molestation, exploitation, and grooming behaviors, this policy establishes clear expectations, safeguards, and reporting requirements for all staff, volunteers, and peer mentors. By promoting a culture of vigilance, accountability, and zero tolerance for misconduct, CareerSource Suncoast aims to provide a secure environment where young people can thrive and where all adults are empowered to prevent, recognize, and respond to any form of abuse.

The safety and well-being of all youth participating in our programs is our highest priority. CareerSource Suncoast is committed to providing a safe environment free from sexual abuse, molestation, exploitation, and grooming behaviors. This policy establishes clear expectations, safeguards, and reporting requirements to protect the child or youth and to guide staff who may interact with our Youth clients.

Purpose

The purpose is to provide guidance to CareerSource Suncoast (CSS) staff of mandatory reporting requirements when working with youth clients.

Policy

Information about Child Abuse:

Child abusers can be parents, caretakers, friends, neighbors, or anyone who comes in contact with children. They can even be other youth. Everyone has a responsibility and plays a role in preventing abuse. Below are the four types of child abuse that are recognized by most states:

1. **Emotional:** Threatening a child or using words that can hurt a child's feelings and self-esteem; withholding love and support from a child
2. **Physical:** Causing injuries to a child on purpose, such as bruises, burns, scars, or broken bones
3. **Sexual:** Having or attempting to have sexual contact in any form with a child, including exposing, fondling, intercourse, pornography, or internet solicitation
4. **Neglect:** Not providing children with adequate food, clothing, shelter, medical care, hygiene, or supervision

Child abuse can happen from an adult to a child, or from one child to another (peer-to-peer abuse).

Definitions:

- **Sexual Abuse or Molestation:** Any form of sexual contact or behavior involving a child or youth whether perpetrated by an adult or peer that involves exploitation, coercion, or a violation of boundaries.
- **Grooming:** A deliberate process by which an individual builds trust with a child or youth (and sometimes their family or community) in order to manipulate, exploit, and ultimately abuse them. Grooming often involves secrecy, gift-giving, boundary testing, or isolating a youth.

Code of Conduct:

All staff, volunteers, and peer mentors must adhere to the following standards of behavior:

1. Boundaries

- No private, one-on-one meetings with youth in locations that are not observable by others.
- No secret communications, all digital or electronic communication must occur on approved, transparent platforms and must be accessible to supervisors.
- No gift-giving, favoritism, or special treatment directed toward individual youth.
- Physical contact must be appropriate, non-intrusive, and respectful. Lap-sitting, lingering embraces, or any form of sexualized touch is strictly prohibited.

2. Interactions

- Always maintain the “Two-Adult Rule” whenever possible: at least two screened adults should be present during activities involving youth.
- Language, jokes, or conversations of a sexual, suggestive, or discriminatory nature are prohibited.

3. Professionalism

- Staff, volunteers, and peer mentors serve as role models and must demonstrate respectful, appropriate, and professional behavior at all times.

Screening and Training:

- All staff and volunteers must complete criminal background checks at hire, with five (5) year mandatory re-screenings. An individual who has been convicted of, or pled guilty to, a crime involving a minor or against a minor, no matter when the offense occurred, will prevent someone from working at CSS.
- Failure to disclose an arrest where a minor is involved or safety and well-being concerns are at issue, and/or conviction following hire occurs may result in disciplinary action up to and including termination.
- All staff, volunteers, and peer mentors will participate in annual training covering abuse prevention, recognizing grooming behaviors, and mandated reporting responsibilities.

Reporting Requirements:

- Any suspicion, disclosure, or evidence of abuse, molestation, or grooming must be reported *immediately* to the Youth Development Manager, Workforce Development Director, Chief Talent Officer, or COO and, where applicable, to child protective services and/or law enforcement.

The 24-hour child abuse hotline: 1-800-96-ABUSE or 1-800-962-2873

- Reports must be made without delay; staff and volunteers must not investigate or confirm allegations themselves.
- Retaliation against any person who reports suspected abuse in good faith is strictly prohibited and will result in disciplinary action, up to and including termination.

Monitoring and Supervision:

- Supervisors are responsible for ensuring program activities comply with this policy.
- All activities must take place in open, observable, and interruptible spaces.
- Digital and electronic communications with youth are subject to review and monitoring.

Enforcement:

- Violations of this policy will result in immediate disciplinary action, up to and including termination of employment, volunteer service, or participation in the program.
- Confirmed cases of abuse or molestation will be referred to law enforcement for investigation and possible prosecution.

Acknowledgement:

All staff, volunteers, and peer mentors are required to sign an acknowledgement confirming they have read, understood, and agreed to comply with this Abuse and Molestation Prevention Policy.

Attachments:

- None

Supersession:

- None

Inquiries:

Any questions about this policy should be directed to the CEO, COO, CFAO, CTO and/or their designee.



ACTION ITEMS

**CareerSource Suncoast
Combined Executive Committee and
Finance & Performance Committee
Meeting Minutes**

Teams Virtual Meeting
Thursday August 14, 2025
8:00 a.m.

Absent Present	<u>Executive Committee Members</u>
P*	David Kraft, Vision Consulting Group
P	Shaun Polasky, Helios Technologies
P	Eric Troyer, Kerkering, Barberio & Company
P	Jim Bos, MBJ Group, LLC.
P	Lisa Eding, Teakdecking Systems
	<u>Finance & Performance Committee Members</u>
P	Jim Bos, MBJ Group, LLC.
P	Lorri Kidder, Carr, Riggs & Ingram CPAs, and Advisors
A	Ericka Randall, Vocational Rehabilitation
P	Doras Davilla, Regions Bank
	<u>CSS Staff Attendance</u>
	Joshua Matlock, Anthony Gagliano, Robin Dawson, Kathy Bouchard, Christina Witt, James Disbro, Michelle Snyder, Karima Hability, Chet Filanowski, Shanard Letang
*	Joined meeting after the approval of the action items

I. Call to Order

Lisa Eding, Vice Chair, called the meeting to order at 8:04 a.m. Attendance was recorded, and a quorum was established.

II. Action Items

Approval of June 12, 2025 Combined Finance & Performance and Executive Committee Meeting Minutes

Lisa Eding requested a motion to approve the June 12, 2025 combined Executive Committee and Finance & Performance Committee meeting minutes.

Motion: Eric Troyer

Second: Jim Bos

The motion passed unanimously.

III. Finance and Performance Committee Reports – Jim Bos, Treasurer

Jim Bos introduced the Finance and Performance Committee reports. Robin Dawson reviewed the following reports. The reports were provided in the agenda packet.

- Budget to Expenditure as of 6/30/2025
- Budget to Expenditure by Fundsource as of 6/30/2025
- Non-Federal Funds Cash Balance & Expenditures as of 6/30/2025

Anthony Gagliano reviewed the following reports. The reports were provided in the agenda packet.

- WIOA performance metrics for quarter three of PY2024-2025
- FloridaCommerce Programmatic Monitoring for PY2024-2025

Jim Bos requested a motion to accept the reports presented.

Motion: Lorri Kidder

Second: Doras Davilla

The motion passed unanimously.

IV. CEO Report – Joshua Matlock

Joshua Matlock provided updates on the following:

- **Federal Level Updates:** Reauthorization of workforce legislation is stalled; no progress expected soon. There is uncertainty about the federal budget, with the Senate proposing level funding (preferred), but a continuing resolution is likely.
- **Regulatory Changes:** A Department of Labor order would have required work authorization documentation for all clients, not just those receiving scholarships or training. Several states have paused this order through legal action, but Florida is awaiting further guidance and continuing current practices.
- **State Level Updates:** Kate Doyle is the new Deputy Secretary for the Division of Workforce Services. Joshua plans to connect with her at the upcoming CareerSource Florida board meeting and Workforce Summit, where local staff will present several best practice workshops.
- **Local Initiatives:** The region leads the state in apprenticeship expansion and aims to double apprenticeships and apprentices this year. This is part of a demonstration to secure potential state general revenue funding, as current funding has been flat.
- **Strategic Planning:** Strategic planning sessions are scheduled for October, and board member participation is encouraged.

V. Staff Reports

Robin Dawson

Financial monitoring for the PY23/24 is still ongoing with a more detailed state review. The annual audit will begin in September for program year ending June 30, 2025. This is James Moore & Co. last year, and a new auditor will be procured after the current contract ends.

Kathy Bouchard

- **Staff Development Day:** A staff development day is scheduled at the DoubleTree, focusing on Strength Finders activities and staff recognition. Guy Francois will receive an award for his service in the Sarasota Career Center during staffing shortages.
- **Staffing Updates:** Two new part-time positions for re-employment clients (RESEA) are being added to CSS payroll due to the delay in approval from FloridaCommerce.

Anthony Gagliano

- **Second Chance Job Fair:** CSS Hosted the third annual event at Light of the World Church with 25 employers and 205 attendees; recognized as one of the most successful job fairs recently. Fifth Third Bank participated, and a grant application is in progress for veteran services.
- **Conference & Workshops:** Upcoming participation in the Florida Workforce Summit with five best practice workshops, including apprenticeship-focused and Welfare transition sessions. Anthony will also be attending the Small Business Development Center conference in Tampa as an advisory board member.
- **CEO Program:** Record turnout for the July CEO class with 233 registrations and 88 attendees on the first day.
- **Apprenticeship Support:** Supported 22 apprentices so far this calendar year. CSS will buy ad space in Florida Trend magazine's October issue to feature apprenticeship inside a highlight on Sarasota County.
- **Special Projects:** Twenty-one new clients served under the Opioid Recovery grant; CSS was the top performer under the Non-Custodial Parent Employment Program (NCPEP) last year with 184 noncustodial parents supported. CSS is awaiting approval for the continued funding for NCPEP.
- **Training & Youth Programs:** Fifteen new clients entered training since the last report. The summer youth program graduated 117 kids, with continued support from the Florida Lottery (\$10,000) and a pending \$150,000 grant from Manatee County for next year's Summer Youth program.

VI. Public Comment/Closing Remarks – Lisa Eding

VII. Adjournment – Lisa Eding

Next Executive Committee combined with Board of Directors Meeting on September 25, 2025

Lisa Eding adjourned the meeting at 8:51 a.m.

Respectfully submitted,

Joshua Matlock

[Joshua Matlock \(Sep 17, 2025 11:16:17 EDT\)](#)

Joshua Matlock
President/CEO



CEO Report



FINANCE
AND
PERFORMANCE
COMMITTEE
REPORT

CAREERSOURCE SUNCOAST
Finance & Performance Committee
Board of Directors Summary
September 25, 2025

The Finance & Performance Committee met with the Executive Committee on August 14, 2025.

Review of Budget to Expenditure Report PY 24-25 as of June 30, 2025:

A copy of the report was included in the meeting materials. This report covers the period July 1, 2024 – June 30, 2025, for PY 24-25. The overall burn rate as of June 30, 2025, was 86%.

Budget to Expenditure Report by Fund source was also shared with the committee to report on burn rates by grant.

State and federal expenditure requirements reported as of June 30, 2025:

- Admin expenditure rate – 8.31%; max allowed 10%.
- Individual training accounts (ITAs) – 42.26%; min requirement 50%
- Youth paid internships PY23 – 22.26%; PY24 – 26.81%; min requirement 20%.
- Youth out of school expenditures PY23- 97.57%; PY24 – 96.5%; min requirement 50%

Review of Non-Federal Funds Revenue & Expenditures as of June 30, 2025:

Balance of Non-Federal Funds \$1,019,203.55.

Review of WIOA Performance Indicators:

Anthony Gagliano reviewed the CSS WIOA Performance Indicators for the second quarter of program year 2024-25 as of 3/31/2025. A copy of the performance results were provided in the agenda packet.

Review FloridaCommerce PY2024-2025 Programmatic Monitoring Report:

Anthony Gagliano reviewed the FloridaCommerce monitoring report. There were eleven findings and eight noncompliance issues noted in the report.

Respectfully Submitted,

Jim Bos
CSS Treasurer



FINANCE REPORTS

CareerSource Suncoast
Expenditure To Budget Report - Summary
Program Year July 1, 2024 thru June 30, 2025
As Of 6/30/2025 (with accruals)

	PY TOTAL BUDGET MOD #2	RESTRICTED EXPENSES YTD	BUDGET MOD #2 BALANCE	% OF BUDGET EXPENDED	NOTES
PERSONNEL COSTS					
SALARIESFRINGE BENEFITS	\$4,500,994	\$4,089,658	\$411,336	91%	
STAFF TRAINING & EDU	\$37,953	\$39,098	-\$1,145	103%	
TOTAL PERSONNEL COSTS	\$4,538,947	\$4,128,756	\$410,191	91%	
FACILITY COSTS	\$506,769	\$474,407	\$32,362	94%	
OFFICE FURNITURE & EQUIP	\$15,000	\$18,200	-\$3,200	121%	Unexpected equipment need
OPERATING COSTS:					
ACCOUNTING/AUDIT	\$92,239	\$53,426	\$38,813	58%	Reduced software costs with changeover to Microix
CONSULTANTS/LEGAL	\$50,000	\$41,697	\$8,303	83%	OSO contract fully expended
GENERAL INSURANCE	\$49,842	\$47,511	\$2,331	95%	
OFFICE EXP & SUPP	\$30,400	\$23,077	\$7,323	76%	
TRAVEL & MEETINGS	\$65,571	\$58,435	\$7,136	89%	
TOTAL OPERATING COSTS	\$288,052	\$224,147	\$63,905	78%	
PROGRAM SERVICES:					
CLIENT TRAINING/SUPPORT	\$2,731,704	\$2,090,929	\$640,775	77%	NEG funds added in last quarter of year and will carry over into next PY.
CLIENT & EMPLOYER SERVICES	\$50,648	\$60,235	-\$9,587	119%	Services provided related to SYEP wrap up 6/30
OUTREACH	\$138,026	\$110,209	\$27,817	80%	Contracts with EDCs and LCANs fully expended
TOTAL PROGRAM SERVICES	\$2,920,378	\$2,261,373	\$659,005	77%	
TOTALS	\$8,269,146	\$7,106,882	\$1,162,264	86%	Rates below as of 06/2025: Overall Admin 8.31% - Max 10% Fiscal Year: ITA 42.26%. Min Req 50% LTD: Paid Internships Exp: PY23 22.26% - PY24 26.81%, Min Req 20% Yth Out of Sch Exp: PY23 97.57% - PY24 96.50% Min Req 50%.
Expected burn rate as of 6/30/25				100%	
Actual burn rate as of 6/30/25				86%	



Budget to Expenditure Report
By Funds
PY 24-25
7/1/2024 - 06/30/2025

	Annual Budget																				
Revenue:		TANF	WIOA AD/Dis Wkr	WIOA Youth	WIOA Rap Resp	WIOA Hope FL PW	WP Hope FL PW	WP Hope Nav	SBTI	NEG Opioid Foster Rec	NEG Hurr Ian	WP	WP App Nav	SNAP	RESEA	NCPEP	Rap Cred	Helene/ Milton	Others		
Carry Forward Funds from PY 23-24	\$2,140,510	\$216,318	\$246,130	\$371,311	\$0	\$93,329	\$28,168	\$0	\$0	\$43,444	\$402,531	\$28,814	\$0	\$0	\$190,819	\$97,368	\$408,936	\$0	\$13,343		
Allocation Awards PY 24-25	\$6,726,847	\$1,301,951	\$1,786,338	\$641,488	\$87,318	\$0	\$0	\$71,429	\$100,000	\$225,000	\$515,000	\$593,620	\$80,000	\$59,490	\$167,710	\$651,599	\$0	\$363,000	\$82,904		
Total Available Funding	\$8,867,357	\$1,518,269	\$2,032,468	\$1,012,799	\$87,318	\$93,329	\$28,168	\$71,429	\$100,000	\$268,444	\$917,531	\$622,434	\$80,000	\$59,490	\$358,529	\$748,967	\$408,936	\$363,000	\$96,247		
LESS: Planned Carry Fwd (Reserve) PY 25-26	(\$598,211)	\$0	(\$166,929)	(\$179,836)	\$0	\$0	\$0	\$0	\$0	(\$146,062)	(\$22,000)	(\$20,000)	\$0	(\$13,071)	(\$50,313)	\$0	\$0	\$0	\$0		
Total Revenue Budgeted PY 24-25 Mod #2	\$8,269,146	\$1,518,269	\$1,865,539	\$832,963	\$87,318	\$93,329	\$28,168	\$71,429	\$100,000	\$122,382	\$895,531	\$602,434	\$80,000	\$46,419	\$308,216	\$748,967	\$408,936	\$363,000	\$96,247		
																				Total Expenditures	% of Budget
Budgeted Mod #2 Expenditures:		Expenditures To Date:																			
Salaries & Benefits	\$4,500,994	\$923,854	\$1,040,117	\$435,459	\$76,036	\$80,533	\$27,188	\$68,633	\$6,421	\$37,102	\$152,825	\$275,487	\$75,334	\$43,645	\$255,258	\$334,544	\$144,105	\$68,817	\$44,299	\$4,089,658	90.9%
Staff Training & Education	\$37,953	\$8,541	\$8,271	\$3,976	\$618	\$376	\$208	\$584	\$22	\$121	\$1,031	\$6,721	\$450	\$376	\$2,021	\$2,463	\$1,063	\$257	\$2,000	\$39,098	103.0%
Facility Costs	\$506,769	\$87,766	\$79,097	\$39,437	\$7,780	\$150	\$81	\$1,400	\$120	\$1,490	\$34,802	\$121,788	\$2,380	\$4,290	\$20,110	\$29,415	\$15,070	\$5,707	\$23,525	\$474,407	93.6%
Furniture & Equipment	\$15,000	\$4,760	\$457	\$4,339	\$10	\$0	\$0	\$0	\$0	\$14	\$24	\$8,108	\$0	\$26	\$135	\$129	\$62	\$24	\$110	\$18,200	121.3%
Operating Costs	\$288,052	\$48,337	\$50,150	\$20,330	\$2,786	\$1,176	\$671	\$825	\$770	\$1,087	\$12,198	\$35,506	\$1,826	\$8,042	\$7,096	\$13,049	\$6,943	\$1,758	\$11,596	\$224,147	77.8%
Program Services	\$2,920,378	\$344,714	\$452,766	\$266,656	\$74	\$2,385	\$14	-\$26	\$84,530	\$62,387	\$408,636	\$36,814	-\$3	\$7,951	\$1	\$211,966	\$202,927	\$178,931	\$650	\$2,261,373	77.4%
Total Expenditures	\$8,269,146	\$1,417,972	\$1,630,859	\$770,198	\$87,303	\$84,620	\$28,163	\$71,416	\$91,863	\$102,200	\$609,517	\$484,424	\$79,986	\$64,329	\$284,621	\$591,566	\$370,170	\$255,494	\$82,180	\$7,106,882	85.9%
Remaining Available Funds		\$100,297	\$234,680	\$62,765	\$15	\$8,709	\$5	\$12	\$8,137	\$20,183	\$286,014	\$118,010	\$14	-\$17,910	\$23,595	\$157,401	\$38,766	\$107,506	\$14,067	\$1,162,264	
% of Funds Expended by Grant		93.4%	87.4%	92.5%	100.0%	90.7%	100.0%	100.0%	91.9%	83.5%	68.1%	80.4%	100.0%	138.6%	92.3%	79.0%	90.5%	70.4%	85.4%	85.9%	
Expiration Dates		8/31/2025	6/30/2026	6/30/2026	6/30/2025	8/31/2025	6/30/2025	6/30/2025	9/30/2025	12/31/2026	9/30/2025	9/30/2025	6/30/2025	9/30/25	9/30/2025	8/31/2025	10/31/2025	9/30/26	9/30/2025		
		inc rec'd Jun leaving \$13k avail 7/1																			



PERFORMANCE REPORT

Measures	PY2024-2025 2nd Quarter Performance	PY2024-2025 % of Performance Goal Met For Q2	PY2024-2025 3rd Quarter Performance	PY2024-2025 % of Performance Goal Met For Q3	PY2024-2025 Performance Goals
Adults:					
Employed 2nd Qtr After Exit	88.5	102.91	84.3	98.02	86
Median Wage 2nd Quarter After Exit	\$11,178	122.27	\$12,032	131.61	\$9,142
Employed 4th Qtr After Exit	85.9	97.17	85.2	96.38	88.4
Credential Attainment Rate	82	106.49	71.1	92.34	77
Measurable Skill Gains	78.7	151.64	78.9	152.02	51.9
Dislocated Workers:					
Employed 2nd Qtr After Exit	100	120.48	100	120.48	83
Median Wage 2nd Quarter After Exit	\$10,200	96.23	\$10,302	97.19	\$10,600
Employed 4th Qtr After Exit	66.7	83.38	75	93.75	80
Credential Attainment Rate	77.8	155.60	50	100.00	50
Measurable Skill Gains	50	64.43	55.6	71.65	77.6
Youth:					
Employed 2nd Qtr After Exit	88.9	108.41	89.5	109.15	82
Median Wage 2nd Quarter After Exit	\$8,104	176.56	\$9,287	202.33	\$4,590
Employed 4th Qtr After Exit	80	100.00	81.3	101.63	80
Credential Attainment Rate	40	53.33	37.5	50.00	75
Measurable Skill Gains	76.9	102.53	71.4	95.20	75
Wagner Peyser:					
Employed 2nd Qtr After Exit	69.6	102.81	68.7	101.48	67.7
Median Wage 2nd Quarter After Exit	\$8,572	128.88	\$8,364	125.76	\$6,651
Employed 4th Qtr After Exit	68.2	107.06	69.2	108.63	63.7

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

Programmatic Monitoring Report

Program Year 2024-2025

June 25, 2025

For

CareerSource Suncoast
Local Workforce
Development Board – 18

Prepared by



Division of Workforce Services
Bureau of One-Stop and Program Support

FloridaCommerce | Caldwell Building | 107 E. Madison Street Tallahassee, FL 32399
850.245.7105 | www.FloridaJobs.org | Twitter: @FLACommerce

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Executive Summary

During the period of March 3 -7, 2025, the Florida Department of Commerce (FloridaCommerce) conducted a programmatic monitoring review of CareerSource Suncoast's (CSS) workforce programs. CSS's service area includes Manatee and Sarasota counties which is part of the North Port-Sarasota-Bradenton Metropolitan Statistical Area.

Programmatic monitoring was conducted by FloridaCommerce's Bureau of One-Stop and Program Support staff through a remote desktop review analysis. Monitoring activities included assessing CSS's program operations, management practices, system protocols, internal controls, record keeping, and reporting to determine if CSS operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contract or agreement terms. Monitoring also included a sample testing of randomly selected participant case file records from each of the workforce programs reviewed.

Programmatic issues identified in the report are categorized as Findings, Other Noncompliance Issues (ONI), and Observations based on a scale of high, medium, and low risk factors. High, medium, and low risk factors are used to separate issues that present more of a threat to program operations including issues that may impact the fiscal integrity or delivery of services within program operations.

The review revealed that CSS has the systems in place to perform the broad management and operational functions required to operate the workforce programs; however, deficiencies in case file documentation requirements and operational and management practices in several program review areas were identified. The programmatic monitoring review resulted in 11 findings, eight ONIs, and several observations. While no material issues or weaknesses came to the reviewers' attention other than those contained in the report, there is no assurance that other issues do not exist.

As a subrecipient of authorized funds administered by FloridaCommerce, CSS is accountable for failing to correct performance and programmatic deficiencies found during compliance monitoring reviews. To reduce programmatic deficiencies observed and to increase program integrity at the local level, corrective action by CSS is required to be taken.

The results of each of CSS's workforce programs are summarized in the following charts by program and category.

ACRONYM TABLE

ABAWD – Able Bodied Adults without Dependents
AJC – American Job Center
AP – Administrative Policy
ARP – Alternative Requirement Plan
CAP – Corrective Action Plan
CFR – Code of Federal Regulations
CLEO – Chief Elected Official
CSS – CareerSource Suncoast
DCF – Department of Children and Families
DVOP – Disabled Veterans Outreach Program
DWG – Disaster Recovery Dislocated Worker Grant
DW – Dislocated Worker
EDP – Employability Development Plan
EEO – Equal Employment Opportunity
ES – Employment Service
ETA – Employment and Training Administration
F.A.C–Florida Administrative Code
FCDP – Farmworker Career Development Program
FG – Final Guidance
FLC – Foreign Labor Certification
FloridaCommerce – Florida Department of Commerce
FLSA – Fair Labor Standards Act
FMA – Bureau of Financial Monitoring and Accountability
F.S. – Florida Statutes
FY – Fiscal Year
IEP – Individual Employment Plan
IRP – Individual Responsibility Plan
IT – Information Technology
ITA – Individual Training Account
IWT – Incumbent Worker Training
JPR – Job Participation Rate
JVA – Jobs for Veterans Act
JVSG – Jobs for Veterans State Grant
LMI – Labor Market Information
LVER – Local Veterans Employment Representative
LWDB – Local Workforce Development Board
MIS – Management Information System
MOU/IFA – Memorandum of Understanding & Infrastructure Funding Agreement
MSFW – Migrant and Seasonal Farmworker
MSG – Measurable Skills Gains
O&O - Opportunities and Obligations form
OJT – On-the-Job Training
ONI – Other Noncompliance Issue
OSPS – Bureau of One-Stop and Program Support
OSST – One-Stop Service Tracking
OST – Occupational Skills Training
PIRL – Participant Individual Report Layout

POS – Priority of Service
PY – Program Year
RESEA – Reemployment Services and Eligibility Assessment Program
SBE – Significant Barrier to Employment
SMA – State Monitor Advocate
S.M.A.R.T – Specific, Measurable, Attainable, Realistic, and Time-Bound
SNAP E&T – Supplemental Nutrition Assistance Program Employment and Training
SYEP – Summer Youth Employment Program
TAA – Trade Adjustment Assistance
TANF – Temporary Assistance for Needy Families
TCA – Temporary Cash Assistance
TEGL – Training and Employment Guidance Letter
TRA – Trade Readjustment Assistance
U.S.C. – United States Code
USDOL – United States Department of Labor
VRE – Veteran Readiness and Employment
WE – Work Experience
WFS – Workforce Services
WIOA – Workforce Innovation and Opportunity Act
WP – Wagner-Peyser
WSA – Work Search Activity
WT – Welfare Transition

***The above table reflects all acronyms that have been used in the PY 2024-2025 monitoring cycle; however, all acronyms may not be used in this report.**

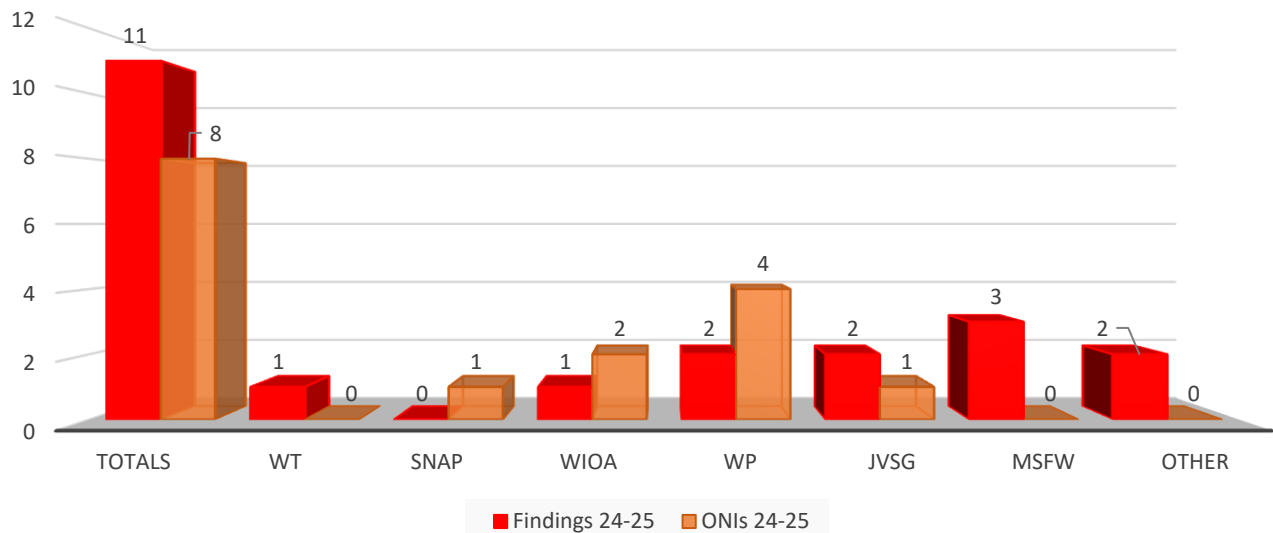
SUMMARY TABLE OF PROGRAMMATIC MONITORING RESULTS

N=No. Y=Yes. N/A=Not Applicable.

PY 2024 – 25 Programmatic Monitoring Results					
Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
WT					
WT	Employment verification documentation was missing in one participant's case file.	N	Y		
WT Totals		0	1	0	0
SNAP E&T					
SNAP E&T	One participant was enrolled in Job Search (JS) and Education; however, JS was not less than half of the time enrolled in the activity as required. Note: The LWDB used JS as opposed to supervised job search (SJS), which is the approved program component.			N	Y
SNAP E&T Totals		0	0	0	1
WIOA					
WIOA Youth	Documentation verifying participants were provided or made aware of the full array of services including all 14 program elements were missing in 13 participant case files.	N	Y		
	The supportive services recorded in Employ Florida for one participant did not match the supportive service documentation maintained in the case file.			N	Y
WIOA Common Issues	File documentation verifying the training end dates for seven participants did not match what was recorded in Employ Florida.			N	Y
WIOA Totals		0	1	0	2
WP					
WP	One job seeker's assessment was not documented.	Y	Y		
	Three job seekers were missing permission for staff to enter a registration in Employ Florida.	N	Y		
	Three job seekers had service codes recorded in Employ Florida that were not adequately documented.			Y	Y
	One employer's job order request was not adequately documented.			N	Y
RESEA	One participant's Work Search Activity was not scheduled and resulted in the Employ Florida event calendar.			N	Y
	One participant's RESEA Responsibility Statement was missing the signature and date of the participant and CSS staff.			N	Y
WP Totals		1	2	1	4
JOBS FOR VETERANS STATE GRANT					
JVSG	One participant did not have a code 159 (Veteran Intake Screening – DVOP Services) recorded in Employ Florida.	N	Y		
	The following issues were identified with Case Management: <ul style="list-style-type: none"> The Individual Employment Plans for six participants were not updated using service code V04 (Individual Employment Plan Update) in accordance with policy. Two participants did not have service code V13 (Post-Employment Follow-up Contact) recorded on a bi-weekly basis for the first month following employment. 	Y	Y		
	The following issues were identified with service code use and entry:			Y	Y

	<ul style="list-style-type: none"> One participant's service code V07 (Work Experience) was used incorrectly based on documentation recorded in the associated case note. Two participants did not have a corresponding E53 – Veteran Advocacy recorded on the employer account for each V12 entered. One participant's experience was captured incorrectly, indicating smooth transitions between services and/or departments. 				
JVSG Totals		1	2	1	1
MSFW					
MSFW	The Bradenton significant office did not meet the Equity Ratio Indicators and Minimum Service Level Indicators during the review period.	Y	Y		
	MSFW Applications and service codes: <ul style="list-style-type: none"> Service codes were not recorded in Employ Florida for two MSFW applications and were incorrectly recorded for one participant. Incorrect service codes recorded in Employ Florida for several MSFWs. Case notes did not meet Employ Florida Service Code Guide for Jobseeker Services documentation requirements. 	Y	Y		
	MSFW Outreach Services: <ul style="list-style-type: none"> MSFW outreach and quality contact goals were not met during the review period. Outreach staff did not conduct follow-up contact activities with MSFWs. Outreach staff did not coordinate and document outreach activities with the FCDP Grantee partner. 	Y	Y		
MSFW Totals		3	3	0	0
BOARD GOVERNANCE					
Local Board Governance	The local board did not provide nomination documentation for two local board members. Note: The issue has subsequently been corrected.	N	Y		
	The local board does not have standing committee members that are not members of the local board as required. Note: The issue has subsequently been corrected.	N	Y		
Board Governance Review Totals		0	2	0	0
TOTALS					
Results – All Programs		5	11	2	8

Monitoring Issues By Program PY 2024-2025 CareerSource Suncoast



DEFINITIONS APPLICABLE TO PROGRAMMATIC MONITORING

1. Finding – A high risk issue that directly impacts the integrity or effectiveness of program operations or could potentially result in major program deficiencies (e.g., participant ineligibility, missing files, lack of fully executed contracts, issues indicative of systemic problems in program operations, has the appearance of fraud or abuse, possibility of non-conforming services provided to participants, potential questionable costs, etc.). Findings are expected to be responded to in the CAP.
2. Other Noncompliance Issue – A medium risk finding that results in deviation from process or practice not likely to result in failure of the management system or process but has a direct impact on program operations (data validity, timeliness of entering system information, missing program elements and employment plan information, failure to timely conduct follow-ups, etc.). ONIs could potentially be upgraded to a finding over time based on the nature of the deficiency (e.g., repeat violations, issues indicative of systemic problems in program operations, questionable costs, etc.). ONIs are expected to be responded to in the CAP.
3. Observation – A low risk issue that is intended to offer constructive comments and an opportunity to improve current local practices, processes, and procedures that result in positive program outcomes. Observations are not expected to be responded to in the CAP except when requested.

**MONITORING REPORT
CAREERSOURCE SUNCOAST
LOCAL WORKFORCE DEVELOPMENT BOARD - 18**

I. DESCRIPTION OF MONITORING APPROACH

Review Purpose and Scope

Monitoring consisted of a programmatic review of CSS's workforce programs. The purpose of the monitoring review was to assess CSS's compliance with applicable federal and state program laws, regulations, and programmatic administrative requirements. The scope primarily involved a review of participant case file data entered in the State's MIS, a review of participant case file documentation provided by CSS from the selected file samples, and a review of local plans, procedures, reports, records, and other abstract information. In some instances, interviews were conducted with CSS staff, employers, and participants to gather information about program processes and service delivery strategies.

Type of Review

The PY 2024-2025 programmatic monitoring review was conducted remotely; however, the MSFW review was conducted on-site. The selected sampled items were provided through upload to FloridaCommerce's SharePoint monitoring system or access to CSS's document storage system.

Compliance Review Abstract Information

- Programmatic Monitoring Review Dates: March 3, 2025 to March 7, 2025
- Programmatic Monitoring Sample Review Period Dates: January 1, 2024 to January 31, 2025

Note: Entrance conference and exit conference attendees are listed in Section VII of this report.

Programs Reviewed:

- Welfare Transition
- Supplemental Nutrition Assistance Program – Employment and Training
- Workforce Innovation and Opportunity Act
- Rapid Response
- Wagner-Peyser
- Migrant and Seasonal Farmworker
- Jobs for Veterans State Grant
- Any identified special projects operational during the review period

Monitoring Review Tools

FloridaCommerce's PY 2024-2025 programmatic monitoring review tools were used to conduct the review. The tools were developed to provide a framework for monitoring activities performed by OSPS as well as the criteria used for monitoring.

II. PROGRAMMATIC MONITORING REVIEW

The outcome of the programmatic monitoring is detailed in the following sections of the report. The information presented describes the issues noted and, where appropriate, required corrective actions for improvement.

The following general CAP requirements must be submitted for each finding, ONI, and any additional program specific issues identified in the report.

General Program CAP Requirements

- A copy of updated local operating procedures/policies that address the requirement, if applicable.
- A copy of a monitoring schedule showing timeframes and the activities and services that will be monitored.
- Documentation showing staff training or refresher training has been or will be provided. Documentation must include training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication to staff informing them of the requirements.

WELFARE TRANSITION

The sample size consisted of 23 participant case files. The following issue was identified:

Finding

Finding WT #18.25.01

Category: Employment Verification

Condition: Of the six participant case files reviewed with an employment activity recorded in OSST, one (16.7 percent) participant case file was missing documentation verifying the employment information in the file.

Criteria: Florida's Work Verification Plan states, in part, that, "LWDB or provider staff must obtain documentation for each countable hour of participation prior to entering the hours in the workforce data entry system. Verification of employment hours or other employment information through employer contact must include the employer's name, date contacted, person talked with and the name of the provider staff person who obtained the verification. Provider staff maintains written verification in the case file." The hour documentation must be entered in the system correctly to ensure requirements are met.

Cause: Lack of follow-through, staff training, inadvertent errors, or simple oversights may be factors associated with noncompliance.

Effect: This data is used for reporting purposes and a lack of documentation to verify the information impacts the validity of the data being reported which can negatively impact performance. All data entered in the system must be verifiable and substantiated by documentation in the case file.

Required Action: CSS must provide documentation showing that staff have reviewed and verified the participant's employment and wage information if the case file is still open and active. CSS must also provide an assurance that measures will be taken to ensure employment documentation is maintained in the files and cross-referenced with data entered in the system for accuracy in the future. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM – EMPLOYMENT AND TRAINING

The sample size consisted of 18 participant case files. The following issue was identified:

Other Noncompliance Issue

ONI SNAP #18.25.01

Category: Assignment of Activity Hours

Condition: Of the 15 case files reviewed where an activity was assigned, one (6.7 percent) participant was assigned to Job Search (JS) along with Education; however, JS hours were not less than half of the time enrolled in the allowable component. The LWDB used JS as opposed to Supervised Job Search (SJS), which is the approved program component.

Criteria: The Supplemental Nutrition Assistance Program Employment and Training Updates Memorandum dated February 3, 2023, states, in part, that, “The Job Search component is no longer identified as a program component but as a subsidiary activity of an allowable E&T component. The job search activity must comprise less than half of the total time spent in the allowable component.”

Cause: Insufficient staff training, lack of consistent policies and procedures, or the inadvertent hastiness in completing the engagement process may be causes for incorrect assignment of hours.

Effect: Instances of participants not being assigned to the required number of hours or assigned to program components that do not comport with program requirements could result in overpayment of food assistance benefits and negatively impact performance.

Required Action: CSS must provide documentation that the number of JS hours have been adjusted to align with the required number of assigned hours. CSS staff must be made aware that SJS is the approved program component that should be used; however, when utilizing JS in conjunction with a qualified component, the hours assigned must be less than half of the time enrolled in the allowable component. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

WORKFORCE INNOVATION AND OPPORTUNITY ACT

WIOA Adult/Dislocated Worker

The sample size consisted of 22 Adult and Dislocated Worker participant case files (12 Adults and 10 Dislocated Worker).

A common issue was identified in the Adult/Dislocated Worker and Youth programs and is outlined under the Common Issue section below:

WIOA Youth Program

The sample size consisted of 13 Out of School Youth participant case files. The following issues were identified:

Finding

Finding WIOA #18.25.02

Category: Availability of Services

Condition: Of the 13 Youth participant case files reviewed, none (100 percent) contained documentation or case notes verifying that participants were made aware of, or provided with, a full menu of services, including the required 14 elements in the Youth Program.

Criteria: 20 CFR 681.460 states, in part, that, "Local programs must make each of the following 14 services available to youth participants....." Additionally, 20 CFR 681.420 states that local workforce boards must ensure that WIOA youth service providers provide participants with information about the full array of applicable or appropriate services available through the local workforce boards or other eligible providers, or one-stop partners.

Cause: It should be noted that CSS acknowledged in their responses to the combined process management review tool that a lack of processes and procedures in place to collect appropriate documentation or record verification that the required full menu of services was made available to participants, other eligible providers, or one-stop partners were reasons for noncompliance.

Effect: Failure to document that Youth participants were made aware of the full menu of services may result in a missed opportunity for participants to receive services needed to obtain or retain employment.

Required Action: CSS must provide documentation showing that staff have made the identified participants aware of or provided them with a full menu of available services if the case files are still open and active. An assurance must also be provided that CSS have or will review all open Youth case files to ensure that staff have made the participants aware of all 14 elements and that documentation supporting the notification is retained in the participant case files. CSS must also strengthen its processes by developing a process or procedure that documents when and how youth participants are notified of the 14 program element services and provide a copy with the CAP. While not all 14 elements must be provided, the participants must be made aware of information on all 14 elements. This notification should be recorded as a case note or by source documentation in each case file. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

Other Noncompliance Issue

ONI WIOA #18.25.02

Category: Supportive Services

Condition: Of the four Youth participants who received supportive services, the supportive service activity recorded in Employ Florida for one (25 percent) participant did not match the supportive service documentation maintained in the participant's file.

Criteria: CareerSource Florida AP 109 IV. D., regarding supportive services, states that, "LWDBs are required to maintain documentation sufficient to satisfy the requirements of this policy to ensure that funds are allowable and used for the intended purpose." Additionally, the Employ Florida Service Code Guide for Jobseeker Services outlines the various service code titles and definitions as well as documentation/case note requirements.

Cause: The difference in matching documentation could be attributed to insufficient staff training, lack of guidance and procedures, staff data entry errors, lack of attention to detail, or inadequate collection of proper documentation.

Effect: Failure to maintain documentation of supportive services and enter and accurately record the type or date of the supportive service provided may negatively impact performance accountability and reporting and may also lead to potential questionable costs.

Required Action: CSS must provide documentation that they have taken action to align the services recorded in the system with case file documentation for the participant identified if the case file is still open and active. CSS must also provide an assurance with the CAP that supportive services will be recorded in Employ Florida to match the supportive service documentation maintained in participant case files in the future. CSS should establish a check and balance system for its supportive service system to ensure that funds to participants are provided in the actual amount of the expenditure, are based on need, approved and allowable, are of the proper type, and that the service activity and the amount are documented and match what is entered in Employ Florida. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

WIOA COMMON ISSUES

The following common issue was identified in the WIOA Adult/Dislocated Worker and Youth programs.

Other Noncompliance Issue

ONI WIOA #18.25.03

Category: Training Activities Dates

Condition:

- Of the 22 Adult/DW case files reviewed of participants enrolled in an education or training program, documentation verifying the training end dates in four (18.2 percent) participant case files did not match what was recorded in Employ Florida.
- Of the 13 Youth case files reviewed of participants enrolled in an education or training program, documentation verifying the training end dates in three (23.1 percent) participant case files did not match what was recorded in Employ Florida.

Criteria: WIOA Participant Individual Record Layout (PIRL) data element 1308, Date Completed, or Withdrew from, Training #1, states that, "Record the date when the participant completed training or withdrew permanently from training."

Cause: The difference in matching dates could be attributed to staff data entry error or a lack of awareness and understanding of the end date recording requirements when the participant completed training as outlined in the WIOA PIRL.

Effect: Failure to enter and accurately record training date information in Employ Florida may negatively impact state performance results.

Required Action: CSS must provide documentation showing that staff have reviewed and verified the participant's last date of training and have initiated action to align the information recorded in Employ Florida to match documentation in the case files if the case files are still open and active. Additionally, CSS must provide an assurance that measures will be taken to ensure that training completion date documentation maintained in the files are cross-referenced with data entered in the system for accuracy in the future. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

WIOA SPECIAL PROJECTS

The sample size consisted of 15 participant case files from the 814 Fostering Opioid Recovery DWG, Hurricane Ian DWG, Rapid Credentialing 2023, Sector-Based Training Initiatives, and Hurricane Helene DWG Special Projects.

The review did not reveal any Findings, ONIs, or Observations.

RAPID RESPONSE

The review did not reveal any Findings, ONIs, or Observations.

WAGNER-PEYSER PROGRAM

The sample size consisted of 45 participant case files (20 job seekers, 15 job orders, and 10 job seeker placements). The following issues were identified:

Finding

Finding WP #18.25.03

Category: Assessments

Condition: Of the 20 job seekers reviewed with assessments recorded in Employ Florida, one (5 percent) did not have documentation of the assessment in the file to support the service recorded in Employ Florida.

This is a repeat issue and is consistent with the PY 2023-2024 Monitoring Report.

Criteria: The Employ Florida Service Code Guide for Jobseeker Services requirements for the entry of the code for initial assessments states that, "A case note is required and must record results of the assessment to include the date of the initial assessment and everything listed in the definition."

Cause: A lack of documentation for recording entry and retention of assessment documentation, inadvertent oversight or errors, as well as a lack of staff training may be causes for noncompliance.

Effect: Absence of a complete assessment reduces staff's ability to work effectively and efficiently with participants in delivering services, tracking employability goals, and determining what participants are required to do to attain their occupational goals.

Required Action: CSS must provide documentation with the CAP that they have completed the assessment with all required elements if the case file is still open and active. Additionally, CSS must provide an assurance that staff

will review all future assessment codes recorded in Employ Florida for open WP job seekers to ensure case notes have been recorded, required elements are individualized to the participant, and documentation has been retained identifying all required elements of the service(s) provided. Because this is a repeat issue, CSS must reevaluate the cause and provide a plan or process with the CAP for preventing a recurrence of this issue in the future including documentation of staff training and written notification to staff informing them of the requirements.

Finding WP #18.25.04

Category: Job Seeker Permission for Registration

Condition: Of the 17 job seekers with a newly created and staff-entered registration in Employ Florida, three (17.6 percent) did not have documentation of the job seeker's permission recorded at the time staff entered the registration in Employ Florida.

Criteria: CareerSource Florida AP 096 IV.A. states, in part, that, "If the job seeker is not already registered, career center staff must ensure they have obtained the job seeker's permission prior to creating a new registration." The policy continues by stating, "A case note must be included on the job seeker's account stating the job seeker granted staff permission to create the account."

Cause: Lack of adequate staff training on the registration process as well as a lack of knowledge on the requirements for entry in Employ Florida may be reasons for noncompliance.

Effect: Failure to document permission of staff registrations has an impact on performance reporting and can also lead to erroneous or fraudulent job seeker entry of invalid or false registrations.

Required Action: CSS must provide an assurance with the CAP that CSS staff will timely contact and verify all job seekers in the future to ensure permission from the participant to register in Employ Florida will be obtained and documented in Employ Florida at the time of registration. Because this is a repeat issue, CSS must reevaluate the cause and provide a plan or process with the CAP for preventing a recurrence of this issue in the future including more in-depth or frequent monitoring, documentation of staff training, and written notification to staff informing them of the requirements.

Other Noncompliance Issue

ONI WP #18.25.04

Category: Wagner-Peyser Services and Activities

Condition: Of the 20 job seekers reviewed, three (15 percent) job seekers had an entry of specific service codes recorded in Employ Florida (102 – Initial Assessment, 113 – Job Search Plan, and 880 – Manually Obtained Employment); however, case notes in the files did not meet the requirements for the specified services recorded.

This is a repeat issue and is consistent with the PY 2023-2024 Monitoring Report.

Criteria: The Employ Florida Service Code Guide for Jobseeker Services lists service code definitions and service code entry documentation requirements. The elements of the case notes are also detailed in the guide.

Cause: Lack of staff training on the required elements to be recorded for the service(s) entered in the state MIS or staff oversight in timely service code entry may have led to noncompliance.

Effect: Errant, undocumented, or non-staff assisted services provided to job seekers which prolong participation will result in inaccurate reporting of state and federal performance numbers and could also lead to inflated participation numbers and fraudulent claiming of placements or services.

Required Action: CSS must provide documentation with the CAP that staff have verified that valid services were provided, recorded, and case noted for the identified job seekers if the job seeker files are still open and active. CSS must also provide an assurance that staff will review and monitor entry of WP job seeker services in Employ Florida to ensure that services fit the description of the service code(s) recorded, are adequately documented, and that valid services are provided and case noted. Because this is a repeat issue, CSS must reevaluate the cause (e.g., lack of specific guidelines for staff to follow, whether the errors made are common to specific program staff, lack of follow-up, etc.), and provide a plan or process with the CAP including staff training, written notification to staff informing them of the requirements, as well as internal controls that will be put in place to prevent a recurrence of these issues in the future.

ONI WP #18.25.05

Category: Job Order Entry and Review

Condition: Of the 15 staff-entered job orders reviewed in Employ Florida, one (6.7 percent) job order that was received over the telephone was missing documentation of a completed job order form identifying the employer authorization and job requirements.

Criteria: CareerSource Florida AP 099 IV.A.2. states, in part, that, “In the event the employer provides the authorization by phone, staff must document the position’s requirements on a job order form and document the employer’s authorization by recording a case note in Employ Florida.”

Cause: Lack of staff training in the handling and retention of job order entries received over the telephone may be one of the reasons for noncompliance.

Effect: Noncompliance with job order entry guidelines impacts the job seeker matching process and could lead to errant or fraudulent job order information being posted.

Required Action: CSS must provide documentation with the CAP of the efforts made to obtain the employer’s authorization for the identified job order if the job order is still open and active. CSS must also provide an assurance that employer authorization and job order requirements will be documented on a job order form (or its equivalent) when the job order is submitted to CSS via telephone. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT PROGRAM

The RESEA program review focused on CSS’s compliance with the requirements of the grant to assist reemployment assistance claimants in returning to work faster by connecting claimants/participants with in-person assessments, and reemployment services and opportunities to further their reemployment goals and successful employment outcomes.

The sample size consisted of five participant case files.

The following issues were identified:

Other Noncompliance Issue

ONI WP #18.25.06

Category: RESEA Work Search Activities

Condition: Of the five RESEA participant case files reviewed, one (20 percent) WSA was not scheduled and resulted in the Employ Florida event calendar.

Criteria: CareerSource Florida AP 068 (IV) states, in part, that, “All appointments for reemployment or work search activities must be scheduled and resulted in the EFM [Employ Florida] event calendar.”

Cause: Staff oversight and lack of programmatic training are likely factors leading to noncompliance.

Effect: Not accurately identifying or recording work search activities in the system reduces staff’s ability to effectively determine what the claimant is required to do to assist in their reemployment service needs which may adversely affect the claimant’s benefits.

Required Action: CSS must provide an assurance that staff will identify individualized work search activities for each participant, document the work search activity on the EDP, and then document the same assigned work search activity on the RESEA Responsibility Statement. CSS must also provide an assurance that CSS staff will ensure future work search activities are scheduled and resulted in the Employ Florida event calendar. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

ONI WP #18.25.07

Category: RESEA Responsibility Statement Form

Condition: Of the five RESEA participant case files reviewed, one (20 percent) RESEA Responsibility Statement form was not signed and dated by the participant and CSS staff.

Criteria: CareerSource Florida AP 068 (IV) states, in part, that, “Staff must review the EDP Responsibility Statement (Appendix A) with each REA [RESEA] participant...A copy of the statement must be provided to the claimant and the original kept on-site in the participant’s file.”

Cause: CSS staff failing to follow the requirements of the completion and retention of the RESEA Responsibility Statement led to noncompliance.

Effect: Absence of the RESEA Responsibility Statement form does not signify consent of the parties that the activities and services were discussed and agreed to. It could also cause a participant to miss an employment opportunity to receive services needed to obtain or retain employment. Noncompliance could also affect statewide performance outcomes.

Required Action: CSS must provide documentation with the CAP that a completed RESEA Responsibility Statement with signatures has been obtained from the appropriate parties if the case is still active. An assurance must also be provided that CSS staff will take the necessary steps in the future to monitor and verify that signatures have been obtained and forms maintained in the case files. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

COMPLAINT SYSTEM

A total of 27 complaint logs were reviewed. The review did not reveal any Findings, ONIs, or Observations.

JOBS FOR VETERANS STATE GRANT PROGRAM

The sample size consisted of 15 participant case files, 5 VRE Chapter 31 participant case files, and 15 employer files. The following issues were identified:

Finding

Finding JVSG #18.25.05

Category: Intake and Eligibility

Condition: Of the 15 veteran case files reviewed, one (6.7 percent) veteran participant did not have a service code 159 (Veteran Intake Screening – DVOP Services) with all required documentation recorded in Employ Florida.

Criteria: CareerSource Florida AP 102 Section IV.C states, in part, that, “The provision of the veteran intake screening for DVOP eligibility must be recorded in Employ Florida using service code 159 (Initial Intake Screening – DVOP Services) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.” The Employ Florida Service Code Guide states that, “A case note must be created documenting the result of the screening, the specific eligibility category identified (i.e., significant barrier to employment or special population), if applicable, and the outcome (i.e., who the individual was referred to).”

Cause: Lack of staff training in the required collection and documentation at initial veteran intake as well as the requirements for follow-up could be factors for noncompliance.

Effect: Failure to screen, identify, and accurately document and record veteran program intake could affect veterans service delivery and limit veterans from receiving qualifying services.

Required Action: CSS must provide documentation that staff have initiated efforts to record the veteran intake information in Employ Florida using the 159 Veteran Intake service code if the case file is still open and active. CSS must also provide an assurance that all veterans will be provided with the Veterans Intake form and that the results will be recorded in Employ Florida using the 159 veteran’s intake service code in the future regardless of the outcome at intake. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

Finding JVSG #18.25.06

Category: Veteran Case Management

Condition: Of the 15 veteran case files reviewed, the following issues were identified:

- Six (40 percent) participants were missing the V04 – Individual Employment Plan Update within 30 days following the initial IEP creation and/or the service code was used incorrectly.
- Two (13.3 percent) participants who had a case closure for employment did not receive a service code V13 (Post-Employment Consistent Contact) in accordance with policy.

This is a repeat issue and is consistent with the PY 2023-2024 Monitoring Report.

Criteria: CareerSource Florida AP 117 Section IV.B.4.C states that, “At a minimum, the IEP must be reviewed with the participant every 30 days to ensure the participant’s progress in completing objectives. The IEP must be amended, as appropriate when additional needs are identified, or objectives are achieved.” CareerSource Florida AP 117 IV.9. further states, “When the participant successfully obtains employment, the DVOP specialist must provide post-employment consistent contact for 90 days to ensure sustained employment. Post-employment consistent contact must be performed on a biweekly basis the first month following employment and on a monthly basis thereafter.”

Cause: Lack of staff training or knowledge of service code usage and designation, or a lack of familiarity with documentation requirements necessary to review, update, and record veteran file IEPs adjustments and post-employment follow-up may be causes for noncompliance.

Effect: Failure to properly update the employment plan can result in staff’s inability to work effectively and efficiently with participants and may also have an impact on veteran service delivery and performance which may result in a negative federal review of the Veterans Program. Additionally, absence of post-employment follow-up contact reduces the successful outcome of a veteran to maintain sustainable employment in the first 90 days of employment.

Required Action: CSS must provide an assurance with the CAP that DVOPs are maintaining consistent contact regarding the participant’s IEP and documenting updates, closures, and additions based on the participant’s needs utilizing the service code V04. CSS must also ensure that the JVSG – Individual Employment Plan Update (service code V04) is recorded within the first 30 days following the completion of the initial IEP. Additionally, CSS must provide documentation that case notes have been entered capturing post-employment follow-up contacts with the participants if the case files are still open and active and contact occurred. CSS must also provide an assurance that DVOP staff will complete post-employment consistent contact with participants to determine employment status. Because this is a recurring issue, CSS must provide a plan or process with the CAP for preventing a recurrence of these issues in the future including documentation of staff training and written notification to staff informing them of the requirements.

Other Noncompliance Issue

ONI JVSG #18.25.08

Category: Service/Activity Code Use and Entry

Condition: Of the 15 veteran case files reviewed, the following issues were noted:

- One (6.6 percent) veteran participant did not have proper case note documentation for service code V07 (Work Experience) recorded in Employ Florida.
- Two (13.3 percent) veteran participants did not have a corresponding service code E53 (Veteran Advocacy) recorded on the employer account for each V12 (Veteran Advocacy Contact) code recorded on the participant activity history/service plan.
- One (6.7 percent) participant’s experience was not captured to indicate a smooth journey or transition between services and/or departments. The individual was identified as a veteran, but steps were not taken for proper screening and referral to a DVOP for services.

These are repeat issues and are consistent with the PY 2023-2024 Monitoring Report.

Criteria: Employ Florida Service Code Guide for Jobseeker Services states, for Service Code V07, “A case note attached to the service code is required and must include how the participant’s employment goal is related to the

work experience opportunity and which work experience program the participant was placed in.” Furthermore, CareerSource Florida AP 117 Section I.D.2 states that, “The V12 (Veteran Advocacy Contact) and E53 (Veteran Advocacy) are complementary service codes that are required for documenting individual advocacy attempts. There should be a corresponding number between both services for LVER staff.”

CareerSource Florida AP 102, Section IV.B also states that, “Individuals determined eligible for DVOP specialist services must immediately be referred to a DVOP specialist. Individuals who are not found to be eligible must be provided services by the first available qualified and appropriate career center staff member. In instances where a DVOP specialist is not available, individuals who would normally be served by DVOP specialists must be served by the next available qualified and appropriate career center staff member. Services to SBE and special population veterans must not be delayed or postponed due to the unavailability of a DVOP specialist.”

Cause: Lack of staff oversight and complacency with use of repetitive service codes without reviewing required documentation and a lack of proper staff training could be factors for noncompliance.

Effect: Use of incorrect service codes may lead to inaccurate or invalid state or federal reporting requirements, as well as veteran complaints.

Required Action: CSS must ensure DVOPs are properly documenting services provided as outlined in reference material. CSS must further ensure that LVERs are providing proper documentation in case notes when advocating for veterans to include employer name, position title, date of contact and veteran name, and that LVERs are recording and documenting both veteran and employer profiles for veteran advocacy.

Additionally, a veteran’s experience is imperative to show a seamless, well-documented journey from beginning to end. This is for the benefit of the veteran, staff members working with the veteran, and state and federal monitors. All staff working with a DVOP eligible veteran or spouse must ensure that service codes and all accompanying case note documentation are used correctly and recorded in compliance with the Employ Florida Service Code Guide for Jobseeker Services identifying a seamless transition between departments and services received.

Because these are recurring issues, CSS must provide a plan or process with the CAP for preventing a recurrence of these issues in the future including more in-depth monitoring, staff training, and written notification to staff informing them of the requirements.

Observation

The review also revealed that five employers were missing required case note information. Additionally, four VR&E (Chapter 31) veteran participants did not have contact and/or contact attempts recorded in Employ Florida. It is recommended that staff ensure they are following proper protocol for VR&E referred veterans to include documenting all contacts and contact attempts upon initial referral, identifying veteran as a VRE referral on the Objective Assessment Summary case note, and completing and documenting no less than two contact/contact attempts monthly throughout case management. CSS should also ensure that DVOPs are completing and updating VR&E participants’ files within the parameters of training and maintaining effective consistent contact.

MIGRANT AND SEASONAL FARMWORKER PROGRAM

The MSFW review focused on compliance with the MSFW required services and outreach under the Wagner-Peyser Act, as amended, and federal guidelines that mandate service delivery to MSFWs through the public labor exchange system.

Management Review and Operational Practices of the Significant Career Centers

CSS's MSFW significant multilingual career center is located in Palmetto, Florida. The SMA conducted a desk review of the significant career center to ensure the following credentialing requirements had been met; posters, signage, facility accessibility and accommodations, MSFW applications, job orders, MSFW Service Level Indicators Report, MSFW Outreach Services Reports, the Complaint System, as well as other program requirements.

Overall, the MSFW outreach program in the Palmetto significant career center appeared to be managed in accordance with prescribed standards and the required provision of services to MSFWs; however, the following issues were identified during the management and operational review:

Findings

Finding MSFW #18.25.07

Category: Equity Ratio Indicators and Minimum Service Level Indicators

Condition: The Palmetto Significant Career Center did not meet four Equity Ratio Indicators and three Minimum Service Level Indicators during the review period as indicated on the MSFW Service Level Indicators Report. The Equity Ratio Indicators not met were received staff-assisted career guidance services, received staff-assisted job search activities, referred to Federal training, and received individualized career services. The Minimum Service Level Indicators not met were median earnings of MSFWs in unsubsidized employment, individuals placed in long term non-agricultural jobs, and individuals placed in a job.

This is a repeat issue and is consistent with the PY 2023-2024 Monitoring Report.

Criteria: In accordance with 20 CFR 653.100(a), all services of the workforce development system must be made available to all job seekers in an equitable and nondiscriminatory fashion. MSFWs must receive services on a basis which is qualitatively equivalent and quantitatively proportionate to services provided to non-MSFWs. USDOL established compliance levels for the minimum service level indicators and equity ratio indicators that must be met for comparison of services provided to MSFWs and non-MSFWs. The eight equity ratio indicators that address the provision of ES services must be met by all career centers. Significant MSFW career centers must also meet the minimum service level indicators, which include, at a minimum, individuals placed in a job, median earnings of individuals in unsubsidized employment, individuals placed long term (150 days or more) in a non-agricultural job, and 40 MSFW outreach contacts per week.

Cause: Limited understanding of required workforce development system services that must be provided to MSFWs, failure to schedule and coordinate regular outreach efforts, lack of sufficient local operating procedures, as well as untimely and irregular reporting efforts by staff may be factors for noncompliance.

Effect: This data is used for reporting purposes and unmet indicators impact federal performance reporting for the State and LWDB. Additionally, not providing MSFWs with all the workforce development system services as provided to non-MSFWs may lead a MSFW to file an ES complaint against the State and LWDB.

Required Action: CSS must provide documentation to support efforts made by staff to refer and place MSFWs in jobs including long-term non-agricultural jobs, as well as monitoring the MSFW Service Level Indicators Report regularly to identify other service level indicators and service gaps not being met to ensure compliance. The documentation must include an assurance that outreach staff will conduct especially vigorous outreach, including follow-up activities to the majority of MSFWs, on a full-time, year-round basis. Because this has been a repeat issue over time, CSS must reevaluate the cause (e.g., lack of specific guidelines for staff to follow, whether the errors made are common to specific program staff, lack of follow-up, etc.) and provide a plan or process with the CAP including documentation of staff training and written notification to staff informing them of the requirements, as well as internal controls that will be put in place to prevent a recurrence of these issues in the future.

Finding MSFW #18.25.08

Category: Applications

Condition: Of the 10 MSFW applications reviewed, the following issues were identified:

- Service codes were not recorded in Employ Florida for two (20 percent) MSFW applications.
- Incorrect service codes were recorded in Employ Florida for one (10 percent) MSFW.
- Case notes did not meet Employ Florida Service Code Guide for Jobseeker Services documentation requirements.

These are repeat issues and are consistent with the PY 2023-2024 Monitoring Report.

Criteria: CareerSource Florida AP 03-040 states that, “Service codes must be recorded by career center staff in Employ Florida to document services provided to MSFWs.” The 511N Form must be provided and explained to a MSFW and service code 099 must be recorded. Additionally, a first service code that triggers or initiates participation on a MSFW application must also be recorded in Employ Florida.

Cause: Lack of sufficient staff training in the verification and documentation of MSFW registration requirements prior to service entry could be a factor for noncompliance.

Effect: These issues impact MSFW service delivery and performance reporting. They also limit job and training opportunities and can lead to possible farmworker civil rights violations.

Required Action: CSS must provide an assurance that staff will review all MSFW applications recorded subsequent to the review and ensure applications contain all necessary requirements and entered in the system accordingly. Additionally, CSS must ensure that service codes and case notes are entered correctly. Because this is a repeat issue, CSS must reevaluate the cause and provide a plan or process with the CAP for preventing a recurrence of the issues in the future to include more in-depth monitoring, documentation of staff training, and written notification to staff informing them of the requirements.

Finding MSFW #18.25.09

Category: Outreach Services to MSFWs

Condition: A review of CSS’s Outreach Services to MSFWs Reports revealed that CSS did not meet the quality and MSFW outreach contact goal requirements during the review period. Additionally, outreach staff did not coordinate and document joint outreach activities with the WIOA Title I sec. 167 Grantee partner.

This is a repeat issue and is consistent with the PY 2023-2024 Monitoring Report.

Criteria: 20 CFR 653.107(b) describes outreach staff responsibilities. Outreach staff must be employed full-time, year-round to conduct especially vigorous outreach activities to contact the majority of MSFWs. Outreach staff must locate and contact MSFWs who are not being reached by normal intake activities conducted at the career center. Outreach staff must conduct 40 MSFW contacts per week and five MSFW quality contacts per day. Outreach staff must also coordinate and document outreach activities with the WIOA Title I sec. 167 grantee partner. Outreach staff and the LWDB must not rely on outreach activities conducted by their grantee partner or other MSFW service providers as a substitute for outreach staff responsibilities. Additionally, outreach staff must maintain complete records of their contacts with MSFWs and the outreach activities and services they perform. These records must include a daily log, a copy of which must be sent monthly to the Career Center Manager and FloridaCommerce and maintained on file for at least three years.

Cause: Lack of training or limited understanding of outreach staff duties and responsibilities may be causes for noncompliance.

Effect: These issues impact MSFW service delivery and performance reporting. They also limit job and training opportunities and can lead to possible farmworker civil rights violations.

Required Action: CSS must provide documentation of the efforts the significant career center outreach staff will take to meet the MSFW quality and outreach contact goal requirements. Because this is a repeat issue, CSS must reevaluate the cause of continuing problems and provide a plan or process with the CAP to include routine review of MSFW Outreach Services Reports as well as written notification to outreach staff informing them of these requirements. The plan must also include documentation of staff training and other process controls that will be put in place for locating and contacting the majority of MSFWs outside of the significant career center to prevent a recurrence of this issue in the future.

III. COLLECTION OF DEMOGRAPHIC DATA

The purpose of this section of the review is to determine compliance with the nondiscrimination and equal opportunity provisions of 29 CFR Part 37, and FloridaCommerce Guidelines for Compliance with Section 188 of WIOA regarding Collection of Demographic Data.

The review did not reveal any Findings, ONIs, or Observations.

IV. BOARD GOVERNANCE REVIEW

The purpose of this review is to determine whether CSS is implementing requirements associated with local board compliance with financial disclosure requirements as referenced in Chapters 112.3145 and 445.07, F.S., and other local board governance activities and requirements including governance agreements; board membership, composition, and appointments; board member orientation and training; sunshine provisions; transparency and posting requirements; code of ethics; bylaws; as well as other local board functions and requirements. The purpose also included a review of local merit staffing responsibilities for FloridaCommerce staff assigned to work under the functional supervision of CSS as well as local sector strategy implementation.

The following issues were identified:

Finding

Finding Board Governance #18.25.10

Category: Board Member Nomination and Approval Process

Condition: CSS failed to provide nomination and approval information for two new board members.

Criteria: CareerSource Florida AP 91 states, in part, that, “Documentation supporting the recruitment, vetting and nomination process, including names of nominating organizations and names of all candidates and their qualifications, must be retained for not less than five years.”

Cause: The local board does not have a process in place of documenting the nomination and selection of local board members.

Effect: The local board of directors may have board members who are not categorized properly to serve in the sectors they hold on the local board which may lead to board members serving beyond the term limits that are outlined in policy.

Required Action: The local area provided the nomination documentation for the two board members to resolve the finding after the monitoring. Although the issue was subsequently resolved, CSS must provide proof of staff training on board member selection and reappointment for board members based on the sectors they represent to adhere to term limits outlined in policy and CSS’s board member nomination and selection policy. The policy must specify that board members are identified properly for the sectors they hold on the board of directors and that board members are selected and reappointed according to policy requirements. An assurance must also be provided with the CAP that CSS will adhere to term limits for the sectors they represent.

Finding Board Governance #18.25.11

Category: Standing Committees

Condition: CSS did not have standing committee participants who are not members of the local board of directors as required.

Criteria: According to 20 CFR 679.360, standing committees “...must include other individuals appointed by the LWDB who are not members of the LWDB and who have demonstrated experience and expertise in accordance with 679.340(b) and as determined by the LWDB.”

Cause: The lack of an internal policy, procedure, or a system in place which states and/or identifies the process for selecting standing committee members may be causes for noncompliance.

Effect: Failure to solicit and maintain individuals who reside in the community to participate on standing committees does not provide the local board with the knowledge and insight of community members that can have a positive impact on local board decisions regarding community services.

Required Action: Documentation was provided to support that the local area added a new person to the standing committee who is not a member of the board of directors at CSS which resolved the finding. Although the issue was subsequently resolved, CSS must develop local policies and procedures for soliciting individuals who are not members of the local board to serve on standing committees and who have demonstrated experience and

expertise in accordance with federal and state requirements. Additionally, CSS must provide copies of the local policies and procedures with the CAP or a plan or process for getting this done including a timeline for completion.

Observations

- The local board did not have a process in place of obtaining education and industry consortium members to begin meeting during the first and second quarters of 2024 as required. CSS did, however, establish an industry consortium committee which did meet during subsequent quarters. For future reference, CSS should establish written procedures that specify that education and industry consortium meetings will be scheduled every quarter and that quarterly reports will be posted on the website in a timely manner after every meeting. Documentation of policy/procedural changes and written notification to staff informing them of the requirements must be provided with the CAP.
- One former board member did not file the required financial disclosure form upon resignation from the local board. CSS must ensure that in the future, board members are prepared to file the financial disclosure form upon resignation from the board of directors within 60 days as required. This should be stated during orientation and prior to a board member leaving for any reason. This issue will be monitored in the future to confirm that a process is in place to file the final disclosure form upon leaving the board of directors.

V. MANAGEMENT PROCESS REVIEW

The purpose of this review is to determine whether CSS is implementing requirements associated with local merit staffing responsibilities for FloridaCommerce staff assigned to work under the functional supervision of CSS, local sector strategy implementation, the effectiveness of management information and security controls and whether business processes and policies are in place that protect FloridaCommerce information system data and resources and complies with FloridaCommerce's IT guidelines and the FloridaCommerce/CSS Grantee-Subgrantee agreement requirements.

The review did not reveal any Findings, ONIs, or Observations.

VI. TRAINING AND TECHNICAL ASSISTANCE

Although technical assistance was provided during the review, the program area will begin proactive outreach to CSS and provide program specific training and technical assistance on documentation requirements, understanding expectations, and positive practices to help alleviate or address issues such as those identified in the report. Training will be coordinated with OSPS's policy and training unit as part of their annual training plan; however, any questions or if immediate training or technical assistance in any of the program review areas is needed, CSS should contact the respective OSPS programs at the following email addresses or by sending a [Training Request Form](#) to WFSTraining@commerce.fl.gov.

- WT – WTProgram@commerce.fl.gov
- SNAP – SNAPETProgram@commerce.fl.gov
- WIOA – WIOA@commerce.fl.gov
- TAA – TAA@commerce.fl.gov
- Rapid Response – RapidResponse@commerce.fl.gov
- WP – Wagner.Peyser@commerce.fl.gov

- RESEA – RESEA@commerce.fl.gov
- FLC – H-2A.JobOrder@commerce.fl.gov and H-2B.JobOrder@commerce.fl.gov
- MSFW – [State Monitor Advocate \(via direct email\)](#)
- JVSG – VETS@commerce.fl.gov

CORRECTIVE ACTION PLAN REQUIREMENTS

A CAP is required to address how CSS will correct any programmatic findings and other noncompliance issues identified in the report. For the noted deficiencies, corrective actions and recommendations have been provided to help respond to the issues identified, develop and implement processes that result in positive program practices and performance outcomes to improve the quality and integrity of the data collected.

VII. ENTRANCE AND EXIT CONFERENCE ATTENDEES

A programmatic monitoring entrance conference with CSS staff was conducted on March 3, 2025, and a programmatic exit conference was conducted on March 7, 2025.

Name	Agency	Entrance Conference	Exit Conference
Terry Wester-Johnson	FloridaCommerce	X	X
N'Deye Delgado	FloridaCommerce	X	X
Nancy Garcia	FloridaCommerce	X	X
Carol Booth	FloridaCommerce	X	X
Katina Williams	FloridaCommerce	X	X
Kenton Buggs	FloridaCommerce	X	
Jill Lanier	FloridaCommerce	X	X
Tameka Austin	FloridaCommerce	X	X
Yolanda Garcia	FloridaCommerce	X	X
Matrecia Bryant	FloridaCommerce	X	X
Tameka Thomas	FloridaCommerce	X	X
Vincent Lynn	FloridaCommerce	X	X
Andy Windsor	FloridaCommerce	X	X
Sharmarie Gray	FloridaCommerce	X	X
LaVeta Williams	FloridaCommerce	X	X
Alyssa Raulerson	FloridaCommerce	X	X
Minerva Figueroa	FloridaCommerce	X	X
Azhar Mahboob	FloridaCommerce	X	X
Sarah Rudnik	FloridaCommerce	X	
Tonya R Clemons	Department of Children and Families	X	X
Jashett Omeally	Department of Children and Families	X	X
Omesha James	Department of Children and Families	X	X
Rebecca Wood	Department of Children and Families	X	
Joshua Matlock	CareerSource Suncoast	X	X
Robin Dawson	CareerSource Suncoast	X	X
Anthony Gagliano	CareerSource Suncoast	X	X

Kathy Bouchard	CareerSource Suncoast	X	X
Deborah Lee	CareerSource Suncoast	X	X
Karima Habity	CareerSource Suncoast	X	X
Shona Taylor	CareerSource Suncoast	X	X
Alicia Cruz-Otero	CareerSource Suncoast	X	X
Michelle Snyder	CareerSource Suncoast	X	X
James Disbro	CareerSource Suncoast	X	X
Diane Seavers	CareerSource Suncoast	X	
Christina Witt	CareerSource Suncoast	X	X
Curt Preisser	CareerSource Suncoast	X	



STAFF REPORTS

- Robin Dawson, VP/CFAO
- Kathy Bouchard, VP/CTO
- Anthony Gagliano, VP/COO