

FloridaCommerce & CareerSource Florida

Streamlined Instructions for WIOA Two-Year Modification: Workforce Services Plan Guidelines

January 1, 2027 – December 31, 2028

CareerSource Board / Planning Region	Submission Option	Date Submitted
CareerSource Chipola/LWDB3	☒ Standard Local Plan + Regional Addendum ☐ Preferred Combined Regional Plan	TBD (no later than October 6, 2026, 5:00 PM EST)
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1. Introduction and Planning Approach

CareerSource Chipola prepared this Two-Year Modification using the streamlined, change-only approach. The plan focuses on significant changes since the prior plan, current labor-market and performance data, regional coordination, employer-driven strategies, apprenticeship expansion, and alignment with Florida's Five Pillars. Existing policies, agreements, dashboards, reports, and other evidence re cited or attached rather than repeated in narrative.

2. A. Submission Options and Key Dates

Option	Description	Due Date	Board Review
Option 1: Standard Submission	Local Plan with Regional Plan as addendum. Use when the region is not submitting a combined regional plan.	October 6, 2026	December 2026 Board of Directors Meeting
Option 2: Preferred Combined Regional Plan	One integrated Regional Plan that incorporates all required regional elements and includes local plan addenda for board-specific information.	January 19, 2027	February 2027 Executive Committee Meeting

B. Key Dates

Milestone	Date / Timeframe
Overview of Local Plan Guidelines Issues	July 23, 2026
Office Hours: Regional and Local Plans	July 28, 2026 and August 5, 2026
Complete Local Performance Negotiations	August 10, 2026
Standard Local Plans Due	October 6, 2026 by 5:00 p.m. EDT
Preferred Combined Regional Plans Due	January 19, 2027 by 5:00 p.m. EDT
Regional and Local Plans Approved by State Board	March 24, 2027
Effective Date	TBD

3. Public Comment, Submission, and Attachments

Public Comment Process

- CareerSource Chipola (CSC) will provide an opportunity for public review and comment before submission to the state. The proposed plan will be available electronically through the CSC website and open meetings consistent with WIOA 108(d) and 20 CFR 679.550(b).
- Public notice will be distributed through CSC communication channels and to workforce partners, education providers, economic development organizations and Eligible Training Providers serving the five-county area. Comments expressing disagreement will be submitted to FloridaCommerce with the final plan, as required.
- **Public Comment Period: October 5, 2026 – October 19, 2026**
Method of Public Notice: CSC website, board and committee meetings, partner distribution contacts, and other outreach channels.
Comments Received: TBD
Summary of Significant Comments and Actions Taken: TBD

4. Required Evidence and Certification Checklist

The documents identified in the chart below were attached or linked. Narrative was included only where necessary to describe changes, identify gaps or note pending updates, or flag documents scheduled to expire within six months of the Plan submission date.

Evidence Item	Required?	Submitted / Linked	Change Since Prior Plan?	Notes / Expiration Date
Executed Interlocal Agreement	Yes, if applicable	☐ Yes ☒ No	No Change	Expire: Annually extended if no changes
Executed CLEO-LWDB Agreement	Yes	☐ Yes ☒ No	No Change	Expire: Annually extended if no changes
Fiscal Agent Designation	If other than CLEO	☐ Yes ☒ No	No	Expire: Annually extended if no changes
Current Bylaws	Yes	☒ Yes ☐ No	Yes	Effective: January 15, 2026
Board Roster, Minutes, and Vote	Yes	☒ Yes ☐ No	Yes	Effective: Will provide when approved
Organizational Chart with Required Roles, Apprenticeship Navigator, and Hope Navigator	Yes	☒ Yes ☐ No	Yes	Updates: As Required
One-Stop Partner MOUs and Infrastructure Funding Agreement	Yes	☐ Yes ☒ No	No Change	Expire: June 30, 2027
Firewalls / Conflict Mitigation Documentation	If applicable	☐ Yes ☒ No	No Change	
Planning Region Agreements	For regional plan	☒ Yes ☐ No	Yes, CareerSource Capital Region added	
Public Comment Documentation	Yes	☒ Yes ☐ No		TBD

Evidence Item	Required?	Submitted / Linked	Change Since Prior Plan?	Notes / Expiration Date
Staff Training and Credentialing Evidence	Yes	☒ Yes ☐ No CSC Updated the local Staff Training and Credentialing Requirements.	Yes	Updates: Ongoing
Plan Review Checklist	Recommended	☒ Yes ☐ No Revised FloridaCommerce WIOA Plan Rubric used for compliance review.	Yes	TBD

5. Regional Plan Requirements — Streamlined Framework

The regional plan should be organized around four integrated sections. Each section may use tables, dashboards, evidence links, existing data sources, and concise summaries. Avoid repeating the same strategy across multiple sections.

Regional Section	Covers	Required Evidence / Response Format
A. Regional Economy and Labor Market	Shared labor market, common economic development area, commuting patterns, population centers, targeted industries, in-demand sectors and occupations, regional assets, and education/training resources.	Regional labor market table; industry/occupation dashboard; list of data sources; one-page summary of major changes. Note: See narrative below and these links: Economic-Overview – Northwest Florida Workforce Collective Regional Planning Area.pdf Real-Time Intelligence 2026 – NWFL – Collective Planning Areas.pdf Labor and Wage Trends 2026-Workforce Collective – Regional Planning Area.pdf
B. Regional Service Delivery and Customer Experience	Regional service strategies, consistent eligibility/enrollment processes, supportive services	Service delivery matrix; regional customer experience baseline;

Regional Section	Covers	Required Evidence / Response Format
	coordination, universal services, accessibility, and business/job seeker customer experience.	shared agreements; service gaps and actions. Note: See narrative below.
C. Regional Operations and System Efficiencies	Administrative cost arrangements, shared services, technology/data-sharing practices, procurement coordination, regional agreements, and reduced duplication.	System efficiencies table; administrative cost-sharing summary; regional agreements; shared tools list. Note: See narrative below.
D. Regional Performance, Employer Engagement, and Apprenticeship	Performance negotiation support, letter grade improvement strategies, sector partnerships, coordinated business services, employer retention/market penetration, apprenticeship and pre-apprenticeship expansion, MCL alignment, and talent pipeline actions.	Regional scorecards for performance, employer engagement, apprenticeship, credentials, and sector partnerships. Note: See narrative below.

A. Regional Economy and Labor Market

The Northwest Florida Workforce Collective (NFWC) (“The Collective”) continues to build on the strengths of becoming a regional workforce planning area including five Local Workforce Development Boards (LWDBs) and 16 counties: CareerSource Escarosa (Escambia and Santa Rosa counties); CareerSource Okaloosa Walton (Okaloosa and Walton counties); CareerSource Chipola (Calhoun, Holmes, Jackson, Liberty, and Washington counties); CareerSource Gulf Coast (Bay, Franklin, and Gulf counties); and CareerSource Capital Region (Gadsden, Jefferson, Leon, and Wakulla counties). The addition of CareerSource Capital Region expands the prior four-board regional structure and strengthens the region’s shared labor market, education, economic development, and talent-pipeline planning. Since the previous workforce planning period, regional partners have increased collaboration and data sharing efforts to better understand the labor market trends, industry demand, and workforce needs across the regional area. Economic partnerships with Florida’s Great Northwest, Opportunity Florida, and local economic development organizations throughout the regional area.

Current JobsEQ data confirms the Collective functions as a large, interconnected labor market. The 2025 population estimate is 1,608,707; the civilian labor force is 731,784; 2026Q1 employment is 680,111; June 2026 unemployment is 4.8%; and average annual wages are \$59,389. The cost-of-living index is 95.8.

Regional demand spans large service sectors and higher-wage technical industries. Health Care and Social Assistance is the largest sector (91,452 jobs), followed by Accommodation and Food Services (83,683) and Retail Trade (80,599). Public Administration has the highest major-sector concentration (LQ 2.22). The region is projected to add 5,930 jobs over the next year, led by Health Care and Social Assistance, Accommodation and Food Services, Construction, and Professional, Scientific, and Technical Services.

Occupation and real-time posting data reinforce demand for healthcare, management, business and financial operations, construction, transportation, IT, engineering, food service, sales, and administrative talent. Regional education and training assets include universities, state colleges, technical colleges, and other providers across the sixteen counties, supporting credentials and pathways aligned with these needs.

Commuting patterns highlight strong regional integration, work workers residing across all 16 counties and additional labor inflows from neighboring Alabama and Georgia. The accompanying JobsEQ map illustrates the region’s labor shed and underscores opportunities for coordinated workforce planning, employer engagement, training initiatives, and service delivery across jurisdictional boundaries.

The current plan reflects several significant changes from the prior planning cycle, including expansion from four to five LWDBs, the addition of four Capital Region counties, and the integration of a unified 16-county JobsEQ regional dataset. Enhanced analysis of commuting patterns, education-to-employment outcomes, and shared industry intelligence provides

a more robust understanding of regional workforce dynamics and supports coordinated approaches to service delivery, business engagement, apprenticeship expansion, and workforce system performance.

Regional Labor Market Measure	Current Data	Evidence / Data Source
Population (ACS 2020-2024)	1,544,220	JobsEQ Economic Overview
2025 Population Estimate	1,608,707	JobsEQ Economic Overview
Civilian Labor Force	731,784	JobsEQ Economic Overview
Labor Force Participation	59.4%	JobsEQ Economic Overview
Employment, 2026Q1	680,111	JobsEQ Economic Overview
Unemployment Rate, June 2026	4.8%	JobsEQ Economic Overview
Average Annual Wages, 2026Q1	\$59,389	JobsEQ Economic Overview
Cost of Living Index	95.8	JobsEQ Economic Overview
1-Year Forecast Job Growth	+5,930 / 0.9%	JobsEQ Economic Overview
Bachelor's Degree or Higher, Ages 25-64	32.7%	JobsEQ Economic Overview
Veterans, Age 18-64	9.5% / 87,298	JobsEQ Economic Overview
With a Disability, Age 18-64	13.8% / 122,565	JobsEQ Economic Overview
Households Receiving SNAP	12.5% / 76,043	JobsEQ Economic Overview

Evidence / Attachment: Economic Overview – Northwest FL Workforce Collective Regional Planning Area; Labor and Wage Trends 2026 – NWFL Workforce Collective Regional Planning Area; Industry Snapshot 2026 – NWFL Planning Area; Occupation Snapshot 2026 – NWFL Collective Planning Area; Real-Time Intelligence 2026 – NWFL Collective Planning Area; Commuting Patterns – NWFL Workforce Collective Planning Area; Awards by Education Institution – NWFL Collective Regional Planning Area.

B. Regional Service Delivery and Customer Experience

“The Collective” coordinates a regional approach to workforce service delivery across five LWDBs and sixteen counties. The addition of the CareerSource Capital Region created additional opportunities to align service strategies, training resources, and customer support systems across a broader area. Regional partners support cross-area access to training when appropriate, share information on training assets and career pathways, and use the regional supportive-services inventory to identify common services and gaps. All five areas provide core supports such as transportation, testing, work-related tools/uniforms, and credential-related costs; local availability of other supports varies by funding and community resources.

Regional Service Delivery Matrix

Service Area	Regional Approach	Current Status	Areas of Opportunities
Eligibility and Enrollment	LWDBs use similar customer flow and enrollment processes while maintaining local policy flexibility.	Partially aligned across all five regions.	Continue reviewing local policies to increase consistency where feasible.
Training Services	Customers may access training providers across workforce area boundaries when appropriate. ETPL approvals remain local.	Strong regional collaboration.	Expand cross-regional awareness of training opportunities and career pathways.
Supportive Services	Regional inventory completed to identify similar services and gaps.	All regions provide transportation, testing assistance, work-related tools and/or uniforms, and credential-related costs. Some regions provide childcare, housing, legal aid, and	Further align supportive service offerings and referral processes.

		needs-related payments.	
Business Services	LWBDs provide recruitment assistance, OJT, incumbent worker training, customized training, apprenticeships, and workforce solutions.	Active in all regions.	Develop and implement a coordinated regional employer engagement strategy, with a focus on OJT and apprenticeship.
Accessibility and Customer Support	Services delivered through comprehensive centers, affiliate locations, virtual services, and partner referrals. Utilizes Crosswalk Referral System and/or UniteUs for partner referrals.	Available throughout the region.	Increase consistency in customer access and referral processes across all locations.
Staff Training & Professional Development	Shared regional training and information-sharing activities.	Expanding across all five LWDBs.	Develop additional regional training curriculum and standardized guidance.
Partner Coordination	Workforce, education, economic development, and community partners collaborate through regional meetings and initiatives.	Ongoing and increasing.	Formalize additional regional partnerships and service coordination strategies.
Customer Experience	Emphasis on seamless, customer-centered service delivery for job seekers and employers.	Regional baseline established.	Develop customer experience measures and monitor improvements over time.

Regional Customer Experience Baseline

Strengths

- Access to training opportunities across regional boundaries.
- Consistent core supportive services offered by all five LWDBs.
- Strong collaboration among workforce, education, and economic development partners.
- Growing regional staff training and best-practice sharing.

Service Gaps

- Variations in supportive service offerings among workforce area.
- Differences in local eligibility policies and funding limits/priorities.
- Limited regional performance measures focused specifically on customer experience.

Planned Actions

- Continued alignment of policies and procedures where feasible.
- Expand regional staff development and cross-training.
- Improve coordination of supportive services and referral networks.
- Develop regional customer experience benchmarks and reporting measures.
- Strengthen coordinated employer engagement across the five-board region.

C. Regional Operations and System Efficiencies

“The Collective” has moved beyond informal coordination to establish formal regional agreements that enhance operational efficiency and service integration. Notable examples include a Regional Staff Sharing Services Agreement between CareerSource Gulf Coast and CareerSource Chipola and a Regional Rapid Registration Services Agreement that gives all five LWDBs access to a shared intake platform integrated with Employ Florida. These arrangements build on the region’s earlier work to inventory eligibility practices, supportive services, technology platforms, training providers, and staff-development needs and to identify functions that can be aligned or shared without changing each LWDB’s governance.

The region will continue evaluating shared procurement, technology, staff development, grant administration, and other administrative collaborations when they improve service, cost effectiveness, or consistency. The prior Regional Plan documented the region’s intent to review subscriptions and vendor contracts for consolidation opportunities and to coordinate staff training and procedural development where feasible. The executed agreements now provide concrete examples of that strategy in practice.

Shared tools and resources include Employ Florida; the Rapid Registration Services platform; regional labor-market intelligence; shared performance and reporting practices; regional inventories of technology, supportive services, training providers, and procedures; and coordinated staff training and best-practice sharing. Administrative cost-sharing is implemented when a specific regional arrangement demonstrates value and appropriate cost allocation. Under the Rapid Registration Services agreement, CareerSource Gulf Coast serves as the contracting client on behalf of the Regional Planning Area, with all five LWDBs receiving access. The agreement establishes a \$3,500 one-time regional setup fee and \$1,800 annual hosting and maintenance fee (\$5,300 total in year one), with any internal cost-sharing among participating LWDBs handled regionally. Separately, CareerSource Gulf Coast and CareerSource Chipola executed a Regional Staff Sharing Services Agreement for a shared Regional Program Manager, with reimbursable salary, benefits, travel, supplies, and applicable indirect costs not to exceed \$23,000 annually. Other administrative costs remain the responsibility of each LWDB unless addressed through a separate approved regional agreement.

Efficiency Area	Current Regional Approach	Administrative Cost / Duplication Impact	Evidence / Shared Tool
Shared staffing	CareerSource Gulf Coast and CareerSource Chipola executed a Regional Staff Sharing Services Agreement to a shared Regional Program Manager supporting WIOA program oversight, performance, compliance, staff development, case-management quality, partner coordination, and regional strategy.	Creates shared program-management capacity across two LWDBs. CareerSource Chipola reimburses allowable salary, benefits, travel, supply, and applicable indirect costs; the agreement capped at \$23,000 annually and is renewable through June 30, 2028.	Executed Regional Staff Sharing Services Agreement (August 2025)
Intake / registration technology	CareerSource Gulf Coast contracted with CareerSource Palm Beach County on behalf of the RPA for Rapid Registration Services. CareerSource Escarosa, CareerSource Okaloosa Walton, CareerSource Chipola, CareerSource Capital Region, and CareerSource Gulf	Provides one hosted intake solution with up to five branded short-registration forms, secure cloud hosting, API transmission to Employ Florida, training, technical support, error monitoring, and shared maintenance. Regional pricing is \$5,300 in year one and \$1,800 annually thereafter.	Executed Rapid Registration Services Agreement (February 26, 2026)

	Coast are participating LWDBs.		
Data and performance practices	LWDBs exchange performance information, reporting formats, labor-market intelligence, technology inventories, supportive services information, and operational practices.	Supports common analysis, consistent implementation, and reduced duplicate development of tools, training, and procedures.	Regional Plan Addendum; regional performance discussions; shared inventories and reporting resources
Staff development / procurement	Boards coordinate staff training and best practice sharing and continue evaluating subscriptions, vendor contracts, procurement, and administrative functions for regional efficiencies.	Creates opportunities for cost avoidance and more consistent implementation while preserving local approval, funding, and governance responsibilities.	Regional Plan Addendum; technology/service platform inventory; quarterly NFWC coordination

D. Regional Performance, Employer Engagement, and Apprenticeship

The Northwest Florida Workforce Collective (“The Collective”) uses shared labor-market intelligence and performance information to support continuous improvement across the five-LWDB region. PY 2025-2026 Q4 federal performance data demonstrate strengths across the region in employment retention, earnings, measurable skills gains, and credential outcomes, while also showing that results can vary considerably by program and board. The region will use these differences constructively by sharing effective practices, reviewing cohort characteristics and service strategies, and focusing improvement efforts where outcomes are below negotiated levels.

LWDB leadership shares performance information, improvement practices, and local economic context and coordinates review of proposed negotiated levels when appropriate. The PY 2025 Q2 State Accountability scorecard provides an additional regional benchmark: CareerSource Okaloosa Walton scored 84.02 (B), CareerSource Chipola 83.34 (B), CareerSource Capital Region 79.13 (C+), CareerSource Gulf Coast 73.96 (C), and CareerSource Escarosa 73.46 (C). CSOW had the highest score among the five boards in this reporting period. Regional review will emphasize improvement and peer learning rather than simple rank comparison because participant volumes, economic conditions, program mix, and small cohorts can materially affect percentage-based outcomes. With the addition of CareerSource Capital Region, The Collective will monitor performance and effectiveness metrics during Program 2026-2027 to determine where regional baselines may be appropriate.

Regional Performance Snapshot – PY 2025-2026

The snapshot below intentionally highlights representative and improvement context rather than reproducing every federal indicator. The full PY 2025-2026 Q4 indicator workbook and State Accountability scorecards are maintained as supporting evidence. Where a board reports a zero or highly variable percentage, the region will review cohort size and program activity before drawing conclusions.

LWDB	State Accountability PY2025 Q2	Representative PY 2025- 2026 Q4 Strengths	Continuous Improvement Context
CareerSource Escarosa	73.46 – C	Adult MSG 65.2% (112.4% of goal); DW MSG 60.0% (166.7% of goal); Youth Employment Q4 70.8% and MSG 74.5% exceeded goal;	Credential attainment and Youth Employment Q2/earnings are opportunities for focused improvement.

		WP median earnings \$7,117 exceeded goal.	
CareerSource Okaloosa Walton	84.02 – B	Highest regional accountability score. Adult MSG 96.4% exceeded goal; DW earnings \$10,519 and Employment Q4/Credential/MSG all exceeded goal; Youth earnings \$7,349 and Employment Q4 exceeded goal; all three WP measures exceeded goal.	Youth Employment Q2, Credential Attainment and MSG remain focused improvement areas; small, higher-barrier Youth cohorts can materially affect percentage.
CareerSource Chipola	83.34 – B	Adult Employment Q2/Q4 and Credential Attainment exceeded goal; Youth Employment Q2, earnings, Credential Attainment and MSG exceeded goal; WP earnings and Employment Q4 exceeded goal.	Dislocated Worker Q4 values require cohort/activity review before interpretation; continue monitoring Adult earnings/MSG and Youth Employment Q4.
CareerSource Gulf Coast	73.96 – C	All five Adult measures exceeded goal; Youth Employment Q2/Q4, Credential Attainment and MSG exceeded goal; all three WP measures exceeded goal.	Youth earnings and DW outcome availability warrant continued review; small cohorts can create significant quarter-to-quarter variation.
CareerSource Capital Region	79.13 – C+	Adult Earnings and Credential Attainment exceeded goal; DW Employment Q2/Q4, earnings, and Credential Attainment exceeded goal; Youth Employment Q4, Credential Attainment and MSG exceeded goal; WP earnings and Employment Q4 exceeded goal.	Adult MSG and Youth Employment Q2/earnings are improvement opportunities; DW MSG should be interpreted in light of cohort/activity volume.

Regional Performance, Employer Engagement, and Apprenticeship Scorecard

Category	Regional Baseline	Regional Strategy
Performance Outcomes	“The Collective” reviews negotiated and state accountability results. The prior Regional Plan established management-level coordination to evaluate proposed performance	Review performance at least quarterly; share improvement practices and negotiated context; monitor negotiated indicators, state

	levels and regional economic conditions.	accountability measures, and correction actions.
Employer Engagement	Business Services operate in all five areas and coordinate with Regional/local economic development partners. State ES measures provide the common employer-engagement baseline.	Track Retention with Same Employer, Repeat Business Customers, and Employer Penetration; supplement with regional recruitment, employer-service, and work-based learning activity strategies.
Sector Partnerships	Florida's Great Northwest, Opportunity Florida where applicable, local EDOs, chambers, educational providers, and employers support regional sector coordination. JobsEQ identifies shared demand sectors while allowing local specialization.	Document active employer-led sector activity and align recruitment, training, credentials, apprenticeship and WBL with regional demand.
Apprenticeships and Work-Based Learning	Regional WBL includes RAP, pre-apprenticeship, OJT, IWT/EWT, internships, and other employer-driven training. Each LWDB has a state 2030 apprenticeship benchmark.	Track new registered apprentices, RAPs/pre-apprenticeship programs, Employ Florida apprenticeship activities, and WBL participation using official program data.
Credentials and Career Pathways	Regional training-provider and award data demonstrate broad postsecondary, technical, and apprenticeship capacity across the planning area.	Track credential attainment and MCL-aligned training enrollment/completion and connect investments to occupations with demonstrated regional demand.
Talent Pipeline Development	Regional JobsEQ industry, occupation, posting, commuting, and education-output data provide a common evidence base; the prior plan also established eight talent-pipeline guideposts.	Use shared data and the guideposts to connect youth and adults to early work experience, education/training, barrier reduction, employer engagement, and supportive services.
Employer Retention and Market Penetration	ES measures provide a common framework for measuring sustained employer engagement across all five LWDBs.	Increase repeat business engagement and employer penetration through coordinated Business Services and regional employer referrals.

Regional Strategy Summary Table

Priority Area	Shared Regional Strategy	Participating LWDBs / Partners	Measure of Success	Evidence / Targeted Industries / Sector Partnerships
Targeted Industries / Sector Partnerships	Use shared JobsEQ intelligence and employer input to	"The Collective"; Florida's Great Northwest;	Active employer-led sector partnerships; employers engaged;	Regional JobsEQ reports; Regional Plan Addendum;

	coordinate sector strategies in common high-demand industries while allowing local specialization. Use Florida's Great Northwest and local EDO/chamber structures to convene employers and connect sector needs to education, training, credentials, apprenticeship, and WBL.	Opportunity Florida where applicable; local EDOs; chambers; education/training providers; employers.	training/WBL aligned to priority sectors; documented sector actions.	sector/business-services data
Coordinated Service Delivery	Promote consistent customer access through cross-regional referrals, common training-provider awareness, coordinated staff development, and shared intake technology. Rapid Registration provides a common regional intake option integrated with Employ Florida	"The Collective"; Rapid Registration Services Platform (CareerSource Palm Beach County); One-Stop partners; education providers	Use of shared registration technology; staff training; cross-regional referrals; reduced duplicate intake processes.	Rapid Registration Services Agreement; service-delivery matrix; Regional Plan Addendum.
Supportive Services Coordination	Maintain the regional supportive services inventory and coordinate referrals for transportation, childcare, housing, healthcare, legal aid, testing, work attire/tools, and other supports. Continue aligning procedures where feasible and using community resources when WIOA-funded support is unavailable.	"The Collective"; One-Stop partners; transportation-disadvantaged programs; United Way/community, faith-based, housing, healthcare, and social-service partners.	Inventory maintained; gaps/actions documented; referral coordination; customer access to transportation and other supports.	Regional Plan Addendum supportive-services inventory; local supportive-service policies and referral resources.
Administrative Efficiencies	Use documented shared-service arrangements when they improve efficiency and are allowable. Current examples are the	"The Collective" fiscal and administrative staff; Rapid Registration Services Platform (CareerSource Palm Beach County).	Shared arrangements implemented; documented cost sharing/cost avoidance; reduced duplication; service consistency.	Regional Staff Sharing Services Agreement; Rapid Registration Services Agreement; regional

	Gulf Coast=Chipola shared Regional Program Manager and the five-board Rapid Registration Services model. Continue evaluating shared training, technology, subscriptions, procurement, and administrative functions.			technology inventory.
Coordinated Performance Improvement	Share performance data, economic context, negotiation information, and improvement practices. Management-level staff will review proposed performance levels and regional conditions and coordinate improvement strategies while each LWDB remains accountable for its negotiated measures.	"The Collective"; FloridaCommerce, and CareerSource Florida.	Negotiated performance; state accountability/letter grade trends; corrective actions; quarterly regional review.	Regional/local performance reports; Regional Plan Addendum.
Apprenticeship / Work-Based Learning	Expand state-recognized RAP/pre-apprenticeship and employer use of OJT, IWT/EWT, internships, and other WBL. Coordinate employer and training-provider referrals across the region and measure official apprentice/program activity rather than general outreach alone.	"The Collective"; employers; FLDOE; colleges/technical colleges; training providers; economic development partners.	New registered apprentices; RAPs/pre-apprenticeship programs; WBL enrollments; Employ Florida apprenticeship activities.	State apprenticeship data; Employ Florida; local apprenticeship plans; ETPL/training-provider area.
Master Credential List / Credential Alignment	Align ETPL and training investments with MCL priorities, industry-recognized credentials, JobsEQ demand, and	"The Collective"; colleges; technical colleges; apprenticeship sponsors; training	Credential attainment; MCL-aligned enrollment/completion; employment and earnings, and	JobsEQ awards/credential data; ETPL and training reports; MCL.

	employer-identified skill needs. Use regional award/output data to identify training capacity and gaps.	providers; employers.	credential attainment outcomes.	
Coordinated Business Services	Coordinate employer outreach, regional recruitment, referrals, and talent-pipeline solutions through Business Services and economic development partners. Use the common federal/state ES framework to measure sustained employer engagement.	“The Collective”; Business Services teams; Florida’s Great Northwest; local EDOs; chambers; employers.	Retention with Same Employer; Repeat Business Customers; Employer Penetration; regional recruitment and employer-service activity.	ES/business-services reports; Regional Plan Addendum; regional employer-engagement records.

6. Local Plan Addendum Requirements — Streamlined Framework

The Local Plan Addendum provides board-specific information not addressed in the Regional Plan. To streamline the planning process and avoid duplication, the addendum may reference topics fully addressed in the Regional Plan by section and focus on local exceptions, changes, priorities, and board-specific actions.

Local Section	Required Response	Narrative Limit	Evidence / Attachment
Governance and Organizational Structure	Update only changes to CLEO, LWDB membership, fiscal agent, one-stop operator, providers, youth provider, organizational chart, required roles, or delegated signatory authority.	Change-only narrative; 1 page max	Roster, bylaws, organizational chart, agreements Board of Directors & Committees Information – CareerSource Chipola Signature-certificate-Bylaws Interlocal Agreement CSC Organizational Chart
Analysis of Need and Available Resources	Use current labor market and service data to identify top industry needs, workforce gaps, population barriers, and available resources.	2 pages max plus dashboard	Labor market dashboard; data source list See narrative below.
Strategic Alignment and Five Pillars	Complete the Strategic Alignment Framework in Section 7.	Table only plus 1-page summary	State Plan / local strategy crosswalk See narrative below.

Local Section	Required Response	Narrative Limit	Evidence / Attachment
Program Services and Partner Coordination	Summarize program/service delivery across core and combined partners, including Adult, Dislocated Worker, Youth, TANF, SNAP, JVSG, UI, SCSEP, CSBG, HUD where available, Perkins V, and other partners.	Table plus exceptions narrative	Partner matrix, MOUs, LOPs Select: Partner Agreements. See narrative below.
One-Stop Delivery System	Summarize access points, customer access, accessibility, technology, integration, and significant changes since prior plan.	Change-only narrative; 2 pages max	Access point table; certification; accessibility evidence See narrative below.
Employer Engagement, Sector Strategies, and Apprenticeship	Complete the scorecards in Sections 9A and 9B and explain major actions to strengthen employer-driven strategies and apprenticeship expansion.	Scorecards plus 1-page action summary	Business services data, sector reports, apprenticeship evidence See narrative below.
Performance and Continuous Improvement	Complete the Performance Dashboard and Improvement Plan in Section 8.	Dashboard plus 2 pages max	Federal indicators, letter grade, improvement actions See Section 8 and Regional Performance Snapshot – PY 2025-2026, Section 5.

Governance and Organizational Structure

Changes since the prior plan include implementation of Network Navigator functions for Registered Apprenticeship, Hope Florida, and Military Family Employment Advocacy. No other governance or organizational change is identified in this modification beyond items documented in the current roster, bylaws, organizational chart, and executed agreements. *Evidence / Attachment: Current Board roster, bylaws; organizational chart; governance agreements; PY 2026 Network Navigator Implementation Plan.*

Analysis of Need and Available Resources

JobsEQ reports an ACS 2020-2024 population of 114,471 for Calhoun, Holmes, Jackson, Liberty and Washington Counties and a 2025 population estimate of 117,767, reflecting average annual population growth of 0.2%. The civilian labor force is 42,926 (16-64) with a 45.2% participation rate. As of 2026Q1, regional employment was 33,592; employment declined 0.5% over the year ending 2026Q1. The June 2026 unemployment rate was 5.3%, compared with 4.4% one year earlier. Average annual wages were \$47,244, up 5.85% over preceding four quarters, while the regional cost of living index was 83.5 (2026Q1).

Industry demand spans both large service design. ACS data show 18% of residents below poverty, 17.2% of households receiving SNAP, 16.5% of adults age 18-64 with a disability, and 11.6% uninsured. The labor force participation rate for adults age 18-64 with a disability is 30.8%. Rural residents in the five-county service area face additional transportation, geographic, and training-access barriers. CSC responds through WIOA training, supportive services, Rural Initiative activities, Hope Florida, disability-focused partnerships, apprenticeship/work-based learning and co-enrollment.

Population barriers remain important to service design. ACS data show 18% of residents below poverty, 17.2% of households receiving SNAP, 16.5% of adults age 18-64 with a disability, and 11.6% uninsured. The labor force participation rate for adults age 18-64 with a disability is 30.8%. Rural residents in all five counties in the service area face additional transportation, geographic, and training-access barriers. CSC responds through WIOA training, supportive services, Rural Initiative activities, Hope Florida, disability-focused partnerships, apprenticeship/work-based training, and co-enrollment.

Labor Market Dashboard

Measure	Current Data	Evidence / Data Source
Population	114,471	JobsEQ
2025 Population Estimate	117,767	JobsEQ
Civilian Labor Force	42,926 (16-64)	JobsEQ
Labor Force Participation	45.2%	JobsEQ
Employment	33,592	JobsEQ
Unemployment Rate, June 2026	5.3%	JobsEQ
Average Annual Wages	\$47,244	JobsEQ
1 Year Forecast Job Growth (decline)	0.5%	JobsEQ
Living Below Poverty	18%	JobsEQ
With a Disability, Age 18-64	30.8%	JobsEQ
Uninsured	11.6%	JobsEQ
Households Receiving SNAP	16.5%	JobsEQ

Evidence / Attachment: JobsEQ Economic Overview – CareerSource Chipola; Industry Snapshot 2026; Occupation Snapshot 8-2026; Real-Time Intelligence reports; Awards 2026; Rural Initiative Plan; Persons with Disabilities summary.

Strategic Alignment and Five Pillars

See Section 7 below.

Program Services and Partner Coordination

Program / Service	Delivery	Key Coordination	Exceptions / Major Changes
Adult / Dislocated Worker	Career services, ITAs, OJT/work-based learning, customized training, supportive services, and co-enrollment	Success Coaches (case managers), Business Services, and Training Providers	Apprenticeship and rural strategies, CLIFF Dashboard use.
Youth	Career exploration, training, work experience/internships, supportive services, and follow-up.	Colleges, school districts, and employers.	Rural summer youth and disability-focused activities.
Temporary Assistance for Needy Families (TANF) / Supplemental Nutrition Assistance Program (SNAP)	Classroom activities for documented job search/job search training, completion and submission of job applications, barrier reduction, referrals to partners, and co-enrollment.	Florida Department of Children and Families and other workforce partners.	Integrated strategies to reduce barriers for customers.
Jobs for Veterans State Grant (JVSG)	Individualized career services for eligible veterans and their	Veteran staff members, employers, and community partners.	Outreach with community partners that serve veterans/spouses of veterans.

	spouses, employer advocacy.		
Reemployment Assistance (Unemployment) / Reemployment Services and Eligibility Assessment (RESEA) / Wagner-Peyser	Reemployment benefits, employment services, job search, and referrals to community partners.	FloridaCommerce, CareerSource Chipola	One-stop delivery services through integration.
Hope Florida	Soft hand-off to employment, training, and community resources.	Florida Department of Children and Families, non-profit organizations, faith-based and social service agencies, and employers.	Hope Navigator acts as personal guide or life coach to help individuals overcome barriers.
Vocational Rehabilitation	Specialized employment, training, support services, career exploration, counseling, job search and placement, and work-readiness training.	Florida Department of Vocational Rehabilitation, school districts, colleges, Workforce Investment and Opportunity Act (WIOA), and referrals for community resources.	Specialized waivers allowing funding for VR projects and technical assistance centers, expanding services to disabled individuals, and co-enrollment.
Strengthening Career and Technical Education for the 21 st Century Act (Perkins V) / Education	Expanding recruitment, support, and tracking the success of distinct special populations (individuals with disabilities, economically disadvantaged families, single parents and pregnant women, homeless individuals and foster youth, and non-traditional employment.	Educational Agencies, public school districts, public technical high schools, colleges and technical centers/colleges.	Expand or improve CTE initiatives; Comprehensive Local Needs Assessment (CLNA) every two years, core indicators of performance. Alignment with apprenticeship and sector pathways.
Senior Community Service Employment Program (SCSEP) / Community Services Block Grant (CSBG) / HUD where available	Referral and coordinated access to bridge the gap between low-income older job seekers and the community organizations that need staffing support.	The required structural, operational, and fiscal integrations between SCSEP and the public workforce system to avoid duplication of services.	Two-year update shifts SCSEP from a standalone, localized program into a deeply integrated component of state economic recovery. Performance metrics, and streamlined reporting requirements.

One-Stop Delivery System

CareerSource Chipola continues to deliver an integrated service model through in-person, virtual, partner-based, and rural community access points. Significant enhancements since the previous plan include expanded outreach in rural communities, implementation of Network Navigator functions, strengthened partnerships focused on individuals with disabilities, and increased utilization of the Florida CLIFF Dashboard, warm referrals, and co-enrollment strategies.

Rural access is supported through outreach activities, school partnerships, community events, and employer engagement initiatives. Services for individuals with disabilities are coordinated in collaboration with Vocational Rehabilitation, local school districts, and the Panhandle Area Educational Consortium (PAEC). Technology-enabled access is further enhanced through Employ Florida, virtual service delivery, labor market information resources, and the Florida CLIFF Dashboard, ensuring customers can access workforce services through multiple channels.

Access Point / Method	Customer Access	Programs / Partners	Significant Change / Evidence
Career centers / workforce offices	In-person and virtual services	Integrated workforce programs	Verify current location/hours/certification
Rural five-county outreach	Community outreach, events, schools	Rural Initiative	Expanded rural strategy
Disability-focused access	Partner events, assessments, referrals	Vocational Rehabilitation; schools, PAEC, WIOA	Expanded activities
Virtual / technology-enabled access	Virtual services, Employ Florida, LMI, CLIFF Dashboard	Multiple programs	Continued integration

Employer Engagement, Sector Strategies, and Apprenticeship

Complete the scorecards in Sections 9A and 9B and explain major actions to strengthen employer-driven strategies and apprenticeship expansion. See Sections 9A and 9B below. Major actions include integrating apprenticeship into Business Services and career services; outreach to partner with employers who may be interested in apprenticeship and outreach to local colleges; coordinating with economic development organizations, chambers, FloridaCommerce, CareerSource Florida, and the Florida Department of Education; and using OJT, EWT, CT, ITAs, recruitment, LMI, job postings, hiring events, and other workforce solutions based on employer need.

Performance and Continuous Improvement.

See Section 8 below.

7. Strategic Alignment Framework

Complete the table below to show how the LWDB and/or planning region aligns local and regional strategies with the Five Pillars, statewide priorities, performance outcomes, and available resources. This table replaces duplicative narrative across the plan.

Five Pillar	Statewide Priority / Requirement	Local or Regional Strategy	Key Partners	Measure / Target	Evidence / Attachment
Industry-Driven Strategies	Employer engagement, sector strategies, in-demand occupations, targeted industries, OJT, apprenticeship, MCL alignment	CareerSource Chipola will convene industry groups of the five (5) key sectors in the service area to address shared workforce challenges. The intent is to build deeper partnerships rather than simply processing job postings, to help companies address/solve talent shortages and look to increase customized training. CSC has dedicated staff visiting local businesses to assess hiring	Rex Lumber Probes Unlimited Jackson County School District Calhoun County School District Holmes County School District Liberty County School District Washington County School District Chipola College Florida Panhandle Technical College	PY 2026 apprenticeship goals, employer contacts, OJT/Work-based learning, customized training	Apprenticeship Expansion Plan; Network Navigator Plan; and Business Services Plan/data.

Five Pillar	Statewide Priority / Requirement	Local or Regional Strategy	Key Partners	Measure / Target	Evidence / Attachment
		needs and discuss available services. CSC will strive to increase registered apprenticeships, on-the-job training, and internships where employers help shape the final skill PY sets of workers.			
Worker Mobility	Credential attainment, career pathways, supportive services, reduced public assistance, wage progression	CSC has worked diligently with local employers and educational entities to build credentials in incremental steps so workers can earn recognized qualifications while maintaining employment. CSC partners with local employers to ensure training matches regional job openings. CSC recognizes the importance of combining classroom instruction with paid on-the-job training opportunities when possible. CSC will focus on growing the healthcare and advanced manufacturing sectors. CSC will provide supportive services for wraparound care by providing transportation assistance, uniforms, testing fees, and personalized coaching. CSC implemented the requirement for	Panhandle Area Education Consortium Chipola College Florida Panhandle Technical College Florida Department of Children and Families Area Education Consortium	Credentials; employment; training completion; supportive services; wage progression.	Rural Initiative Plan; Network Navigator Plan; local policies

Five Pillar	Statewide Priority / Requirement	Local or Regional Strategy	Key Partners	Measure / Target	Evidence / Attachment
		Supplemental Nutrition Assistance Program (SNAP) participants to come to one of the career centers for their job search/job search training as long as the individual does not reside more than one hour commuting distance from the career center. This is in accordance with the Florida Department of Children and Families requirements. These efforts have reduced the numbers receiving the assistance and increased their employment opportunities. The participants receive one-on-one assistance from a staff member to create a polished resume and learn about the importance of fully completing job applications. Since implementing this requirement in July 2026, multiple individuals have gained employment and now are earning much more than the standard payment provided to those without dependents.			

Five Pillar	Statewide Priority / Requirement	Local or Regional Strategy	Key Partners	Measure / Target	Evidence / Attachment
Integrated Systems	Core and combined partner coordination, regional service delivery, education/workforce/economic development alignment	CSC has strong relationships with our partners and has established clear Memorandums of Understanding that define resources sharing and shared accountability. One of the strongest partnerships is with Opportunity Florida, the 10-county economic development organization. This organization has their hands on the pulse of the counties served by CSC as well as an additional six counties. Through the partnership with our Educational Consortium, the needs of high school students are being met by their access to continuing education opportunities through dual-enrollment in targeted industry sectors. These partnerships allow for integrated case management and help build data-sharing agreements.	Opportunity Florida Florida's Great Northwest Panhandle Area Education Consortium (PAEC) Chipola College Florida Panhandle Technical College One-Stop partners Community partners	Partner referrals; co-enrollment; coordinated delivery.	MOUs/IFAs; Network Navigator Plan
Accountability	Federal performance indicators, letter grades, ROI, performance improvement actions, data quality	Federal performance indicators and targets as well as the Letter Grade methodology implemented by CareerSource Florida helps to	CareerSource Florida Florida Department of Commerce Geographic Solutions - Employ Florida	Federal indicators; letter grade; ROI/wage growth; data quality.	Section 8 dashboard; monitoring/training evidence.

Five Pillar	Statewide Priority / Requirement	Local or Regional Strategy	Key Partners	Measure / Target	Evidence / Attachment
		align all program elements with standard federal accountability metrics. Key Measures are: Employment Rate Quarters 2 and 4 Median Earnings Credential Attainment Rate Measurable Skills Gain Effectiveness in Serving Employers The Return on Investment (ROI) evaluates the economic impact of workforce investments to justify the funding allocations. The variables are increased tax revenue, reduction in public assistance, and employer savings.			
Flexibility and Innovation	Regional efficiencies, shared services, technology, innovative training, customer access, continuous improvement	By focusing on shared services, today's technology, and continuous education, the entities in the CSC service delivery area can remain agile in a changing market. CSC has a strong desire to accelerate upskilling to increase the knowledge base and help employers remain competitive. The continuous improvement requirement empowers frontline workers to eliminate waste and drives	Panhandle Area Education Consortium (PAEC) Chipola College Florida Panhandle Technical College CareerSource Florida Florida Department of Commerce DCF Community partners	Navigator activity; rural outcomes; apprenticeship activity; access/referrals.	Network Navigator Plan; Rural Initiative Plan

Five Pillar	Statewide Priority / Requirement	Local or Regional Strategy	Key Partners	Measure / Target	Evidence / Attachment
		innovation. CSC works with local training providers to ensure there is adequate technology training. For effective performance management, it is about aligning the workforce with strategic goals, driving accountability, and building a high-performing organization. CSC's leadership sets the tone for transparent, consistent, and mission-driving performance expectations across the five-county service area.			

CareerSource Chipola's workforce strategy is aligned with the Five Pillars by advancing employer-driven talent development and business engagement, promoting worker mobility through barrier-reduction strategies, strengthening integrated service delivery across partner networks, maintaining a strong focus on performance accountability, and expanding flexible, innovative access to workforce services. Current priorities include the expansion of apprenticeship and work-based learning opportunities, enhanced rural workforce outreach, implementation of Hope Florida initiatives, strengthened partnerships serving individuals with disabilities, increased co-enrollment across workforce programs, and the use of technology-enabled career planning tools. Labor market intelligence, including JobsEQ data, is utilized to ensure workforce investments and service strategies remain aligned with regional industry needs, high-demand occupations, and emerging economic opportunities.

8. Performance Dashboard and Improvement Plan

CareerSource Chipola will use federal and state performance measures, program and grant outcomes, business services metrics, and apprenticeship results to assess effectiveness and guide continuous improvement. Leadership will review operational and performance data on a regular basis, including participant activity, employer engagement, case management, data quality, training outcomes, and emerging challenges, taking corrective action as needed to ensure program success.

Note: The Indicators of Performance Reports on FloridaCommerce website for PY 2025-2026 indicate better performance with CSC meeting or exceeding all goals with the exception of Dislocated Worker.

Per CareerSource Florida's Board Performance, PY 2025 Q2:

Measure	Negotiated Level / Target	Actual Performance	Status	Primary Cause / Driver	Improvement Action
Employment Rate 2nd Quarter After Exit	Adult – 91.70% DW – 92.70% Youth – 83.80% WP – 71.40%	Adult – 88.89% DW – 0% Youth – 81.82% WP – 68.73%	Adult - 96.93% of goal met DW – 0% of goal met Youth – 97.63% of goal met WP – 96.25% of goal met	Adult – 3.07% from goal DW – No enrollments/no interest from customers in receiving asst. Youth – 2.37% from goal WP – 3.75% from goal	Target Adult, Youth, and WP to ensure the goal is met. We will focus on working with customers in DW to provide staff assisted services for job placement; Target
Employment Rate 4th Quarter After Exit	Adult – 83.30% DW – 62.10% Youth – 74.6% WP – 66.2%	Adult – 87.5% DW – 100% Youth – 86.36% WP – 68.73%	Adult – 105.04% DW – 161.03% Youth – 115.77% WP – 101.46%	Adult - Goal Met DW – Goal Met Youth – Goal Met WP – Goal Met	Continue working to strength retention/follow-up and employer collaboration; monitor quarterly at a minimum.
Median Earnings 2nd Quarter After Exit	Adult – \$7,938 DW – \$11,121 Youth – \$4,635 WP - \$5,488	Adult – \$9,958.22 DW – \$0 Youth – \$4,147 WP - \$6,133	Adult – 125.45% DW – 0% Youth – 89.47% WP – 111.75%	Adult – Goal Met DW – No enrollment/customers not interested in services Youth – 10.53% from goal WP - Goal Met	Continue using training/employer strategies to increase wage progression in Youth.
Credential Attainment Rate	Adult – 72.3% DW – 98% Youth – 28.5%	Adult – 91.67% DW – 100% Youth – 80%	Adult – 126.79% DW – 102.04% Youth – 280.70%	Adult – Goal Met DW – Goal Met Youth – Goal Met	Continue tracking of credential attainment to ensure all goals continue to be met/exceeded.
Measurable Skill Gains	Adult – 96.90% DW – 99.5% Youth – 77.5%	Adult – 83.05% DW – 0.0% Youth – 80%	Adult – 85.71% DW – 0% Youth – 103.23%	Adult – 14.29% from goal DW – 100% from goal Youth – Goal Met	Maintain monthly/quarterly case review for Adult to stay on target. Continue to track Youth to ensure the goal continues to be met.
State Accountability Letter Grade	N/A	PY 2025-2026 Q2 – 83.34%	On Target	Current letter grade is B. CSC is striving for improvement.	Use scorecard results and quarterly performance review to target components affecting the letter grade. CSC moved forward with ensuring that SNAP/WT

Measure	Negotiated Level / Target	Actual Performance	Status	Primary Cause / Driver	Improvement Action
					participants complete their job search efforts in the career center where they receive hands-on assistance. The customers apply for the jobs with assistance and track the outcomes of applications and interviews. This has proven successful since beginning on July 1, 2026.
Return on Investment / Wage Growth	100%	PY 2025-2026 Q2 = 98.	On Target	Reported ROI wage-growth actual	Use LMI, CLIFF, training outcomes, and wage progression to guide investment decisions.
Public Assistance Transition Outcomes (Reduction in Public Assistance)	50%	PY 2025-2026 Q2 = 40%	At Risk	Serving Individuals on Public Assistance outcome is 40% against a 50% target.	Continue Hope Florida initiative, co-enrollment, warm referrals, and supportive services. Since requiring the customers who live within a one hour commuting distance from the center to come in to complete their job search efforts with staff hands-on assistance has led to reduced welfare rolls in the LWDB. Since implementation in July 2026, 10 SNAP customers have gained employment.
Business Services Outcomes (Continued Repeat Business)	35%	PY 2025-2026 Q2 – 29.76%	At 85.03% of target.	Continued Repeat Business / Penetration	Increase employer engagement and utilization of workforce services by coordinating business outreach, expanding work-based learning opportunities, leveraging LMI data

Measure	Negotiated Level / Target	Actual Performance	Status	Primary Cause / Driver	Improvement Action
					to address workforce needs, and monitoring employer satisfaction and performance outcomes to drive continuous improvement.
Apprenticeship / Pre-apprenticeship Outcomes	19 cumulative expected apprenticeships by 2030; Network Navigators Project Plan – at least one (1) for PY 2026-2027.	Use official state apprenticeship/EF data for final baseline	In development	State 2030 benchmark is 19 cumulative expected apprentices; official RAP/pre-apprenticeship counts require state registration and Employ Florida linkages.	Track official registered apprentices/program and qualifying EF apprenticeship activities as outlined in the CSC Navigators Project Plan.

Performance Improvement Narrative

1. What is performing well? Identify the strongest results and the strategies driving those results.

Performance outcomes remain strong across multiple workforce programs. All programs reflect better outcomes at the 4th quarter for Employment Rates; Adult and Youth are a few percentage points from meeting the goal; Dislocated Worker is a struggle due to the lack of interested candidates regardless of recruitment efforts. The Youth Measurable Skill Gains outcomes continue to achieve or surpass established targets. CSC is working to increase the Adult Measurable Skill Gains outcomes. The Public Assistance Transition Outcomes is expected to increase due to a change made that requires individuals to come to the closest career center to complete their job search and job search training activities. Currently, CSC is at 40% measured against the 50% outcome. The changes made have impacted the SNAP population where it has been noted that 10 individuals have gained employment since the beginning of July 2026. These results reflect the effectiveness of integrated service delivery strategies, including robust case management, partner coordination, participant access to training and supportive services, and employer-focused business engagement efforts that support successful workforce attachment and career advancement.

2. What is underperforming or at risk? Identify data points, root causes, populations, programs, or service gaps requiring improvement.

The Dislocated Worker is potentially at risk for 2027. CSC was assigned a preliminary 0% goal for 2026 due to zero enrollments after extensive efforts. CSC struggles with increasing Apprenticeships due to the lack of programs at the colleges in our five-county area. Wallace College in Dothan, Alabama has multiple apprenticeship programs that could be tapped into by CSC; however, there is some question now about being able to serve individuals who may be interested in attending the apprenticeship program in the neighboring state since Alabama uses a separate reporting system than FETPIP.

3. What actions will be taken? Identify no more than five priority actions, responsible parties, timelines, and expected outcomes.

Priority	Action	Responsible Parties	Timeline	Expected Outcomes
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1	Strengthen quarterly performance and case reviews especially for 2 nd quarter Employment Rates, including data quality and documentation.	Program leadership / Regional Program Manager	Quarterly	Earlier identification and correction of performance risks.
2	Recruit DWs from the RESEA program attendees.	Program leadership / Regional Program Manager	Ongoing	To increase the numbers of Dislocated Workers being served by providing staff-assisted job search.
3	Expand employer-driven apprenticeship, Navigator and Business Services Team.	Business Services / Network Navigators/program leadership	PY 2026-2028	More employer program participants, OJT opportunities and apprentices.
4	Enhance participant success by leveraging Hope Florida partnerships, utilizing the CLIFF Dashboard to support economic mobility, promoting strategic co-enrollment opportunities, and implementing effective warm referral processes to address barriers to employment and training.	Hope Florida Navigator/Success Coaches/partners	Ongoing	Reduced barriers and enhanced employment/self-sufficiency outcomes.

9. Apprenticeship and Employer Engagement Scorecards

9A. Employer Engagement and Sector Strategy Scorecard

Measure	Current Baseline	Target	Priority Sector(s)	Key Actions	Evidence / Data Source
Employers Served	565	600	- Construction - Health Care and Assistance - Manufacturing - Transportation and Warehousing	Maintain employer outreach and use Employment Services Retention with same employer as an additional	Employ Florida Predictive Reports PY 25-26

Measure	Current Baseline	Target	Priority Sector(s)	Key Actions	Evidence / Data Source
			Public Administration	Business Services outcome in Section 8.	
Repeat / Retained Business Customers	268	282	- Construction - Health Care and Assistance - Manufacturing - Transportation and Warehousing - Public Administration	Continue to expand services to repeat business customers.	Employ Florida Predictive Reports PY 25-26
New Business Customers	34	50	- Construction - Health Care and Assistance - Manufacturing - Transportation - Public Administration	Emphasis on employer engagement and outreach efforts	Based on Employer Florida reports.
OJT Employers	1	3	- Construction - Manufacturing - Transportation and Warehousing	Continued outreach with the manufacturing industry due to the OJT needs	Based on local tracking and individuals enrolled in Employ Florida.
Sector Partnerships	7	10	- Construction - Health Care and Assistance - Manufacturing - Transportation and Warehousing - Public Administration	Employer engagement through Education and Industry Consortium	Using data on sector partners in the CSC area based on the Education and Industry Consortium data.
Employer Referrals to Training	17 (special projects)	22	- Construction - Health Care and Assistance - Manufacturing - Transportation and Warehousing - Public Administration	Increase awareness of CSC services with emphasis on new grants and funding initiatives	Data from Customized Training to help employers remain competitive.
Market Penetration	47.77%	65%	- Construction - Health Care and Assistance - Manufacturing	Continue to reevaluate baseline and ways to connect	Comparing total employers in the LWDB to the employers

Measure	Current Baseline	Target	Priority Sector(s)	Key Actions	Evidence / Data Source
			- Transportation and Warehousing - Public Administration	employers with CSC.	registered with CSC in Employ Florida
Business Services to Targeted Industries	1,863	1,950	- Construction - Health Care and Assistance - Manufacturing - Transportation and Warehousing - Public Administration	Emphasis on employer engagement and outreach efforts	Employ Florida Predictive Reports PY 25-26

9B. Apprenticeship and Work-Based Learning Scorecard

Measure	Current Baseline	2030 / Plan Target	Targeted Industry or Occupation	Annual Action	Partner / Evidence
New Registered Apprentices	1 (completed in the Florida Sheriff's Deputy Association Apprenticeship program)	19 (based on CareerSource Florida and FloridaCommerce estimates)	Health care and Assistance	Use only individuals officially active in a state-approved RAP and linked in Employ Florida; pursue progress toward 19 cumulative expected apprentices by 2030. The plan is to partner with hospitals and other facilities due to the increasing need for help in the industry.	FLDOE apprenticeship system; Employ Florida; local and neighboring hospitals
Registered Apprenticeship Programs	1 (completed)	2-4	Law Enforcement Health care and Assistance	Support development of state-approved RAPs with formal Standards of Apprenticeship.	FLDOE apprenticeship system; employer development pipeline; Employ Florida; local and neighboring hospitals; law enforcement
Registered Pre-apprenticeship Programs	0 active	1	N/A	N/A	N/A
OJT Placements	1	19	Manufacturing Construction	5 per program year	Manufacturing; Healthcare and Assistance employers

Measure	Current Baseline	2030 / Plan Target	Targeted Industry or Occupation	Annual Action	Partner / Evidence
			Transportation and Warehousing Healthcare and Assistance		
Work-Based Learning Opportunities	1	19	Manufacturing Construction Transportation and Warehousing Healthcare and Assistance	5 per program year	Manufacturing; Healthcare and Assistance employers
Apprenticeship Navigator Activities	PY2025: E58 =1 E61 =1 Employer Outreach Baseline = 1	PY2025: E58 =2 E61 =2 Employer Outreach Baseline =2	Manufacturing Construction Transportation and Warehousing Healthcare and Assistance	Record qualifying Employ Florida apprenticeship activities; FAQ examples include E58, E61, E62, and E18. Track other approved apprenticeship codes in the implementation plan when applicable.	Network Navigator Plan; Employ Florida employer activity codes
Career Center Staff Training on Apprenticeship	1	3	Manufacturing Construction Transportation and Warehousing Healthcare and Assistance	Provide annual apprenticeship training and document the local training/credentialing framework through applicable Local Operating Procedures based on policy.	Staff training/credentialing LOP; internal training materials utilizing FloridaCommerce and FLDOE websites.
WIOA Supportive Services for Apprentices	1	2-4 (as needed)	Manufacturing Construction Transportation and Warehousing Healthcare and Assistance	2-4 as needed	Based on actual need.
Apprenticeship Sponsorship	1	2	Manufacturing Construction Transportation and Warehousing	1	CSC will begin working with healthcare occupations suitable

Measure	Current Baseline	2030 / Plan Target	Targeted Industry or Occupation	Annual Action	Partner / Evidence
			Healthcare and Assistance		for RAP to establish sponsorship.

Local Workforce Development Board	2030 Cumulative Expected Performance Apprenticeship Count
CareerSource Escarosa (LWDB1)	138
CareerSource Okaloosa Walton (LWDB 2)	47
CareerSource Chipola (LWDB 3)	19
CareerSource Gulf Coast (LWDB 4)	27
CareerSource Capital Region (LWDB 5)	47
CareerSource North Florida (LWDB 6)	77
CareerSource Northeast Florida (LWDB 8)	336
CareerSource Citrus Levy Marion (LWDB 10)	206
CareerSource Central Florida (LWDB 12)	676
CareerSource Pasco Hernando (LWDB16)	177
CareerSource Polk (LWDB 17)	174
CareerSource Suncoast (LWDB 18)	71
CareerSource Heartland (LWDB 19)	85
CareerSource Research Coast (LWDB 20)	125
CareerSource Palm Beach County (LWDB 21)	109
CareerSource Broward (LWDB 22)	445
CareerSource South Florida (LWDB 23)	1012
CareerSource Southwest Florida (LWDB 24)	439
CareerSource North Central Florida (LWDB 26)	73
CareerSource Brevard Flagler Volusia (LWDB 27)	226
CareerSource Tampa Bay (LWDB 28)	491

*As identified in Figure 2.45 of the State Plan.

10. Plan Review and Approval

A final compliance review will be completed using the revised FloridaCommerce WIOA Plan Rubric. Remaining administrative items required for the final package include the submission/approval date, completed public-comment documentation, final Board minutes and vote, current One-Stop MOU/IFA evidence, staff training and credentialing local operating procedure documentation, One-Stop certification and accessibility evidence, applicable regional agreements, and final state/federal baseline data for Business Services and apprenticeship measures. Any documents pending signatures will be identified with anticipated completion dates consistent with FloridaCommerce guidance.

Review Area	Reviewer Focus	Evidence Expected	Potential Action if Deficient
Strategic Alignment	Five Pillars, state priorities, targeted industries, MCL, education/workforce/economic development alignment	Completed Strategic Alignment Framework	Completed
Performance Accountability	Federal indicators, letter grades, ROI, data use, improvement actions	Dashboard and Improvement Plan	Completed
Regional Coordination	Shared strategies, service consistency, efficiencies, regional agreements	Regional framework, agreements, scorecards	Completed
Employer Engagement and Apprenticeship	Business services, sector partnerships, OJT, apprenticeship/pre-apprenticeship expansion	Scorecards, partner evidence, sector data	Completed
Compliance and Required Attachments	Required signatures, public comment, accessibility, MOUs, IFAs, policies, governance documents	Evidence checklist and attachments	Used linkages throughout the modification

Approval Standard

The plan, including plan modifications, will be considered approved upon written notice of state board approval or at the end of the applicable review period unless deficiencies are identified in writing and remain unresolved.

Appendix A. Suggested Page and Response Limits

Section	Recommended Limit	Format
Regional Economy and Labor Market	2 pages plus dashboard	Brief narrative + data table
Regional Service Delivery / Customer Experience	2 pages	Matrix + gaps/actions
Regional Operations and Efficiencies	1–2 pages	Evidence table
Regional Performance, Employer Engagement, Apprenticeship	Scorecards + 2 pages	Dashboards + action summary
Governance and Organizational Structure	1 page	Change-only narrative + attachments
Local Analysis of Need	2 pages plus dashboard	Data summary
Strategic Alignment	Table + 1 page	Five Pillars framework
Program Services / Partner Coordination	Table + exceptions	Partner matrix
One-Stop Delivery System	2 pages	Change-only narrative + evidence

Section	Recommended Limit	Format
Performance Improvement	Dashboard + 2 pages	Scorecard + 3-question narrative

END OF STREAMLINED WORKFORCE SERVICES PLAN INSTRUCTIONS

DRAFT

Evidence/Attachments

Attachment	Page Number
Board Roster	Page 36
By-Laws	Page 37 – 53
Organizational Chart	Pages 54 – 56
Wagner-Peyser Network Navigators Project Plan Budget	Pages 57 – 59
Rural Initiatives Grant WIOA Project Plan Budget	Pages 60 – 63
WIOA Sectors of Strategic Focus Grant Project Plan Budget	Pages 64 – 67
Staff Training and Credentialing Evidence (New Draft Policy)	Pages 68 – 79
Local Board Performance	Pages 80 – 84
Agreement for Rapid Registration Services	Pages 85 – 91
Regional Staff Sharing Services Agreement	Pages 92 – 94

2026-2027 CareerSource Chipola Board Member Roster						
Member Name	Member Since	Exp:	Company	Private or At-Large	County	Committee Member
Al Bryant	2023	2028	Bryant Apiaries	Private	Liberty	Executive, Finance
Bryan Lee	2023	2028	FPTC	At-Large	Washington	Executive, Youth
David Bouvin	2021	2029	American Legion Post 100	At-Large	Jackson	
David Corbin	2020	2028	Chipley Gun & Pawn	Private	Washington	Finance
Debbie Kolmetz	2006	2029	Panhandle Realty	Private	Holmes	Youth
Donnie Read	2002	2029	Liberty Wilderness Crossroads Camp, Inc.	Private	Liberty	Executive, Program
Janice Sumner	1999	2027	United Country Realty	Private	Calhoun	Executive, Program, Youth
Johnny Eubanks	1996	2027	Calhoun-Liberty Journal	Private	Liberty	Program
Jonathan Fuqua	2023	2029	Tommy's Auto Glass	Private	Jackson	Executive, Finance
Keith Sutton	2025	2028	Division of Voc. Rehab.	At-Large	Jackson	Program
Kevin Buchanan	2023	2027	Anderson Columbia Co.	Private	Jackson	
Kyle Coates	2023	2028	Environmental Manufacturing & Supply	Private	Holmes	Finance (Chair)
Kyle Peddie	2021	2027	Liberty County School Board	At-Large	Liberty	
Mary McKenzie	2004	2029	Oglesby Plant International	Private	Calhoun	Youth
Penny Bryan	2021	2027	West FL Electric	At-Large	Jackson	Youth
Sandy Spear	2018	2027	First Federal Bank of FL	Private	Holmes	Executive
Sarah Clemmons	2017	2028	Chipola College	At-Large	Jackson	Program
Tracy Andrews	2018	2027	Gulf Power Co.	Private	Washington	Executive (Chair), Finance
Travis Ephriam	2016	2028	Brightway Ins.	Private	Jackson	Youth

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**CHIPOLA REGIONAL WORKFORCE
DEVELOPMENT BOARD, INC.
dba CareerSource Chipola**

BY-LAWS

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BY-LAWS
CHIPOLA REGIONAL WORKFORCE
DEVELOPMENT BOARD
A CORPORATION NOT FOR PROFIT

ARTICLE I
Name

The name of the Corporation shall be CHIPOLA REGIONAL WORKFORCE DEVELOPMENT BOARD, Inc., dba CareerSource Chipola and it is sometimes referred to in these By-Laws as the "Corporation", the "WDB", or the "Board".

ARTICLE II
Purpose

1. The purposes for which the Corporation is formed are those set forth in its Articles of Incorporation. The Corporation is not formed for pecuniary or financial gain, and no part of the assets, income or profit of the Corporation is distributable to, or will inure to the benefit of its directors or officers. No substantial part of the activities of the Corporation shall be the carrying on of propaganda, or otherwise attempting, to influence legislation, and the Corporation shall not participate in, or intervene in (including the publishing or distribution of statements) any political campaign on behalf of any candidate for public office.

2. The purpose of this organization is to:

A. Serve as an intermediary to assist in stimulating and providing for the involvement of the business community, including small businesses, minority business enterprises, labor and community based organizations, in the employment and training activities including all such other purposes described in the federal Workforce Innovation and Opportunity Act (WIOA) of 2014, Public

Law 113-128, and to increase private sector employment opportunities for the residents of Calhoun, Holmes, Jackson, Liberty and Washington Counties, with a special focus on economically disadvantaged persons.

B. Serve as the business and industry contact point in the local employment and training system, to present the private sector's views and recommendations for making programs more responsive to local employment needs.

ARTICLE III **Basic Policies**

The following are the basic policies of the Corporation:

1. The Corporation shall be noncommercial, nonsectarian, and nonpartisan.
2. The name of the Corporation or the names of directors in their official corporate capacity shall not be used in any connection with a commercial concern or with any partisan interest.

ARTICLE IV **Membership**

Any individual who subscribes to the purpose and basic policies of the Corporation may be designated a member of the Corporation subject only to compliance with the provisions of the By-Laws. Membership in the Corporation shall be available without regard to sex, race, color, creed, or national origin.

ARTICLE V **Officers**

1. The elected officers of the Corporation shall consist of a Chair, a Vice-Chair, and a Secretary-Treasurer. The Board of Directors may appoint Assistant Secretaries and Assistant Treasurers as the need arises to serve at the pleasure of the Board.

2. Chair

The Chair shall conduct and preside at all meetings of the Corporation and the Board of Directors. The Chair shall be the official spokesperson of the Corporation and the Board of Directors. The Chair shall be the Chief Executive of the Corporation, and shall be vested with full power to exercise whatever functions may be necessary or incident to the full exercise of any power bestowed upon him or her by the Board of Directors not inconsistent with the provisions of the Articles of Incorporation. It shall be the duty and obligation of the Chair to furnish leadership in the accomplishment of the aims and purposes of the Corporation. The Chair shall have the authority to appoint one Board member to serve as Parliamentarian of the Board. The Parliamentarian shall have a solid understanding of Robert's Rules of Order, and shall be called upon as needed to help the membership conduct meetings according to Robert's Rules of Order. (Revised 3/9/06)

3. Vice-Chair

It shall be the duty of the Vice-Chair to render every assistance and cooperation to the Chair, and to provide the Chair with the fullest measure of counsel and advice. In the event of the absence of the Chair, or the Chair's inability to act, the Vice-Chair shall fulfill the duties of the Chair. The Vice-Chair shall familiarize himself/herself with all activities and affairs of the Corporation, and shall have such other duties as may be assigned to him or her by the Board of Directors. In the event the Vice-Chair is absent or unable to act, or in the event of his or her death, disability, or resignation, the Board of Directors shall select a private sector member as acting Vice-Chair to hold office until a successor is elected by the Board of Directors.

4. Secretary-Treasurer

The Secretary-Treasurer, and his/her assistants, if any, shall perform all duties usually required of those officers, and such other duties as may be assigned to them by the Board of Directors. All financial records shall be kept by the WDB bookkeeper and shall be available for review by the Treasurer or any member of the Board of Directors.

5. Qualifications

Only members of the Board of Directors, in good standing, shall be eligible to hold any elective office of the Corporation.

6. Election

The Board of Directors shall elect annually all of the officers of the corporation. The election shall be by non-secret written ballot when there is more than one nominee for any office. The election shall take place at the general meeting preceding the Corporation's annual meeting.

7. Nominations

Any member of the Board of Directors may be nominated as a candidate for any office of the Corporation, with the following exceptions: only private sector representatives may be nominated as candidates for the offices of Chair or Vice-Chair, and the Chair or Vice-Chair may not be from the same county.

8. Term of Office

Elected officers shall assume their official duties following the close of the annual meeting and shall serve for a term of one (1) year or until the election of their successors. A person shall not be eligible to serve more than two consecutive terms in the office as Chair or Vice-Chair.

A person having served two consecutive terms in office as Chair or Vice-Chair shall be eligible for election as Chair or Vice-Chair if a one year break in service has occurred.

Consecutive terms only apply for the individual office and do not disallow an individual from serving two terms in one office and then immediately serving two terms in another office.

9. Vacancies

A vacancy occurring in the office of Chair, Vice-Chair, or Secretary-Treasurer of the Corporation shall be filled for the unexpired term by the Board of Directors, in accordance with the provisions of these By-Laws.

ARTICLE VI
Board of Directors

1. Duties and Responsibilities

The Board of Directors, as the governing body of the Corporation, shall be vested with exclusive power and authority to formulate, fix, determine, and adopt matters of policy concerning their activities, affairs, or organization of the Corporation, subject to any limitations imposed by the United States Department of Labor, and/or the Florida Department of Economic Opportunity, and/or CareerSource Florida, or the successors of said agencies. The Board of Directors shall be charged with the duty and responsibility of enforcing and carrying into effect the provisions of the Articles of Incorporation and the accomplishment of the aims and purpose of the Corporation. The Board of Directors shall direct the manner in which all funds of the Corporation are disbursed and for the purpose therefore, and shall adopt and approve a budget for each fiscal year which begins July 1 and ends June 30 each year. The Board

of Directors shall perform all other duties imposed under the Articles of Incorporation and shall have full power to exercise such functions as may be necessary, expedient, or incidental to the full exercise of any powers bestowed upon it by the Articles of Incorporation or any amendment thereto or by these By-Laws.

The Board of Directors shall meet in accordance with the provisions set forth in Article VIII of these By-Laws. It shall be the duty and responsibility of each Board member to attend the meetings. Any member missing two consecutive meetings shall be referred to the Executive Committee for the purpose of membership review. If the Executive Committee makes a recommendation for removal of the member due to non-attendance, the recommendation will be subject to action at the next meeting of the Board of Directors. A two-thirds vote of the membership present at a duly called meeting shall be required to approve removal of a Board Member after recommendation by the Executive Committee. (Revised 9/9/10)

Attendance records for each member shall be sent to the nominating or appointing body on an annual basis. Such records shall reflect attendance at all meetings of the organization for which attendance of the member was requested. An attendance report shall also be provided to the full membership of the Board on no less than an annual basis. (Revised 9/9/10)

2. Membership

Each of the five counties in the local area will have three (3) private sector members which shall be representatives of business in the local area in accordance with Sec. 107(b)(2)(A), and which shall represent a majority of the members on the Board. Private sector vacancies shall be appointed by each of

the five county's Board of Commissioners. At large members will be nominated by the agency they represent, must meet requirements set forth by the Board and are subject to the final approval of the Chipola Regional Workforce Development Consortium. The Board's membership shall at all times remain in compliance with federal and state law either in existence or as shall be adopted in the future. The Board shall have the authority to change the membership as long as it stays within the parameters of Sec. 107 of the WIOA Law, any applicable law, and with the approval of the Consortium.

Efforts are to be made to include representation of small business, minority-owned business, businesses owned by women, and others reflective of commercial and industrial make-up of the area. Half of the industry and business positions shall be delegated to representatives of small business, with small business being defined as those employing 500 or fewer employees. Representation of minority-owned business enterprises should be consistent with their representation in the business community.

In accordance with applicable federal and/or state law, a Workforce Development Board that has been certified by the Governor may determine the need to expand its membership. Additionally, vacancies will occur on a routine basis. Any vacancy shall be filled in the same manner as the original appointment in accordance with applicable federal and/or state law. Appropriate state agencies shall be advised of any changes in membership.

3. Nominations

Nominations of WDB membership shall be as follows:

A. Private Sector Appointments. Private sector appointments shall be owners of business concerns, chief executives or chief operating officers of non-

governmental employers, or other private sector executives who have substantial management or policy responsibility in accordance with WIOA Law Sec. 107(2)(A)(i-iii). Representatives of the private sector must constitute a majority of the membership of the WDB. Private sector representatives on the Board shall be selected from among individuals nominated by the chamber of commerce in the county they are to represent and approved by that county's Board of County Commissioners.

B. At Large Appointments. At large appointments to the Board must be approved by a majority vote of the Consortium and must be in accordance with WIOA Law Sec. 107 (B-E).

4. Terms of Office

Appointments shall be for a term of three (3) years. All terms shall be staggered, and any vacancy which occurs shall be filled according to the initial county distribution and for the length of time remaining in the unexpired term. Members may not serve for more than eight (8) consecutive years unless the member is a representative of a government entity. Service in a term of office which commenced before July 1, 2021, does not count toward the 8-year limitation. (Revised 01/15/26)

5. Expenses

By resolution of the Board, the members may be reimbursed or paid their actual expenses arising out of their service as WDB members but shall not be paid compensation for their services.

6. Executive Director

The Board of Directors may hire a qualified executive director and staff to assist in ensuring the functions of the local board are achieved. The executive director

shall have the requisite knowledge, skills, and abilities to meet identified benchmarks and to assist in effectively and ethically carrying out the functions of the organization as determined appropriate by the Board of Directors. (Added 01/15/26)

ARTICLE VII **Committees**

1. Committees

The WDB shall create from time to time such committees as it may deem advisable and necessary and shall define the powers, duties, functions, and scope of each committee. As soon as it is practicable, after each annual meeting of the Corporation, the Chair, with the advice and consent of the Board of Directors, shall appoint the members of all committees for the ensuing administrative year, and may name and designate the Chair and Vice-Chair of each committee. If the Chair of the Board does not designate the Chair and Vice-Chair of a committee, then the Executive Director of the organization shall call the first meeting of the committee and the first item of business for the committee shall be the designation of a Chair and Vice-Chair. The members of such committees shall serve for the term of the Chair appointing them except the Board of Directors may provide for members of any standing committee to serve for staggered terms beyond the current administrative year. Vacancies occurring in the membership of such committee shall be filled by the Chair, with the advice and consent of the Board of Directors. For the remainder of the unexpired term, each committee may select from its membership such officers, other than Chair and Vice-Chair of said committee, as it deems advisable, and sub-committees may be designated from the committee membership. The WDB Chair, with the

advice and consent of the Board of Directors, may appoint additional members to a committee or remove members from a committee.

With approval of the Chair, a committee may create a sub-committee with non-Board members as members of the sub-committee as long as said sub-committee is chaired by a member of the Board and as long as the sub-committee is acting only in an advisory role.

The Board of Directors may dissolve a committee or sub-committee when it deems that the work of such committee has been completed, or when it deems that a committee is no longer necessary. Each committee shall meet at such times and places as may be designated by the Committee Chair or Vice-Chair.

Each committee or sub-committee shall file with the Secretary such interim reports as desired, or as may be requested, by the Chair of the Board of Directors. Upon the termination of its duties or term, each committee shall deliver to the successor membership, if such there be, or to the Secretary, all files, reports, records and data, and information accumulated by the committee. No action, report, or recommendation of any committee shall be binding on the Corporation unless adopted and approved by the Board of Directors.

2. Standing and Special Committees

The Board of Directors, as soon as is practicable, shall determine and designate which committees shall be considered a standing committee and which committees shall be considered a special committee, and shall define the specific powers and duties thereof.

3. Executive Committee

The Executive Committee shall be charged with the duty of advising and counseling the Chair, and rendering assistance and cooperation to such officer.

The Executive Committee shall have authority to exercise the functions of the Board of Directors during the interim between meetings of the Board of Directors. All actions taken by the Executive Committee shall be subject to the approval, confirmation, or ratification by the Board of Directors. The Executive Committee shall act as the WDB's personnel committee. They will recommend personnel policies and benefits for the administrative entity. The Executive Committee shall exercise other functions as may be delegated to it by the Board of Directors.

The Executive Committee shall be appointed by the chair with the consent of the majority of the Board of Directors. The Executive Committee shall consist of the Chair, the Vice-Chair, and one additional member from each county served by the Board. (Revised 3/9/06)

If the previous Chair is still a member of the Board of Directors, the previous Chair shall be appointed to the Executive Committee in one of the member county positions.

4. Finances of Committees

With the exception of the Executive Committee, no committee or sub-committee shall incur any debt payable by the Corporation without prior approval of the Board of Directors. Each committee shall file with the Secretary a detailed statement setting forth any funds needed or required in connection with the work of such committee during the ensuing administrative year for consideration by the Budget Committee and inclusion in the annual budget of the Corporation after approval by the Board of Directors.

ARTICLE VIII **Meetings**

1. Annual Meeting

The Chair shall cause a program for the annual meeting of the Corporation to be developed. Such program when approved by the Board of Directors, shall be the order of business for the annual meeting, and such order of business shall not be altered, except by consent of two-thirds (2/3) of the active members of the Board of Directors present and voting. Only the Chair, with the advice and consent of the Board of Directors, shall have the authority to extend invitations to non-members to attend the annual meeting as honored guests or speakers at the expense of the Corporation. No committee shall create any debt of the Corporation in connection with an annual meeting without prior approval of the Board of Directors. All papers, addresses, and reports read before or submitted at a meeting shall become the property of the Corporation and may be published by the Corporation.

2. Rules of Procedure

Only the Board of Directors, which comprises the entire membership of the Corporation, shall be entitled to vote at any committee or general WDB meeting. Resolutions for consideration at the annual meeting may be proposed by a member of the Board of Directors or by a Resolutions Committee, provided the same shall be presented and handled in accordance with the procedure which shall be established by the Board of Directors within a reasonable amount of time prior to each annual meeting. Resolutions may be offered by any member of the Board of Directors. The Chair shall have the authority to limit debate so that no person shall speak for more than ten (10) minutes or more than twice on any matter, except upon consent of a majority of the members of the Board of Directors present and voting at the meeting.

3. Regular Meetings

Regular meetings of the Corporation shall be held bi-monthly (Revised 1/13/05) unless otherwise decided by the Board of Directors.

4. Special Meetings

Special meetings of the Corporation may be called at any time by the Chair or by a majority of the Board of Directors or upon a petition signed by not less than one-third (1/3) of the membership of the Board of Directors.

5. Public Access to Meetings

The annual meeting and all regular and special meetings of the Board of Directors shall be open to the public. Meetings of the Board, and any committee thereof, may be held using telecommunications or other electronic means that allow for vocal participation in the meeting. Members attending by such methods shall be deemed present for the purpose of a quorum. If meetings are held in which members are allowed to attend using telecommunications or other electronic means, the public must be allowed access to the meeting by attendance in person at a location within the region. (Revised 3/9/06)

6. Quorum

Forty percent (40%) of the membership of the Board of Directors, with the majority being from the private sector (Revised 3/20/97), or a majority of the membership of the Board of Directors (Revised 11/19/98), shall constitute a quorum for the transaction of any corporate business.

7. Voting (Added 6/22/10) Unless otherwise required in the By-Laws or by generally accepted guidelines in the latest edition of Roberts Rules of Order, all matters before the Board shall be determined by a majority vote of members present at the meeting with a quorum present, with the exception of amendments to the Bylaws as noted in Article XI and related party transactions which must be

approved by two-thirds of the Board's total membership including non-voting members. Whenever a conflict of interest exists, or is thought to exist, same shall be declared in an open meeting to the entire Board or committee, by the member having such conflict, and the member shall abstain from voting as is provided herein. Proxy votes are not allowed. (Revised 01/15/26)

ARTICLE IX **Indemnification and Bonding**

The Board of Directors is specifically authorized, pursuant to Florida Statute and by these By-Laws to indemnify all persons from any liability and expense incurred or arising out of activities undertaken on behalf of the Corporation.

Additionally, the Corporation is specifically authorized to provide bonding, as required, as a condition to enter into any contract. Any officer, director, or employee of the Corporation authorized to make distributions on behalf of the Corporation shall be bonded in a sum as may be determined from time to time by the Board of Directors. All premiums payable to any insurance company for any contract of insurance of indemnity or bonding may be paid from the funds of the Corporation for the benefit of any officer, director, or employee of the Corporation. Officers, directors, or employees of the Corporation may be indemnified by the Corporation for liabilities to third parties incurred in the discharge of their duties as officers, directors, and/or employees, including legal fees and out-of-court settlements, provided that the officers, directors, and/or employees acted in good faith and in a reasonable belief that their actions were in the best interest of the Corporation. The Corporation shall provide further indemnification to the officers and members of the Board of Directors by

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purchasing for their benefit an insurance policy insuring said parties against any liability, and the Corporation shall be responsible for the payment of any deductible provisions contained in said insurance policies.

ARTICLE X **Rules of Procedure**

Roberts Rules of Order shall govern the conduct of all meetings of the Corporation unless such rules conflict with requirements, rules, and/or the laws of the United States and the State of Florida.

ARTICLE XI **Amendments to the By-Laws**

These By-Laws, and any amendments hereafter adopted, may be amended, modified, altered, or repealed by a two-thirds vote of the members of the Board of Directors present and voting at any meeting of the Board of Directors. All members shall be notified with written copies of the changes at least two weeks in advance of any meeting which is scheduled for the amendment, modification, and repeal of the By-Laws.

These amended By-Laws were adopted January 15, 2026, by at least a two-thirds majority vote of the Board of Directors.

By our signature below we certify these bylaws are the most recent enacted by the CareerSource Chipola Board of Directors.

Signed by:

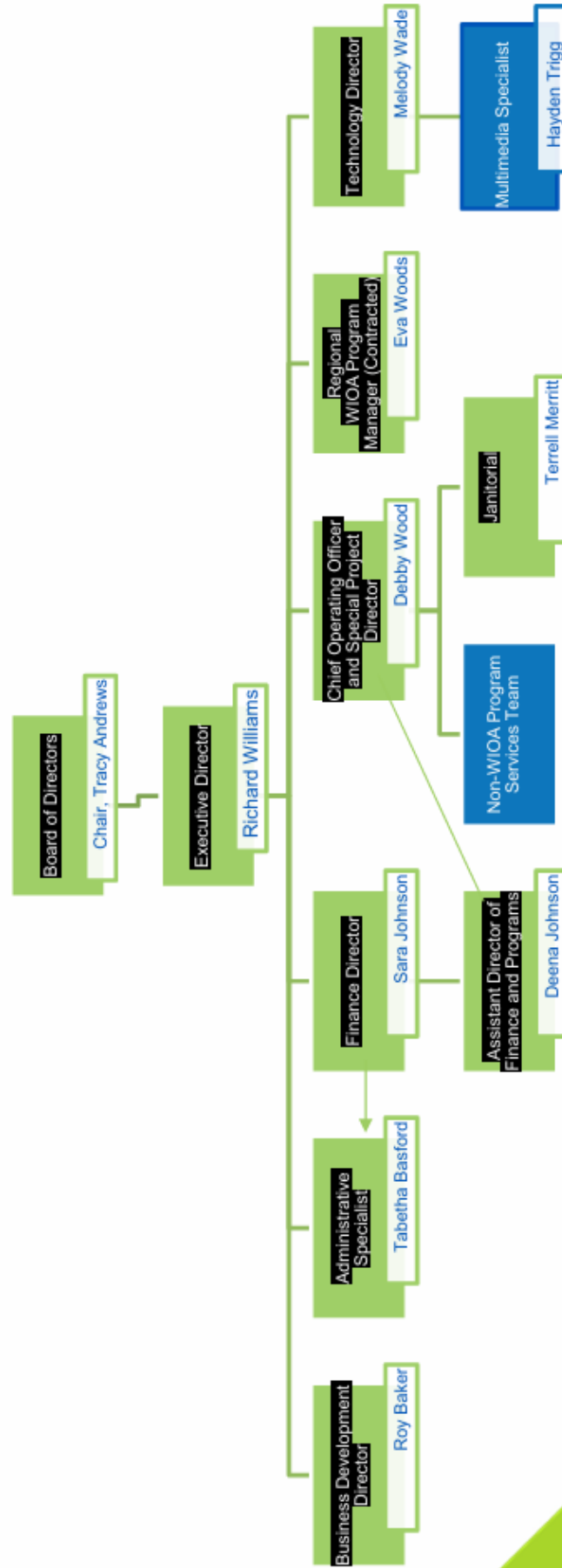
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Commissioner Scott Monlyn
Chief Local Elected Official
4/1/2026

DocuSigned by:

186932C380566444
Donnie Read
Board Chair
4/1/2026

2026 - Management Level

Direct Board Employees below Board of Directors Level

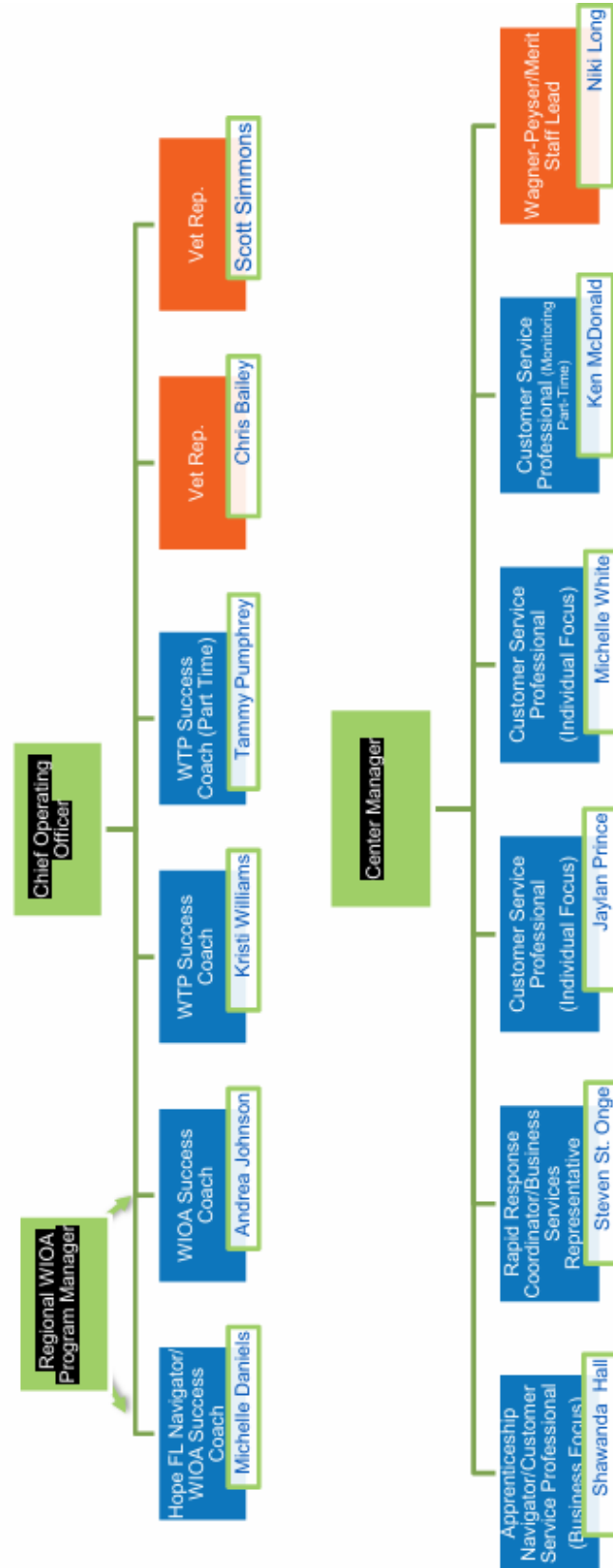


Notes: Green boxes indicate management level employees. Blue boxes represent center staff employed through Landrum reporting directly to management staff. Blue boxes are expanded on following pages at center level. Both the Business and Program services teams include state managed staff (LVER, DVOP, WP). The Technology Director is the Regional Security Officer. The Administrative Specialist is the Chief Ethics Officer, Property/Equipment Custodian, Public Records Coordinator, & EEO. The Director of Operations/Center Manager is the Person who promotes opportunities for persons with disabilities. The Personnel Liaison is the Finance Director. The One Stop Operator reports to the full LWDB.

Career Center Staff

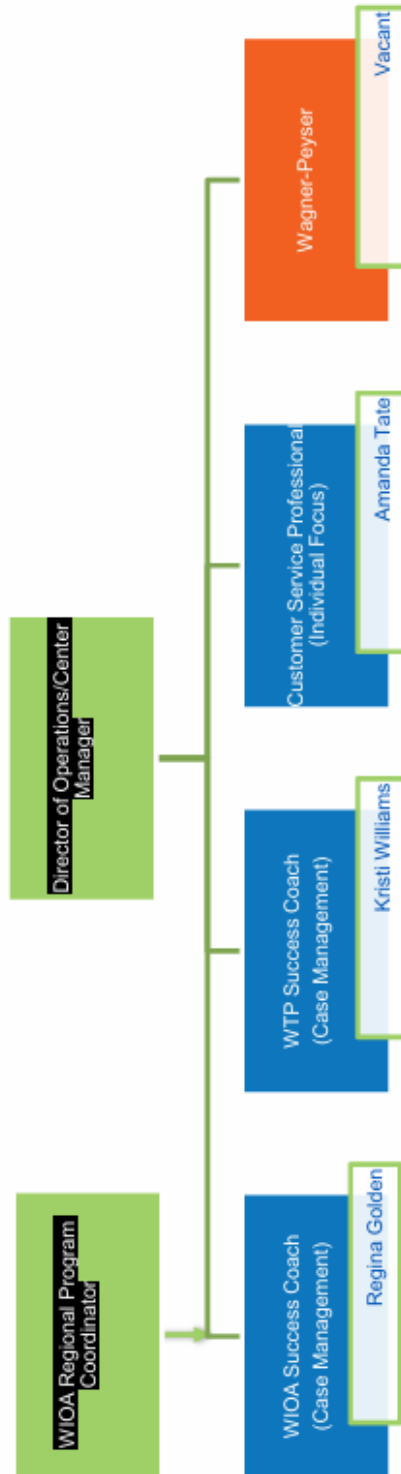
Marianna

(Landrum Employees Below Management Level)



Notes: Green boxes indicate management-level employees. Blue boxes represent center staff employed through Landrum reporting directly to management staff. Orange boxes indicate staff jointly managed with FloridaCommerce. Ken McDonald and Tammy Pumphrey are in part-time positions. WIOA Program Coordinator is responsible for WIOA functions of the indicated positions. WIOA Program Coordinator and Director of Operations will coordinate WIOA staff functions in centers.

Career Center Staff Chipley (Landrum Employees Below Management Level)



Notes: Green boxes indicate management-level employees. Blue boxes represent center staff employed through Landrum reporting directly to management staff. Orange box indicates staff jointly managed with FloridaCommerce. WIOA Program Coordinator is responsible for WIOA functions of the indicated position(s).

Wagner-Peyser Network Navigators Project Plan Budget - \$140,000

Grant Goals

CSC plans to use the Network Navigator funds to strengthen Florida's efforts related to Apprenticeships and Hope Florida initiatives. Each program will have a portion of staff time. These staff will ensure expanded access to employment, training, and supportive services for job seekers while helping employers meet talent needs.

Key goals include:

- Expand and support Registered Apprenticeship Programs (RAPs) and by engaging employers, education providers, and industry partners
- Deliver comprehensive employment navigation and wraparound services through Hope Florida to individuals facing barriers, connecting them to career pathways and supportive resources

The following tables outline performance goals for PY 2026–2027.

Employer Services Activity Codes	Performance Goals
E57	1
E58	1
E61	1
E62	1
E64	1
E67	1
E68	1
E76	1
E77	1

Hope Florida Activity Codes	26-27 Performance
HFN	10
HFL	4
HFI	10
HFB	10
CLF	10
A32	10
EHO	1

Participant Activity Codes	26-27 Performance Goals
206	2
314	2
325	2
329	0
424	1
AP1	1
AP2	1
AP3	1
AP4	1

Activities and Initiatives

Each Navigator role has specific activities aligned with the Notice of Fund Availability (NFA) requirements:

Apprenticeship Navigator (AN)

- Since there is only one (1) registered apprenticeship in the region, the Navigator will focus efforts on promoting and educating the community about apprenticeships. The Apprenticeship Navigator (AN) will conduct outreach and partner with employers, industry associations, and educational institutions with the goal to expand RAPs. A key part of the outreach is using tools and resources from the Apprenticeship Florida website/toolkit and the CareerSource brand portal.
- AN will provide recruitment assistance for RAP sponsors, including outreach to the existing RAP. The existing RAP includes the Florida Deputy Sheriffs Association Law Enforcement Apprenticeship Program which was appropriated \$5 million in the 2026-2027 state budget for the RAP. This funding helps sheriff's offices across the state recruit and train new deputy sheriffs using an "earn-and-learn" model. This curriculum and program were piloted in the CSC service area and recognized as a critical need across Florida. These efforts may be expanded by providing supportive services and purchasing uniforms for those engaged in the RAP.
- CSC recognizes that healthcare is also critical industry in need of workers. CSC will conduct outreach with Jackson Hospital, Chipley Hospital, and Calhoun Liberty Hospital to determine if there is a need for the Surgical Technologist Apprenticeship Program. If so, CSC will begin the process of working to put this RAP in place.
- AN will promote apprenticeships internally with staff, including the business services and jobseeker services team in all five counties in the region.

Hope Florida Navigator (HN)

- One of the priorities of the HN is to better educate staff in all counties on who qualifies for employment and training services under WP Hope Florida.

- HN will provide assessments, career readiness, and referral to training/supportive services to eligible participants (e.g., single parents, veterans, youth aging out of foster care). The HN will assist with job fairs and recruitment events that benefit Hope participants including the Paychecks for Patriots event and the local hiring events/job fairs requested by single employers.
- HN will work with the business services team to engage employers to become Hope Florida partners, expanding job opportunities, and, when needed, advocating on behalf of a specific Hope Florida participant.
- HN will participate in community outreach events that target individuals with barriers.

Community Partnerships

Partners include

- Apprenticeship Navigator – Jackson Hospital, Calhoun Liberty Hospital and Chipley Hospital, Jackson County Deputy Sheriff's Office, local Chambers of Commerce, and potential and existing business partners
- Hope Florida – DCF, Tri County Community Council, Faith-Based Organizations, and potential and existing business partners

Fiscal Management

The CSC finance team developed a budget for the Apprenticeship Navigator and Hope Florida. Funds are budgeted to cover Indirect costs as well as other operational costs as required by our cost allocation and indirect cost rate plans. Funds are also budgeted for Direct Service salaries and fringes/expenses, and tuition, books, supplies. CSC watches the actual expenses carefully to move any funds available to training if other costs decrease. CSC has policies and procedures in place for fiscal controls and compliance. CSC will ensure cash draws and expenditures are recorded in accordance with the SERA Business Rule and that grant expenditures are reported within the established timelines and by the appropriate cost category. In addition, the CSC management team will review and monitor monthly financial reports to ensure funds are expended expeditiously and prudently. We will braid funding by co-enrolling participants into our regular WIOA formula funds to utilize other available and allowable funds toward good performance outcomes and to increase the number of participants we may serve.

Rural Initiatives Grant

WIOA Project Plan

Budget - \$312,500

Grant Goals

Last year, CareerSource Chipola (CSC) utilized Rural Initiatives grant funding to cover a portion of training expenses and case management salaries for participants in all five (5) rural counties. CSC also used funds to help pay for participants enrolled in training. Funds were braided with WIOA formula funds and others set aside grants to expand services to participants. Funds were also used to cover operational expenses for both career centers. For PY 2026-2027, funds will also be used to offset some of the overall expenses

For the current program year, CSC plans to focus on using Rural Initiative funding for costs related to occupational skills training and work-based learning services. As appropriate, CSC may co-enroll participants with formula funds. As in the past, these funds will also be used to support career center operations.

The intent of these funds is 1) increase workforce services to participants and 2) increase workforce services to employers.

The following table outlines the performance data from PY 2025-2026 and goals for PY 2026-2027.

Rural Initiatives Grant

Performance Measure	2025-2026 Performance Data	2026-2027 Performance Goals
Number of participants enrolled	12	15
Number of participants placed in training	12	15
Number in Work-Based Training	0	4
Number in Occupation Skills training	12	15
Number of participants who received supportive services	12	15
Number of credentials earned	12	15
Number employed	11	14

Number of Businesses contacted and partnered with for this initiative	0	4
Active OJT contracts	0	2

Note: The General Revenue Rural Initiatives grant was used to support business engagement in Customized Training and OJT in 25-26.

Activities and Initiatives

CSC plans to use WIOA Rural Initiative grant funds to expand occupational skills training, customized training, on-the-job training, work experience, and needed supportive services for participants. CSC will partner closely with Chipola College, Florida Panhandle Technical College, Gulf Coast College, Wallace College, as well as other colleges within reasonable commuting distance. Plus, partner with employers for Customized and On-the-Job Training. For the work experience component, CSC will also reach out to those employers that provided worksites for youth during the summer of 2026. WIOA participants will be placed into a work experience activity that aligns with their career pathway.

Transportation is a significant barrier in the rural counties. The combination of low population density, large geographical area, and a lack of public/private transportation networks open to the public at-large have proven to be a daunting obstacle. Some of these funds may be used to purchase electric bicycles (e-bikes) for those participants with travel needs for work or training that travel within a reasonable distance of commute. Since CSC also has a significant population without valid driver's licenses, the e-bikes would be useful for this group as well.

CSC will continue to perform objective assessments on all participants to identify barriers for program participation completion including transportation and childcare. enrollment.

While CSC is committed to increasing supportive services, the case management staff will first explore alternative resources before expending WIOA funds, in compliance with Administrative Policy 109 on Supportive Services and Needs-Related Payments.

With these funds, CSC will also help customers in need of employment who have unpaid fees, tickets, etc. associated with their driver's licenses. This program will aid in the restoration of the licenses and help the customer return to work. Each customer's situation will be reviewed on an individual basis. Due to the cost, these funds will not be used to pay for customers who have outstanding child support debt which resulted in the loss of the driver's license.

These funds may be used to provide assistance to those customers who need financial assistance in getting their occupational licenses updated/restored. From time-to-time, customers come in the career centers seeking resources to help pay for their licenses so they can return to work. Examples are: CDL, Practical Nursing, Certified Nursing Assistant, etc. Based on documentation presented, CSC will make a determination of the need and the cost.

Another area of interest for CSC is the purchase of electric bicycles (e-bikes) to help meet the transportation needs of the working population or those enrolled in training that have limited access to a vehicle to get to/from work. Prior to the purchase, CSC will ensure that three (3) quotes are obtained

for the cost of the e-bikes. For those that live miles from work, this may not be an appropriate choice but for those residing in the city/town, this is a viable option. CSC would require verification of employment and the individuals/s must be working or attending training at least 25 hours per week. This documentation can be an Employment Verification Form that lists the employment start date and the wages. Based on the grant funding requirements, eligibility will be determined in accordance with all WIOA regulations.

Community Partnerships

CSC maintains strong partnerships with local educational institutions, local chambers of commerce, economic development councils, and regional economic development organizations throughout the region. Specific community partners on this set-aside grant include but aren't limited to, Chipola College, Florida Panhandle Technical College, Jackson County Schools, Calhoun County Schools, Washington County Schools, Holmes and Liberty County Schools. Together with these partners, CareerSource Chipola will focus on the following initiatives:

1. Occupational Skills Training

In collaboration with Chipola College and Florida Panhandle Technical College, CSC will work to recruit and enroll students in training that leads to demand occupations in the five (5) targeted industries outlined in the State Plan.

CSC will partner with local colleges who receive grants and determine how CSC funds may be used to support individuals in training. Typically, CSC provides supportive services in the form of transportation services (fuel cards) as the cost of tuition is covered by the college's grants. CSC will use the appropriate Employ Florida service codes to record the other funds used to support the participant and maintain a separate tracking spreadsheet. This will help the LWDB meet the ITA expenditure requirement.

2. Customized Training and/or On-the-Job Training

In collaboration with local employers, CSC will work to expand the number of workers served with increased skills to help the businesses remain competitive in the market. in the county. CSC will use the increased percentage of reimbursement funding allowable for these training initiatives.

3. Youth Work Experiences

CSC will continue partnering with local employers, school districts, and other partners to recruit and place WIOA youth participants into paid work experiences that align with their chosen career pathways. As part of the program, training may also be provided for soft skills and digital literacy.

4. Career Exploration

In partnership with the school districts, CSC may use the funds available to provide exposure to career paths through virtual job shadowing, in-person industry tours/visits, and paid

internships. This would require cooperation and approval from the school districts. If CSC moves forward on this, it would be piloted in one or two schools initially to determine if the program will be accepted and successful. CSC would procure and contract these services.

Fiscal Management

Each CSC Success Coach is assigned a budget annually to help track the use of the funds. As additional funds are received, the budget is updated. CSC already has policies and procedures in place for fiscal controls and compliance. CSC will ensure cash draws and expenditures are recorded in accordance with the SERA Business Rule and that grant expenditures are reported within the established timelines and by the appropriate cost category.

CSC will attend the required grant meetings when the calendar notices are issued and comply with the quarterly reporting guidelines.

WIOA Sectors of Strategic Focus Grant Project Plan

Budget - \$40,000

Grant Goals

During the previous program year, CareerSource Chipola (CSC) utilized Sectors of Strategic Focus grant funding to support employment and training activities in demand industries and to offset the cost of overall operations. For Program Year (PY) 2026–2027, CSC will continue investing in healthcare career pathways while expanding services to support the manufacturing industry.

The following performance goals have been established for the Sectors of Strategic Focus initiative. Please note that during the previous program year, CSC leveraged funding from the General Revenue funded Rural Initiatives and Rural Initiatives grants. Participants served under those grants were co-enrolled in the Sectors of Strategic Focus initiative, allowing CSC to serve participants that typically would not be eligible for the WIOA programs.

Since the General Revenue Rural grant has ended, this supplemental funding is no longer available. As a result, the proposed performance goals for this program year have been adjusted to reflect reduced funding and anticipated participant enrollment while continuing to focus on high-quality workforce training and employment outcomes.

Performance Measure	2026-2027 Performance Goals
Number of participants enrolled	4
Number of participants placed in training	4
Number in Work-Based Training – limited work exp.	0
Number in Occupation Skills Training	3
Number of participants who received supportive services	3

Number of credentials earned	4
Number employed	3
Number of Businesses contacted and partnered with for this initiative	3
Active OJT contracts being funded*	1
Apprenticeship Outreach – Surgical Technologist Program	1 (local hospital)

Activities and Initiatives

Healthcare is one of the region's largest industries and one that has the greatest need. It is also identified as a priority industry in the 2024–2028 WIOA Local and Regional Plan. According to FloridaCommerce, many healthcare occupations rank among the region's fastest-growing careers, with nursing professions experiencing particularly strong demand.

Occupational Skills Training in Nursing

CSC will continue investing in occupational skills training for Licensed Practical Nurses (LPNs) and Registered Nurses (RNs) to help meet regional workforce needs while providing participants with access to high-demand, family-sustaining careers. Through established partnerships with local training providers and employers, CSC is positioned to recruit, enroll, and support participants, including individuals with barriers to employment served through the Sectors of Strategic Focus initiative.

Median Annual Wages

- Registered Nurses (RNs): The average Registered Nurse in Florida earns approximately \$43.58 per hour.
- Licensed Practical Nurses (LPNs): The state median wage for LPNs is approximately \$29.97 per hour.

Current Workforce Demand

- Registered Nurses: 5% increase (add 166,100 new jobs through 2034). 189,100 openings per year growth and replacements).
- Licensed Practical Nurses: 3% growth (add 17,100 jobs from 2024 to 2034). 54,000 openings each year due to growth and replacement needs (such as retirements).

By supporting nursing education, CSC will help address critical workforce shortages while increasing access to quality employment opportunities for local residents.

Apprenticeships

CSC will also use a portion of these funds to support expanded outreach efforts for Apprenticeships. CSC has researched the Tallahassee Memorial Healthcare Certified Surgical Technologist Apprenticeship Program for the purpose of determining if it would be possible to start a similar program with one of the local area hospitals, such as Jackson Hospital in Marianna, Florida. The program is a 12-month opportunity that combines hands-on training with classroom learning. This full-time program prepares the individual to step confidently into a Surgical Technician role. These funds could be used toward the research associated with the program with the intent of obtaining an RAP in this area. If it is determined, this is not a program that can be used by a facility in the local area, CSC will work to determine another program that may be feasible.

Supportive Services

CSC recognizes that many participants face barriers beyond training and employment. As part of its comprehensive service delivery model, CSC provides supportive services designed to remove obstacles to successful program participation. Assistance may include:

- Transportation
- Work clothing and uniforms
- Licensing and certification fees
- Tools, equipment, and other employment-related expenses

CSC also collaborates with community-based organizations, faith-based organizations, educational institutions, and other partner agencies to connect participants with additional wraparound services.

Each participant will receive an assessment to identify employment barriers and supportive service needs. CSC will continue strengthening partnerships with Chipola College and Florida Panhandle Technical College by expanding awareness of the Sectors of Strategic Focus initiative, developing referral processes, and increasing collaboration. Staff training will also be conducted throughout CSC's multi-county service area to improve program knowledge and strengthen referral relationships with community partners.

Community Partnerships

CareerSource Chipola is positioned to maximize the impact of Sectors of Strategic Focus funding through its long-standing partnerships with employers, educational institutions, and workforce stakeholders.

CSC maintains strong collaborative relationships with Chipola College, Florida Panhandle Technical College, and local manufacturers providing an established foundation for expanding both nursing and manufacturing workforce initiatives.

In addition, CSC has a co-located success coach on the campus of Florida Panhandle Technical College, allowing participants to receive workforce services where they are already pursuing education and training.

These partnerships enable CSC to effectively recruit, enroll, support, and retain participants while creating seamless pathways into high-demand occupations. They also ensure individuals facing barriers to employment receive coordinated services that improve both training completion and long-term employment outcomes.

Fiscal Management

CSC budgets funding to support implementation of the Sectors of Strategic Focus grant. Funding has been allocated to cover allowable indirect costs and operational expenses in accordance with the organization's approved Cost Allocation Plan and Indirect Cost Rate Agreement. Additional funding is dedicated to direct service personnel, fringe benefits, participant tuition, books, training supplies, supportive services, and other allowable training costs.

CSC closely monitors expenditures throughout the grant period and will reallocate available funds to participant training whenever operational costs are lower than anticipated, maximizing direct investment in workforce development activities.

Established fiscal policies and internal controls ensure full compliance with federal and state requirements. CSC will manage cash draws and expenditures in accordance with the SERA Business Rules, accurately record expenditures by the appropriate cost category, and submit all required financial reports within established timelines.

The CSC management team reviews monthly financial reports to ensure grant funds are expended efficiently, prudently, and in accordance with grant objectives. Whenever appropriate, participants will be co-enrolled in WIOA formula-funded programs and other allowable funding streams to braid resources, leverage available funding, improve performance outcomes, and expand the number of individuals served through the initiative.

Staff Training and Credentialing Standards

September 21, 2026



WORKFORCE INNOVATION AND OPPORTUNITY ACT

One-Stop Delivery System

Staff Training

POLICY

Policy Number:

 X New Policy Revised

Date: September 21, 2026

Subject: Career Center Staff Training and Credentialing Standards (Interim Policy)

Richard Williams
Executive Director
CareerSource Chipola

Staff Training and Credentialing Standards

September 21, 2026



Staff Training and Credentialing Standards

OF INTEREST TO

Career Center frontline staff delivering services to customers in Calhoun, Holmes, Jackson, Liberty and Washington Counties.

SUBJECT

Career Center Staff Training and Credentialing Standards

PURPOSE

These instructions formalize CareerSource Chipola (CSC) training and credentialing requirements for frontline and local area staff providing direct customer service to jobseekers, training customers, employers, and business customers. This Local Operating Procedure (LOP) establishes requirements for the Florida Workforce Professional Tier I Certificate, FL WINS Cross Training, continuing education units (CEUs), optional Tier II training, specialized training, advanced training recognition, and documentation and compliance responsibilities consistent with CareerSource Florida Workforce Policy O92.

REFERENCE

- Workforce Innovation and Opportunity Act of 2014, (Public Law 113-128), Section 121.
- Workforce Development Board Policy Directive OS-001, Confidentiality.
- 20 CFR 678.800, 20 CFR 679.370; 34 CFR 361.800, and 34 CFR 463.800.
- TEGL 16-16, One-Stop Operations Guidance for the American Job Center Network.
- [Florida Statutes](#), [Title XXXI](#) - Labor, Chapter 445.007 – Workforce Services.
- Wagner-Peyser Act of 1933, as amended by the Workforce Innovation and Opportunity Act of 2014.
- CSF Policy Number O92, Staff Training and Credentialing, November 13, 2025.
- CareerSource Florida Workforce Policy O124, Statewide Standardization of Tools and Services; Revised 11/13/2025.

Rescissions	Expiration Date
None	N/A

Staff Training and Credentialing Standards

September 21, 2026

BACKGROUND

1. Consistent with Florida's State Plan and the local Workforce Plan, CareerSource Chipola's Board is responsible for the delivery of services and oversight with respect to the "One-Stop" Delivery System in Calhoun, Holmes, Jackson, Liberty, and Washington Counties including the CSC Career Center Credentialing and Staff Skills Standards Programs
2. WIOA requires the State Workforce Development Board, in consultation with Chief Elected Officials (CEO) and Local Workforce Development Boards (LWDB), to establish objective criteria and procedures to use when certifying its American Job Centers (20 CFR 678.800, 34 CFR 361.800, and 34 CFR 463.800). The intent is to develop minimum requirements for all front-line staff who serve customers, without creating requirements that are too restrictive.

POLICY GUIDANCE

A. OBJECTIVES OF THE CONTINUING EDUCATION PROGRAM

1. The release of Workforce Policy Number 092, Staff Training and Credentialing, requires CSC to refocus its efforts on the oversight of credentialing requirements and skill standards for staff and other Career Center personnel who provide direct services to customers.
2. ***CareerSource Florida's policy states that training should cover program-specific areas*** to ensure awareness of workforce system strategies and operations, improve efficiency and effectiveness, enhance customer service, and support the objectives of the continuing education requirement, which include:
 - a. Obtain information on current trends.
 - b. Acquire knowledge in specific content areas.
 - c. Master new skills and techniques.
 - d. Expand and upgrade current knowledge and skills.
 - e. Develop critical inquiry skills; and
 - f. Achieve a more balanced professional judgment.

B. STAFF SKILLS STANDARDS

1. Staff skills standards are a key component of Career Center credentialing. All frontline and local area staff providing direct customer service, including applicable temporary staff, work studies, and volunteers, must successfully complete the **Florida Workforce**

Staff Training and Credentialing Standards

September 21, 2026

Professional Tier I Certificate and assigned **FL WINS Cross Training** within 60 days of hire, unless an approved equivalent Tier I training alternative has been authorized by CareerSource Florida and FloridaCommerce.

2. To support compliance with workforce policy and strengthen service quality, several CSC standards have been identified to ensure that Career Center certification requirements are met and that processes for continuous improvement are in place. The new standards include the following:

- a. Ensure reasonable accommodation is offered to staff members/test takers with learning disabilities and/or other disabilities.
- b. Ensure newly hired frontline and local area staff providing direct customer service attain the Florida Workforce Professional Tier I Certificate and complete required FL WINS Cross Training within 60 days of hire.
- c. Ensure the staff member/test taker makes timely progress toward completion of Tier I and FL WINS requirements, so both are completed within the 60-day deadline.

Note: The Administrative Specialist and Chief Operating Officer (COO) must monitor progress frequently during the first 60 days and intervene promptly when a staff member is at risk of missing the required deadline.

- d. After completing the minimum credentialing requirements (Tier I or an approved equivalent and FL WINS Cross Training), covered staff must complete no less than 15 CEUs annually to maintain ongoing professional development as a **Florida Certified Workforce Professional (FCWP)**.
- e. All training must be documented for each staff member before updating the training record.
- f. Documentation must be maintained and available for review upon request.
- g. ***At least 50% of the required Continuing Education Units (CEU) must come from program-specific training;*** and
- h. **One-clock hour of training or one academic credit hour equals one CEU hour.**

3. College Courses:

- a. College courses related to one of the focus areas identified in this policy may be eligible to satisfy Tier I CEU requirements. To request Tier I CEU credit for a college course, the individual must submit an email or letter, along with supporting documentation, through the Administrative Specialist, tabetha.basford@careersourcechipola.com. The request must include the course name and a course description of the class submitted for consideration.

Staff Training and Credentialing Standards

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- b. CEU credit will begin accruing on the date the course is approved. Retroactive credit for training completed during the current Tier I certification year may be considered by the Executive Director or designee if valid supporting documentation is submitted.
4. The required 15 CEUs must be related to at least one of the Continuing Education Focus Areas identified in CareerSource Florida Administrative Policy O92 and this local policy.
5. Only educational or training components of a meeting, conference, or event may be counted toward the 15 CEU requirement.
6. In addition to the above requirements, the CSC Administrative Specialist shall prepare a staff training report or summary as part of each quarterly monitoring cycle. The report shall be made available to the Center Manager and Chief Operating Officer for review and verification of its accuracy.
7. CSC will track continuing education by Program Year (July 1 through June 30) for internal monitoring. Covered staff must complete at least 15 CEUs annually following completion of the minimum credentialing requirements.
8. Rehired staff who previously attained Tier I must document the certification and complete 15 CEUs within the calendar year of their new hire date, consistent with Workforce Policy O92, if applicable.
9. Failure to complete required Tier I, FL WINS Cross Training, or annual CEUs by established deadlines will be addressed by management through an immediate corrective training plan and may result in removal from direct customer-service duties until required credentialing/training is completed, consistent with applicable personnel procedures.

C. MINIMUM SKILLS STANDARDS FOR FRONT-LINE STAFF

1. **The following minimum skills standards are required for all front-line staff:**
 - a. Customer service competency/training – Within the first 60 days of hire as part of Tier I, FL WINS, or other approved training.
 - b. Communication competency/training – Within the first 60 days of hire as part of Tier I, FL WINS, or other approved training.
 - c. Career center technology, case management systems, online resources, and job-related software training – initiated within the first 60 days and continued as job duties require.
 - d. Florida Workforce Professional Tier I Certificate and assigned FL WINS Cross Training – Within 60 days of hire.

Staff Training and Credentialing Standards

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- e. Covered staff training must also address, as applicable to the employee's role: labor exchange services; Eligible Training Providers List (ETPL) and Florida work-based learning opportunities; the Master Credentials List (MCL); WIOA state and local plans; business outreach; veterans priority of service; labor market information; state workforce policies and technical assistance; performance indicators; accessibility and assistive technology; safety/security/COOP/cyberattack protocols; and ethics/conflict of interest.

Note: Specific-program training should be ongoing throughout the Program Year (July 1 - June 30) and includes quarterly program training.

D. CONTINUING EDUCATION FOCUS AREAS

1. The **Continuing Education Focus Areas** are used to determine whether a training activity, class, or course qualifies for credit toward the 15 required Continuing Education Units. Relevancy is determined based on the relationship of the program to the Continuing Education Focus Areas listed below, which include, but are not limited to, the following:
 - a. History and Structure of the Workforce Development.
 - b. **Program-specific** Career Development.
 - c. Labor Market Information (LMI).
 - d. Case Management.
 - e. Accessibility.
 - f. Diversity.
 - g. Customer Service Training.
 - h. Program Management.
 - i. Communications Skills Training.
 - j. Technology.
 - k. Collaboration and Problem Solving.
 - l. Business Services or Employer Services.
 - m. Interpersonal Relations.
 - n. **Program-Specific** Software Training.

Staff Training and Credentialing Standards

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- o. Basic Computer Software Skills verification or training.
- p. **Program-specific** Training (Wagner-Peyser, Welfare Transition, Supplemental Nutrition Assistance Program, Workforce Innovation and Opportunity Act, including partner programs, etc.).
- q. Any items listed on the CSC Employee Initial Training Checklist.
- r. Professional Responsibilities; and
- s. Economic Development.

2. Determining Relevancy

- a. A training qualifies for CEU credit when it meets **all** of the following criteria:
 - (1) **Direct alignment** with at least one focus area.
 - (2) **Clear learning objectives** that support professional duties.
 - (3) **Structured instruction** (classroom, virtual, workshop, seminar, conference session, academic course, local training sessions).
 - (4) **Verifiable attendance** or completion; and
 - (5) **Documented duration** (clock hours or academic credit hours).
- b. Activities **not** eligible for CEUs typically include:
 - (1) General staff meetings.
 - (2) Social events.
 - (3) Non-instructional conference time.
 - (4) Training unrelated to job duties or focus area; and
 - (5) A vendor product demonstration without instructional content.

E. STAFF MEMBERS' RESPONSIBILITIES

1. The CSC Administrative Specialist and COO must:

- a. Ensure all staff members/test takers are aware that reasonable accommodation is available.
- b. Ensure newly hired frontline staff providing direct customer service complete Tier I and assigned FL WINS Cross Training within 60 days of hire.
- c. Monitor progress toward Tier I and FL WINS completion during the first 60 days and develop an immediate corrective training plan when progress indicates the deadline may not be met.

Staff Training and Credentialing Standards

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- d. Ensure covered staff complete no less than 15 CEUs annually effective from the date they complete Tier I certification.
- e. Ensure rehired staff with prior Tier I certification complete 15 CEUs within the calendar year of rehire.

Note: When reviewing the Staff Training Report, remember that the hours in the report are tracked by Program Year (July 1 – June 30).

- f. Ensure all training for each staff member/test taker is documented before submitting the results to the CSC Administrative Specialist; and
- g. Ensure training documentation for each staff member/test taker is maintained and available for review upon request.

2. The staff member should take responsibility for:

- a. Completing Tier I and assigned FL WINS Cross Training within 60 days of hire.
- b. Completing 15 hours of continuing education units during each Program Year; and
- c. Making timely progress toward completion of Tier I and FL WINS requirements and promptly notifying the supervisor of barriers to completion.

Note: Progress must be sufficient to meet the 60-day State credentialing deadline.

3. The CSC Administrative Specialist will:

- a. Ensure staff are enrolled/registered for Tier I and assigned FL WINS Cross Training and monitor completion against the 60-day deadline.
- b. Ensure training documentation is entered into the data system at least quarterly.
- c. Ensure reasonable accommodation is afforded for the staff/test taker as needed.
- d. Ensure the staff/test taker is provided with a quiet location to complete the Tier I Certificate exam.
- e. Obtain documentation to prove the training was completed.
- f. Ensure training documentation is received before updating the training data system; and

Staff Training and Credentialing Standards

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- g. Produce the Staff Training Report during the quarterly program monitoring cycle and make available to the Center Manager and Chief Operating Officer to review and validate its accuracy.

Note: When reviewing the Staff Training Report, remember that the hours in the report are tracked by Program Year (July 1-June 30).

F. TIER II TRAINING

Tier II is optional, on-demand training that provides detailed information about workforce program services. Staff may self-enroll in topics relevant to their role. Tier II modules qualify for CEUs. Tier II does not have a comprehensive exam required for passing. CSC does not require Tier II training

G. SPECIALIZED TRAINING

1. **Specialized training** means any **program-specific** training required to perform duties associated with a particular workforce program, funding source, target population, or specialized service area. Two examples of specialized training are:
 - a. Completing the Employee Initial Training Checklist (EITC); and
 - b. Ongoing completion of at least 50% of the required 15 annual CEUs through program-specific training within the Continuing Education Focus Areas.
2. Employees eligible for advancement within specialized workforce development roles must complete applicable specialized training as a prerequisite for promotion. Specialized areas may include Welfare Transition, JVSG, WIOA, special grants, business services, veteran services, SNAP, etc. serving individuals receiving public benefits, and frontline services. Program Managers/Coordinators will maintain documentation of completion.
3. For the purposes of the **Specialized training** provision, all frontline staff are considered to work in a specialized workforce development role.

H. BUSINESS SERVICES SPECIALIZED TRAINING

1. In addition to Tier I and FL WINS Cross Training, new and incumbent business services employees must receive specialized training addressing the following:
 - a. Employer engagement and workforce planning.
 - b. Communication and outreach coordination with chambers and economic development organizations.
 - c. Labor market and workforce information.

Staff Training and Credentialing Standards

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- d. Business intelligence technology.
- e. Talent pipeline development and candidate identification, screening and referral.
- f. OJT, IWT, Quick Response Training, customized training, registered apprenticeship/pre-apprenticeship and work-based learning.
- g. Layoff aversion and Rapid Response.
- h. Incentives and resources including veteran-focused incentives; and
- i. Customized services such as:
 - (1) HR consultation.
 - (2) Compliance assistance.
 - (3) Retention strategies, and
 - (4) Customized labor market analysis.

I. ADVANCED TRAINING RECOGNITION

1. The Administrative Specialist, Center Manager and Chief Operating Officer will be responsible for managing the Advanced Training Recognition Program.
2. CSC may recognize advanced professional development within a board-designated specialization based on documented CEUs:
 - b. Bronze - 30 CEUs;
 - c. Silver - 60 CEUs;
 - d. Gold - 75 CEUs; and
 - e. Platinum - 100 CEUs.
3. The Chief Operating Officer will be responsible for determining the appropriate recognition for the Advanced Training Recognition Program.
4. The Administrative Specialist will verify qualifying CEUs and documentation before recognition is assigned. CEUs used for recognition must meet the approved focus areas and documentation requirements in this local policy.

J. ANNUAL REVIEW AND STATE ALIGNMENT

Staff Training and Credentialing Standards

September 21, 2026

1. This local policy will be evaluated and updated as needed at least annually using staff feedback, performance data, monitoring results, changes in workforce needs, and new state policy/technical assistance.
2. All CSC staff training must align with applicable CareerSource Florida and FloridaCommerce policies, technical assistance, and Workforce Policy O124, Statewide Standardization of Tools and Services.

K. DOCUMENTATION

1. The Staff Training Report should be forwarded to the Center Manager and Chief Operating Officer within a timeframe that will allow the review process to be completed before the end of the monitoring cycle (i.e. September 30, December 31, March 31, and June 30). An extension to the due date, if warranted, may be coordinated with the Administrative Specialist.
2. For training or credentialing to be accepted as completed, documentation must be tracked and stored consistently. At a minimum, the following must accompany the notice of training completion:
 - a. Details of training or agenda.
 - b. Amount of time for the training.
 - c. Date of the training; and
 - d. Certificate, transcript, FL WINS completion record, attendance record, or other evidence of successful completion, when applicable.
3. The initial staff training will be documented on the Employee Initial Training Checklist (EITC).
4. Advanced and CEUs will be documented in the training management system maintained by the Administrative Specialist.

L. CONFIDENTIALITY

All data collected as a result of this local policy is for official use only and should only be used in conducting official business. Refer to Board Policy 6-2025-04-2 for more information on the CareerSource Board's confidentiality policy. Privacy of participant's identification is essential.

M. SUGGESTIONS FOR CHANGES OR WAIVERS

1. Submit request for changes or waivers to this policy to CareerSource Chipola, 4636 Hwy. 90, Suite E, Marianna, Florida 32446, ATTN: Executive Director or Chief Operating

Staff Training and Credentialing Standards**September 21, 2026**

Officer. Request may also be e-mailed to richard.williams@careersourcechipola or debby.wood@careersourcechipola.com.

- a. Request for changes must include the suggested change and an explanation of how the change will improve the process.
- b. Requests for **waivers** must include names, effective dates, case notes relating to the waiver, any dollar amounts, and any other documentation to support the request.

N. ACTION REQUIRED

1. CareerSource Chipola center and local area staff are required to implement this policy upon receipt.
2. ***All frontline staff and local area staff who have not completed the FL WINS Cross Training must complete the training no later than October 30, 2026.***

O. TRAINING HOURS FOR SELF-STUDY AND FACILITATED DISCUSSION ACTIVITIES:

Document Pages	Clock Hours Without Discussion	Clock Hours with Discussion
0-5	:30	:45
6-10	:45	1:15
11-15	1:00	1:45
16-20	1:30	2:15
21-25	2:00	2:45
26-30	2:30	3:15
31-35	3:30	4:0
36-40	4:0	4:30

Local Board Performance



CareerSource Escarosa Program Year 2025, Quarter 3

Letter grades are assigned to local workforce development boards on an annual basis once the program year has ended and all program year data is finalized. The information displayed on this page is preliminary until all program data is complete and deemed final for the program year.

CareerSource Florida, in collaboration with the REACH Office and the Florida Department of Commerce, updates this website on a quarterly basis as the data is made available.

Metrics Data

The table below shows the preliminary data on a rolling four-quarter basis. Visit the [Methodology](#) page of this website for more information on each metric including numerator and denominator definitions. Visit the [Resources](#) page to view or download methodology desk reference documents, a metric cohort timeline spreadsheet and lists of the Employ Florida service codes included in the metrics.

Data as of: 3/30/2026

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met (%)	Weighted Performance (%)
1. Participants with Increased Earnings	Employment and Training Services, Self Sufficiency	0.25	1,005	2,567	39.15	-	50.00	78.30	19.5750
2. Reduction in Public Assistance	Employment and Training Services, Self Sufficiency	0.25	696	1,583	43.97	-	50.00	87.94	21.9850
3. Employment and Training Outcomes	Employment and Training Services	0.20	12	18	66.67	-	100.00	66.67	13.3340
4. Participants in Work Related Training	Training Services	0.10	604	3,464	17.44	-	25.00	69.76	6.9760
5. Continued Repeat Business	Business Services	0.05	931	3,317	28.07	-	35.00	80.20	4.0100
6. Year Over Year Business Penetration ¹	Business Services	0.05	-	-	-	-3.21	100.00	60.00	3.0000
PY 2024-2025 Business Penetration		-	1,513	10,733	14.10	-	-	-	-
PY 2025-2026 Business Penetration		-	1,815	10,884	16.89	-	-	-	-
7. Completion to Funding Ratio	Employment and Training Services	0.05	3.20	2.53	100.00	-	100.00	100.00	5.0000
Exitors: Local Board (N) / Statewide (D)		-	2,362	67,600	3.20	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$3,365,790	\$133,208,411	2.53	-	-	-	-
8. Serving Individuals on Public Assistance ²	Employment and Training Services, Self Sufficiency	0.05	1,916	3,819	50.17	-	-	-	3
TOTAL									76.88

Local Board Performance



CareerSource Okaloosa Walton Program Year 2025, Quarter 3

Letter grades are assigned to local workforce development boards on an annual basis once the program year has ended and all program year data is finalized. The information displayed on this page is preliminary until all program data is complete and deemed final for the program year.

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Metrics Data

The table below shows the preliminary data on a rolling four-quarter basis. Visit the [Methodology](#) page of this website for more information on each metric including numerator and denominator definitions. Visit the [Resources](#) page to view or download methodology desk reference documents, a metric cohort timeline spreadsheet and lists of the Employ Florida service codes included in the metrics.

Data as of: 3/30/2026

Metric	Metric Category	Weight	Numerator	Denominator	Rate (Q)	YOY Rate Difference	Target (Q)	Target Met (Q)	Weighted Performance (Q)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	514	1,120	45.89	-	50.00	91.78	22.9450
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	220	475	46.32	-	50.00	92.64	23.1600
3. Employment and Training Outcomes	Employment and Training Services	0.20	14	18	77.78	-	100.00	77.78	15.5560
4. Participants in Work Related Training	Training Services	0.10	279	1,396	19.99	-	25.00	79.96	7.9960
5. Continued Repeat Business	Business Services	0.05	2,303	4,370	52.70	-	35.00	100.00	5.0000
6. Year Over Year Business Penetration ¹	Business Services	0.05	-	-	-	15.38	100.00	100.00	5.0000
PY 2024-2025 Business Penetration		-	1,350	8,603	15.69	-	-	-	-
PY 2025-2026 Business Penetration		-	2,719	8,750	31.07	-	-	-	-
7. Completion to Funding Ratio	Employment and Training Services	0.05	133	141	94.33	-	100.00	94.33	4.7200
Exitors: Local Board (N) / Statewide (D)		-	898	67,600	1.33	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$1,872,941	\$133,208,411	1.41	-	-	-	-
8. Serving Individuals on Public Assistance ²	Employment and Training Services, Self-Sufficiency	0.05	536	1,439	37.25	-	-	-	0
TOTAL									84.37

Local Board Performance



CareerSource Chipola Program Year 2025, Quarter 3

Letter grades are assigned to local workforce development boards on an annual basis once the program year has ended and all program year data is finalized. The information displayed on this page is preliminary until all program data is complete and deemed final for the program year.

CareerSource Florida, in collaboration with the REACH Office and the Florida Department of Commerce, updates this website on a quarterly basis as the data is made available.

Metrics Data

The table below shows the preliminary data on a rolling four-quarter basis. Visit the [Methodology](#) page of this website for more information on each metric including numerator and denominator definitions. Visit the [Resources](#) page to view or download methodology desk reference documents, a metric cohort timeline spreadsheet and lists of the Employ Florida service codes included in the metrics.

Data as of 3/30/2026

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met (%)	Weighted Performance (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	245	519	47.21	-	50.00	94.42	23.6050
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	171	426	40.14	-	50.00	80.28	20.0700
3. Employment and Training Outcomes	Employment and Training Services	0.20	10	18	55.56	-	100.00	55.56	11.1120
4. Participants in Work Related Training	Training Services	0.10	226	776	29.12	-	25.00	100.00	10.0000
5. Continued Repeat Business	Business Services	0.05	269	860	31.28	-	35.00	89.37	4.4685
6. Year Over Year Business Penetration ¹	Business Services	0.05	-	-	-	-2.17	100.00	60.00	3.0000
PY 2024-2025 Business Penetration		-	430	3,751	13.65	-	-	-	-
PY 2025-2026 Business Penetration		-	366	3,189	11.48	-	-	-	-
7. Completion to Funding Ratio	Employment and Training Services	0.05	0.63	0.65	96.92	-	100.00	96.92	4.8500
Exitors: Local Board (N) / Statewide (D)		-	426	67,600	0.63	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$867,202	\$133,208,411	0.65	-	-	-	-
8. Serving Individuals on Public Assistance ²	Employment and Training Services, Self-Sufficiency	0.05	487	846	57.57	-	-	-	5
TOTAL									82.10

Local Board Performance



CareerSource Gulf Coast Program Year 2025, Quarter 3

Letter grades are assigned to local workforce development boards on an annual basis once the program year has ended and all program year data is finalized. The information displayed on this page is preliminary until all program data is complete and deemed final for the program year.

CareerSource Florida, in collaboration with the REACH Office and the Florida Department of Commerce, updates this website on a quarterly basis as the data is made available.

Metrics Data

The table below shows the preliminary data on a rolling four-quarter basis. Visit the [Methodology](#) page of this website for more information on each metric including numerator and denominator definitions. Visit the [Resources](#) page to view or download methodology desk reference documents, a metric cohort timeline spreadsheet and lists of the Employ Florida service codes included in the metrics.

Data as of: 3/30/2026

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met (%)	Weighted Performance (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	887	1,878	47.23	-	50.00	94.46	23.6150
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	308	909	43.78	-	50.00	87.56	21.8900
3. Employment and Training Outcomes	Employment and Training Services	0.20	11	18	61.11	-	100.00	61.11	12.2220
4. Participants in Work Related Training	Training Services	0.10	235	1,920	12.24	-	25.00	48.96	4.8960
5. Continued Repeat Business	Business Services	0.05	643	2,478	25.95	-	35.00	74.34	3.7070
6. Year Over Year Business Penetration ¹	Business Services	0.05	-	-	-	-0.78	100.00	70.00	3.5000
PY 2024-2025 Business Penetration		-	924	10,036	9.21	-	-	-	-
PY 2025-2026 Business Penetration		-	845	10,022	8.43	-	-	-	-
7. Completion to Funding Ratio	Employment and Training Services	0.05	2.03	1.06	100.00	-	100.00	100.00	5.0000
Exitors: Local Board (N) / Statewide (D)		-	1,375	67,600	2.03	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$1,417,128	\$133,208,411	1.06	-	-	-	-
8. Serving Individuals on Public Assistance ²	Employment and Training Services, Self-Sufficiency	0.05	848	2,048	41.41	-	-	-	0
TOTAL									74.83

Local Board Performance



CareerSource Capital Region Program Year 2025, Quarter 3

Letter grades are assigned to local workforce development boards on an annual basis once the program year has ended and all program year data is finalized. The information displayed on this page is preliminary until all program data is complete and deemed final for the program year.

CareerSource Florida, in collaboration with the REACH Office and the Florida Department of Commerce, updates this website on a quarterly basis as the data is made available.

Metrics Data

The table below shows the preliminary data on a rolling four-quarter basis. Visit the [Methodology](#) page of this website for more information on each metric including numerator and denominator definitions. Visit the [Resources](#) page to view or download methodology desk reference documents, a metric cohort timeline spreadsheet and lists of the Employ Florida service codes included in the metrics.

Data as of: 3/30/2026

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met (%)	Weighted Performance (%)
1. Participants with Increased Earnings	Employment and Training Services, Self Sufficiency	0.25	1,100	2,506	43.89	-	50.00	87.78	21.9450
2. Reduction in Public Assistance	Employment and Training Services, Self Sufficiency	0.25	609	1,516	40.17	-	50.00	80.34	20.0850
3. Employment and Training Outcomes	Employment and Training Services	0.20	14	18	77.78	-	100.00	77.78	15.5560
4. Participants in Work Related Training	Training Services	0.10	295	3,304	8.93	-	25.00	35.72	3.5720
5. Continued Repeat Business	Business Services	0.05	474	1,741	27.23	-	35.00	77.80	3.8900
6. Year Over Year Business Penetration ¹	Business Services	0.05	-	-	-	-1.49	100.00	70.00	3.5000
PY 2024-2025 Business Penetration		-	789	9,173	8.60	-	-	-	-
PY 2025-2026 Business Penetration		-	677	9,524	7.11	-	-	-	-
7. Completion to Funding Ratio	Employment and Training Services	0.05	3.50	2.83	100.00	-	100.00	100.00	5.0000
Exitors: Local Board (N) / Statewide (D)		-	2,369	67,600	3.50	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$3,775,680	\$183,208,411	2.83	-	-	-	-
8. Serving Individuals on Public Assistance ²	Employment and Training Services, Self Sufficiency	0.05	1,781	3,540	50.31	-	-	-	3
TOTAL									76.55



Agreement for Rapid Registration Services
By and between CareerSource Palm Beach County
And
CareerSource Gulf Coast

Section 1. Parties

This Agreement for Rapid Registration Services ("Agreement") is entered into by and between CareerSource Palm Beach County, Inc., a Florida nonprofit corporation and Local Workforce Development Board with a principal place of business at 3400 Belvedere Road, West Palm Beach, Florida 33406 ("CSPBC" or "Provider"), and CareerSource Gulf Coast, a Florida workforce development board with a principal place of business at 5230 West US Hwy 98, Panama City, FL 32401 ("Client"). CSPBC and Client may be referred to individually as a "Party" and collectively as the "Parties."

Section 2. Purpose

The purpose of this Agreement is to establish the terms under which CSPBC will provide Client with access to hosted Rapid Registration technology and associated system-integration services to facilitate intake at workforce events and service sites and to transmit participant information into Employ Florida in a secure and compliant manner.

Section 3. Participating Workforce Development Boards

This Agreement is entered into by CSPBC and the Client identified above on behalf of the Regional Planning Area. The local workforce development boards listed in this Section (collectively, the "Participating LWDBs") shall be granted access to Rapid Registration services under this Agreement but are not parties to this Agreement and shall not be deemed "Client" for purposes of payment, indemnification, or enforcement.

The Participating LWDBs shall comply with the operational, confidentiality, and data-security requirements of this Agreement as a condition of receiving access to the Services. Client shall be responsible for ensuring that Participating LWDBs adhere to such requirements and shall serve as the sole point of contact with CSPBC for contractual matters.

The Participating LWDBs covered by this Agreement are:

- CareerSource Escarosa
- CareerSource Okaloosa Walton
- CareerSource Chipola
- CareerSource Capital Region
- CareerSource Gulf Coast

Section 4. Scope of Services

Under this Agreement, CSPBC shall provide cloud-hosted registration tools, application-programming-interface ("API") connectivity to Employ Florida, technical configuration, and operational support services.

A. Hosting Environment

CSPBC shall host the Rapid Registration platform, including web-based forms and supporting applications, within CSPBC's secure cloud infrastructure. CSPBC shall be responsible for maintaining system availability, applying patches and updates, managing authentication controls, and implementing reasonable technical safeguards to protect data processed through the platform. The Provider shall supply and maintain server-based hosting services (the "Services") for the Client. These Services shall include, but are not limited to, the following:

- i. **Application Provisioning and Maintenance:** The Provider shall provision, host, operate, and maintain the Client's JotForm environment, ensuring the system remains functional, secure, and accessible in accordance with this Agreement.
- ii. **Uptime and Performance Standards:** The Provider shall ensure that all registration forms and associated JotForm components maintain the uptime, responsiveness, and performance levels specified within this Agreement.
- iii. **Branding and Configuration:** The Provider shall configure the JotForm environment to align with the Client's branding requirements, including the incorporation of Client logos, color schemes, and other brand-specific design elements.
- iv. **Database Services:** Where applicable, the Provider shall install, configure, manage, and maintain all required SQL or MySQL databases necessary for the proper functionality of the hosted applications and forms.

B. Data Access

Provider shall implement, host, and maintain a secure management site that enables the Client to access, review, and monitor all entries submitted through the registration form. This interface shall also provide visibility into any transmission errors or data discrepancies occurring during communication with Employ Florida via API, thereby enabling the Client to identify, analyze, and address such issues efficiently.

C. API Integration With Employ Florida

CSPBC shall operate and maintain API connections that transmit registration data into Employ Florida. CSPBC shall monitor transmission logs, error reporting, and interface stability and shall provide Client access to a management portal for reviewing submitted records and identifying failed transmissions.

D. Training and Support

CSPBC shall provide onboarding for Client staff, including training on form usage, data-review tools, and troubleshooting procedures. CSPBC shall also provide technical

documentation and operate a support function to respond to system issues, enhancement requests, and service interruptions.

Section 5. Term and Renewal

This Agreement shall commence on the Effective Date and remain in effect for an initial term of twelve (12) months unless earlier terminated in accordance with this Agreement. Following the initial term, the Agreement shall automatically renew for successive one-year periods unless either Party provides written notice of non-renewal at least sixty (60) days prior to the expiration of the then-current term.

Section 6. Fees and Payment

This section governs the compensation owed to CSPBC for Rapid Registration services provided to a Regional Planning Area ("RPA") and clarifies financial responsibility among the participating workforce boards.

Client shall be solely responsible for payment to CSPBC for all Services provided under this Agreement, including any Services delivered to additional local workforce development boards within the RPA. CSPBC shall invoice only the Client identified in the preamble of this Agreement, and Client shall remain fully liable for all amounts due regardless of whether Client has successfully collected reimbursement or contributions from other participating local areas.

The Parties acknowledge that this Agreement contemplates access to Rapid Registration services for multiple local workforce development boards within the RPA. Any cost-sharing or internal allocation of fees among those local areas shall be arranged directly by Client and shall not affect CSPBC's right to receive full and timely payment under this Agreement.

For the RPA covered by this Agreement, the following discounted pricing shall apply:

- A one-time regional setup fee of three thousand five hundred dollars (\$3,500) shall be assessed. This fee includes development of up to five (5) distinct short registration forms, configuration of branding elements for each participating local area, and API configuration required to transmit data into Employ Florida for the RPA.
- An annual hosting and maintenance fee of one thousand eight hundred dollars (\$1,800) shall apply for continued operation of the Rapid Registration platform for all participating local areas within the RPA, including cloud-infrastructure costs, cybersecurity controls, technical support, monitoring tools, and routine system enhancements.
- Total first-year costs under this Agreement shall equal five thousand three hundred dollars (\$5,300), consisting of the one-time setup fee plus the first annual hosting and maintenance charge. Renewal-year costs shall equal one thousand eight hundred dollars (\$1,800) annually thereafter, unless modified by written amendment executed by the Parties.

CSPBC shall invoice Client annually in advance unless otherwise agreed in writing. Client shall pay all undisputed invoices within thirty (30) days of receipt. Any disputed charges must be raised in writing within ten (10) days of receipt of the invoice.

Page 3 of 7

Mandatory Partner/CSPBC Agreement

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TTD equipment via the Florida Relay Service at 711

The Parties agree that fees assessed under this Agreement reflect CSPBC's reasonable, allocable, and allowable costs of providing the Services. CSPBC shall apply revenues received pursuant to this Agreement in accordance with applicable federal and state grant requirements and uniform cost principles and shall not retain such revenues as unrestricted profit. Any surplus revenues shall be applied to workforce program purposes or used to offset future allowable system costs, consistent with approved cost-allocation methodologies.

Section 7. Service Levels

This section defines CSPBC's operational commitments for system availability, maintenance, and support.

CSPBC shall use commercially reasonable efforts to maintain 99.9 percent uptime during defined business hours, excluding scheduled maintenance and force-majeure events. Business hours shall be Monday through Friday, 8:00 a.m. to 6:00 p.m. local time for Client.

CSPBC may perform routine maintenance outside business hours and shall provide forty-eight (48) hours' notice when maintenance must occur during business hours except in emergencies. Data shall be refreshed in fifteen-minute intervals where technically feasible.

Client shall report incidents through CSPBC's designated support channels. CSPBC shall acknowledge support requests within four (4) hours and shall pursue resolution within three (3) business days, escalating complex issues as needed.

CSPBC represents that it will allocate sufficient staff and technical resources to meet its obligations and will submit a remediation plan within five (5) business days if Client reasonably determines performance has been impacted by CSPBC's other projects.

Section 8. Data Governance and Security

The Parties acknowledge that Rapid Registration processes sensitive workforce information subject to federal and state confidentiality requirements. Each Party shall comply with the Workforce Innovation and Opportunity Act, Florida public-records law, and applicable cybersecurity standards.

Client retains ownership of its operational data. CSPBC retains ownership of platform architecture, configuration scripts, and integration logic developed under this Agreement, subject to Client's limited license for workforce-program purposes.

CSPBC shall notify Client within seventy-two (72) hours of any confirmed security incident that materially affects Client data and shall cooperate in required remediation and regulatory reporting.

Section 9. Public Records

Each Party acknowledges that it is subject to Chapter 119, Florida Statutes, and agrees to cooperate with the other in responding to public-records requests relating to this Agreement, to

the extent required by law. Nothing in this Agreement shall be construed to require the release of information that is exempt or confidential under applicable statutes.

Section 10. Audit and Monitoring

Client, FloridaCommerce, and authorized governmental oversight entities may review CSPBC's records, controls, and performance under this Agreement upon reasonable notice for monitoring and compliance purposes.

Section 11. Independent Contractors

The Parties are independent entities, and nothing contained in this Agreement shall be construed to create a partnership, joint venture, or agency relationship between them.

Section 12. Termination

Either Party may terminate this Agreement for convenience upon sixty (60) days' written notice. Either Party may terminate the Agreement for material breach if such breach is not cured within thirty (30) days after written notice specifying the nature of the default.

To the extent that confidential information needs to be shared amongst the Parties for the Parties' performance of their obligations under this Agreement, and to the extent that such sharing is permitted by applicable law, any required data sharing agreements will be created and required confidentiality, and ethical certifications will be signed by authorized individuals.

Section 13. Limitation of Liability

To the extent permitted by law, neither Party shall be liable for indirect, incidental, or consequential damages arising from this Agreement. Aggregate liability for claims under this Agreement shall not exceed the total amounts paid by Client to CSPBC during the twelve (12) months preceding the event giving rise to the claim, except for damages resulting from breaches of confidentiality or data-security obligations.

Section 14. Governing Law and Venue

This Agreement shall be governed by and construed in accordance with the laws of the State of Florida. Venue for any action arising under this Agreement shall lie in Palm Beach County, Florida.

Section 15. Amendment

This Agreement may be amended only by a written instrument executed by authorized representatives of both Parties.

Section 16. Entire Agreement

This Agreement constitutes the entire understanding between the Parties regarding the subject matter herein and supersedes all prior negotiations or agreements relating to workforce data analytics services.

Section 17. Signatures

IN WITNESS WHEREOF, Partner and CareerSource Palm Beach County have caused this Agreement to be duly executed as of the date set forth below.

Approved by Provider:

CareerSource Palm Beach County

Name: Julia Dattolo

Signature: [Handwritten Signature]

Title: CEO

Date: 2/26/26

Approved by Client:

CareerSource Gulf Coast

Name: Kimberly L. Badine

Signature: [Handwritten Signature]

Title: Executive Director

Date: 2/26/26

EXHIBIT A – PRICING SCHEDULE

The pricing set forth herein applies to the Regional Planning Area ("RPA") covered by this Agreement and is not based on the number of individual users. Fees are structured to reflect CSPBC's reasonable, allocable, and allowable costs of providing Rapid Registration services on a cost-recovery basis.

A one-time regional setup fee of three thousand five hundred dollars (\$3,500) shall be assessed to cover development of up to five (5) distinct short registration forms, branding configuration for participating local areas, API configuration to Employ Florida, system testing, and onboarding activities across the RPA. An annual hosting and maintenance fee of one thousand eight hundred dollars (\$1,800) shall apply for continued operation of the Rapid Registration platform, including cloud-infrastructure costs, cybersecurity controls, technical support, error-monitoring tools, data-transmission oversight, and routine platform updates.

Total Year One costs under this Agreement shall equal five thousand three hundred dollars (\$5,300), consisting of the one-time setup fee plus the first annual hosting and maintenance charge. Renewal-year costs shall equal one thousand eight hundred dollars (\$1,800) annually thereafter, unless adjusted in accordance with the escalation provisions below.

Annual fees may be increased upon renewal only by written amendment and shall not exceed the percentage increase in the Consumer Price Index for All Urban Consumers (CPI-U), U.S. City Average, for the most recently published twelve-month period, unless otherwise agreed by the Parties in writing.

Any material customization, development of additional registration forms, onboarding of additional local areas, or services outside the Scope of Services shall require prior written approval by the Client and a mutually executed amendment to this Agreement identifying the associated fees and cost-recovery basis.

All fees assessed under this Exhibit are intended solely for cost recovery and shall be reinvested in workforce-program operations and technology infrastructure in accordance with applicable federal and state grant requirements, uniform administrative rules, and approved cost-allocation methodologies.

REGIONAL STAFF SHARING SERVICES AGREEMENT

This Regional Staff Sharing Services Agreement executed by both Local Workforce Boards indicated below who are both members of the Northwest Florida Workforce Collective Planning Area, by and between CareerSource Chipola (hereinafter "CSC") having a business address of, and CareerSource Gulf Coast, (hereinafter "CSGC") having a business address of 5230 West US Hwy 98, Panama City, FL. 32401. The effective date of this agreement is: August 1, 2025.

SECTION 1: TO BE PERFORMED.

In consideration of the fee set forth in Section 3, CSGC agrees to perform the following services via a shared staff position of Regional Program Manager between CSGC and CSC. This position will:

- i. Provide leadership, direction, and supervision to WIOA staff across both CareerSource Gulf Coast and CareerSource Chipola. Position will oversee service delivery for WIOA formula funds and special grants.
- ii. Ensure program operations comply with WIOA regulations, state guidance, and local workforce board policies.
- iii. Collaborate with leadership from both LWDBs to develop and implement regional workforce strategies, goals, and performance benchmarks.
- iv. Monitor and track program performance outcomes and prepare regular reports for board leadership.
- v. Develop staff capacity through training, coaching, and performance evaluations.
- vi. Oversee case management, eligibility, self or peer monitoring activities, and service delivery processes to ensure consistent quality and customer satisfaction.
- vii. Serve as the point of contact for regional coordination of WIOA programming, including best practice sharing and alignment of services.
- viii. Work with community partners, training providers, and employers to strengthen workforce development initiatives and recruit participants.
- ix. Support fiscal accountability by monitoring expenditures and ensuring proper documentation of program activities.
- x. Represent both LWDBs in regional and state-level workforce development meetings as needed.
- xi. Supervise and ensure that program staff meet programmatic accountability deadlines for MSGs, credentials, employment follow-up verifications, case closure reports, monitoring corrective action, and other relevant reports.

SECTION 2: CSGC RESPONSIBILITIES AND DUTIES.

CSGC, shall be responsible for all the following:

- i. Providing time sheets (PARS) for the hours spent on the above duties as well as invoices for time, travel and any other related expenses along with supporting documentation
- ii. Providing a monthly overview of program activities, goals and accomplishments to the Executive Director of CSC

- iii. All records of invoices, payments and supporting documentation of such will be retained for a period of not less than five years by CSGC
- iv. Accept financial responsibility for any costs disallowed as a result of the failure to comply with (iii), above, including any costs incurred by CSGC in defense of in contesting repayment claims.

SECTION 3: FEES. CSC shall reimburse CSGC for staff salaries and benefits associated with the provision of services pursuant to this agreement, for all direct charges associated with the above, including but not limited to charges for mileage, travel expense, supplies, consumables, and, if required, a proportional share of CSGC's indirect expenses. CSGC shall report its costs as part of the invoices mentioned in Section 1 and deduct those costs from CSC funds.

This contract shall not exceed \$23,000 annually, however, the amount may be examined by both Boards annually to determine if upon annual renewal, the amount should change. These fees shall be reviewed periodically and revised as necessary, with the agreement of both parties.

SECTION 4: TERM.

This Agreement shall commence upon the effective date (August 15, 2025) and end at midnight on June 30, 2026. Either party may cancel this Agreement upon thirty (30) days-notice. The terms of this agreement may be extended for three additional years (for a total of four) by a simple letter requesting such by CSC and accepted by CSGC. This contract is renewable through June 30, 2028.

SECTION 5: INDEPENDENT CONTRACTOR STATUS.

The relationship of CSGC to CSC is that of independent contractor. Nothing in this agreement shall be construed as constituting a partnership, joint venture or agency between CSGC and CSC.

SECTION 6: INDEMNITY.

CSC agrees to release, indemnify, defend and hold harmless from and against any and all losses, claims, liens, demands or causes of action of every kind and character, including the amount of disallowed costs, fines, judgments, penalties, interest, court costs, attorneys fees and other costs of every type and kind incurred by CSGC in defense of the same, arising in favor of any party which results from CSGC's compliance or execution of any instruction, order, request or demand of CSC.

CSGC agrees to release, indemnify, defend and hold harmless from and against any and all losses, claims, liens, demands or causes of action of every kind and character, including the amount of disallowed costs, fines, judgments, penalties, interest, court costs, attorneys fees and other costs of every type and kind incurred by CSC in defense of the same, arising in favor of any party resulting from acts of CSGC which (1) fail to comply with orders, requests or demands of NFWDB (2) are outside the scope of CSGC's authority under this Agreement (3) constitute negligent or reckless conduct on the part of CSGC

SECTION 7: MISCELLANEOUS.

- (i) No Assignment. This Agreement may not be assigned by either party without the prior written consent of the other party, which, because of the nature of the parties' respective obligations under this agreement, may be declined by such party for any reason or for no reason whatsoever.

- (ii) Notices. Any notice or other communication required or permitted to be given under this Agreement must be in writing and will be deemed effective when delivered in person or sent by facsimile, cable, telegram or telex, or by overnight courier or registered or certified mail, postage prepaid, return receipt requested, to the addresses set forth above.
- (iii) Amendment. This Agreement may be amended, and the observance of any term may be waived (either prospectively or retroactively and either generally or in a particular instance) only by written amendment signed by authorized representatives of the parties to the agreement.
- (iv) Choice of Law. This Agreement will be governed by and construed in accordance with the laws of the State of Florida without regard to doctrines of conflicts of laws.
- (v) Entire Agreement. This Agreement constitutes the entire agreement between the parties and supersedes any and all prior or written understandings and agreements between the parties regarding the subject matter addressed in this Agreement.

IN WITNESS, the parties have caused this Regional Staff Sharing Services Agreement to be duly executed and delivered, effective as of the date specified in the first paragraph of this agreement.

CareerSource Gulf Coast


Kim Bodine, Executive Director

Date

8/4/25

CareerSource Chipola


Richard Williams, Executive Director

Date

8/4/25

Witness:



Witness:

