

Request for Extension to Provide Direct Services

- 1) A review of how the provision of direct services during the prior period fit the business model that the local workforce development board (LWDB) proposed in its original request, and any proposed changes in the business model or the particular workforce services the LWDB intends to provide during the extension period.

The Provision of Direct Services during the past three years has continued to be a good fit with CareerSource Gulf Coast's business model as proposed in our original request. Our business model provides staff in each of our three counties, with Career Managers for Occupational skills training on site at major training providers. Our business model is to have staff located in each of our regions for at least several days per week. We employ staff from the areas they are serving, which helps us stay aware of important workforce-related issues, such as lay-offs, training, or recruitment needs happening within the community. Recently, we closed our one comprehensive One Stop Career Center in our largest county (Bay) and located two new smaller comprehensive centers on the campuses of Gulf Coast State College and Tom P. Haney Technical College both in Bay County. Our staff are cross trained to be able to serve clients from multiple programs. This change in our business model helped us absorb the consistent cuts in funding that we have experienced over the past three years and strengthen our partnerships with our training partners.

- 2) The effective Date for when the extension would begin: **July 1, 2026**
- 3) The period of time, not to exceed three years for when the extension would be in effect: **The extension is requested to be in effect from July 1, 2026-June 30, 2029.**
- 4) A review of the LWDB's stated reasons in its previous request why the LWDB has decided to directly provide the workforce services, and an explanation of how it is still in the best interest of the LWDB's customers that the LWDB continue to provide these services.

The region's two primary reasons for requesting permission for the extension to continue to deliver direct services are expediency and cost savings. The speed with which we can gather and train our employees on new policies, program changes and grants and continues to be a reason that direct service provision is working well for CSGC. We are a lean organization, and in order to keep our staff up to date on ways to improve productivity with efficient processes we must be able to move quickly.

CSGC has been able to respond quickly to changes in local conditions in order to implement programs expediently. As employment experts with long-standing partnerships in our community, our ability to hire and train needed staff quickly has been good. We also know which key seasoned staff to direct to implement programs effectively with haste. Changes in program direction are enacted quickly since the program and strategies for implementation are created by our own staff, thus the distance between decision and implementation is shorter.

GCWB staff have learned that speed is essential when addressing the impact on the labor force in the aftermath of a disaster, whether that is a business closure or a natural disaster.

Following Hurricane Michael in 2018 which destroyed Northern Bay County the GCWB administrative offices and comprehensive job center were badly damaged, and much of the county was without power for 3 weeks. With the assistance of DEO, CareerSource Florida, and our fellow regions we were able to begin delivering services within 10 days of landfall following this category 5 hurricane. Staff were accepting applications for Disaster Unemployment Assistance before cell services by the area's largest carrier were even restored. Not having to negotiate layers of service provider authority allowed our organization to marshal resources quickly and deploy staff across the 3-county region.

Funding saved by providing direct services is also incredibly important, especially now in light of reduced federal funding. Most of our savings are recognized by reduced staffing (aside from our recent move to new locations). By removing managers that once oversaw contracted services, and cross training staff for multiple programs, we have been able to reduce our costs from the very first month that we were allowed to provide direct services.

- 5) A review of the effectiveness of the firewall established by the LWDB to clearly separate existing roles as the oversight body for the region's workforce delivery system and its role as the operational services directly provided by the LWDB, and an explanation of changes to be made to the firewall.

The firewall described when CSGC first began delivering direct services remains in place and continues to serve its purpose. The CSGC Board of Directors approves board policies that staff use to create procedural instructions and guidance to staff delivering direct services. The Deputy Director of Operations and Programs provides direct ongoing oversight for the Regional Program Manager and Workforce Services Director who oversee the staff providing these services and reports as needed to the Executive Director and the Board. The Board undergoes programmatic and financial monitoring from FLCOMM, an independent financial audit, and reviews by in-house monitors as well as peer and desk reviews performed by staff on a quarterly basis.

- 6) An identification of the grant program(s) that fund and have funded the workforce service delivery model over the past three years include:

Workforce Innovation and Opportunity Act: Adult, Dislocated Worker and Youth

- Wagner-Peyser
- WIOA State Level Sector-Based Training Initiatives
- WIOA State Level Rapid Response
- WIOA Sectors of Strategic Focus (Hope Florida)
- TANF
- WIOA State Level Rural Initiatives
- National Emergency – Fostering Opioid Recovery

- WIOA State Level Get There Faster Military
- SNAP
- EUC RES REA/RESEA
- DVOP
- LVER
- Wagner-Peyser – Network Navigators
- General Revenue – State Rural Initiatives
- Jessie Ball duPont Port St. Joe Capacity Building Fund

- 7) An analysis of the costs of the services that documents the actual reduction in costs with the LWDB providing the services rather than contracting that service to another provider, and an estimate of such costs and savings for the upcoming period.

CSGC is saving 3% indirect on tuition and case management that was previously passed through one of our contracts for the provision of case management for individuals in classroom training. This contract also included a financial coordinator. We have streamlined the financial portions of this activity to the point that it has become half of the senior bookkeeper's workload. Our total savings with those two advantages are \$69,074.82. CSGC realized those savings along with the costs of a program supervisor at the service provider level at \$77,406.00 and an additional \$60,977.12 from taking in another training case management contract. In program year 2023-2024, CSGC took over the WT/SNAP services contract and eliminated a program supervisor position. We will have to allocate a small portion of an existing in-house supervisor to oversee the program and a portion of an existing in-house finance person to pay program expenses. Those savings will be \$67,641.34.

In program year 2025-2026, CSGC became the One-Stop Operator. This eliminated the service provider contract, therefore saving 3% indirect on the salaries and fringe benefits of staff. Those savings will be \$7,826.41.

Our total savings annually are \$282,925.69. The three-year savings is \$848,777.07. This is the same amount of savings we expect for the next three year period.

- 8) A review of any other realized improvement to service delivery and performance outcomes, and description of anticipated improvements.

Service Delivery as a Direct Provider of Services has enabled the ability to reallocate staff and resources more quickly based on demand and market conditions. With reduced funding the need to cross train staff on multiple programs has become a necessity; modifying job descriptions is a more streamlined process with centralized management. We anticipate more co-enrollment of participants with staff who will serve them across programs.

- 9) Documentation that the public was provided a meaningful opportunity for review and comment on the proposed extension for a period not less than 10 days. Any submitted comments must be included.

The proposed extension was posted to the CSGC website from January 13, 2026 to February 15, 2026.

- 10) Oversight and monitoring-Internal controls and procedures (including LOP's) for oversight and evaluation of LWDB performance as a direct provider.

CSGC has consistently performed well in the state. We monitor performance closely and work diligently to review and dissect performance data to determine how we can improve our performance. We have sought technical assistance on many occasions in order to understand changes in performance metrics and how our coding of activities may impact performance outcomes or how our recruitment and case management process should change. Please find attached our 2024-25 federal performance indicator report for our negotiated goals. We did not meet measures associated with the Dislocated Worker Program simply because we had none enrolled. All other measures were met or exceeded. We currently have a B- on the latest complete Letter Grade Report and are working to determine how to improve that score in light of the most recent changes.

Please see attached LOP for Oversight/Monitoring of Performance and 2024-25 Indicators of Performance Report

- 11) Documentation that the Chief Elected Officials have agreed to the planned extension.

Signature Pages Attached

**Local Workforce Development Board Request
for Extension to Provide Direct Services**

LWDB Number: 4

LWDB Name: CareerSource Gulf Coast

Contact Name: Kimberly L. Bodine

Contact Phone Number: 850-913-3285

The Local Workforce Development Board seeks to extend its designation as a direct service provider of certain services by agreement of the Chief Elected Official and the Governor. This extension to the designation of the Local Workforce Development Board as a direct service provider of certain services is to be effective for the period of July 1, 2026 through June 30, 2029.

The signatures below certify agreement to the request for extension submitted by the Local Workforce Development Board and the assurance that the Local Workforce Development Board will operate in accordance with this extension, its Workforce Service Plan, and applicable federal and state laws and regulations.

Chief Elected Official

Chair, Local Workforce Development Board

Signature

Signature

Clair Pease

Name

Chair, Bay County BOCC

Title

Signature Date

Joey Ginn

Name

Chair, CareerSource Gulf Coast

Title

1-13-2026

Signature Date

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Chief Elected Official

Chair, Local Workforce Development Board

Signature

Signature

Ricky Jones

Name

Chair, Franklin County BOCC

Title

Signature Date

Joey Ginn

Name

Chair, CareerSource Gulf Coast

Title

Signature Date

1-13-2026

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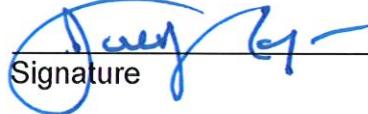
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Chief Elected Official

Chair, Local Workforce Development Board

Signature



Sandy Quinn, Jr.

Name

Chair, Gulf County BOCC

Title

Signature Date

Joey Ginn

Name

Chair, CareerSource Gulf Coast

Title

1-13-2026

Signature Date

Local Operating Procedure regarding CareerSource Gulf Coast Performance Procedures/Monitoring

CareerSource Gulf Coast has established processes for monitoring performance across programs administered by our organization to help ensure compliance with federal, state, and local workforce requirements; to promote continuous improvement and support effective stewardship of public funds.

Every two years, CareerSource Gulf Coast negotiates performance measures with CareerSource Florida/FL COMM as required by Federal Law. These measures provide expectations and targets for two main programs: WIOA (Adult, Dislocated Worker, Youth) and Wagner Peyser. Additionally, under the Reimagining Education and Career Help (REACH) Act Letter Grades were developed that encompass eight core metrics focused on employment services, training services, business services, and economic self-sufficiency. These metrics are in addition to the Federal Indicators of Performance mentioned above.

Due to the post exit capture, many of the metrics for the WIOA federal Indicators of performance are beyond our ability to measure in real time, so our Board developed their own indicators of performance for the items that we can measure. These local metrics include:

WIOA: Enrollments, Entered Employment/Positive Outcome, Average Wage at Placement, Placement Rate, Measurable Skills Gain, Credential Attainment Rate

For Welfare Transition and SNAP: the Board reviews the following data points for the purpose of looking for trends or changes in demand for services: Number Actively Participating, Total served YTD, Exited for Work, Average Wage at Placement, Closed for Sanction, and SNAP only measure In Work Activity.

For Hope Florida Participants measures include the number of Participants Served, Total Services Provided, Number Receiving Cliff Guidance, Number Exited for Employment.

For Special Grants: Enrollments, Entered Employment/Positive Outcome, Average Wage at Placement, Placement Rate.

Additionally, the Board runs monthly programmatic and financial reports to ensure enrollment timeliness and services, compliance with WIOA requirements, completion rates, and wage rates. In addition, program guides/manuals are developed to ensure understanding of proper processes and follow up activities to lead to successful completion by our participants.

Our Quality Assurance Director performs programmatic monitoring to identify deficiencies such as use of improper activity codes, or eligibility validation issues, missing

documentation, timeliness of correct data entry into the system and incorrect application of procedures related to case management. Each program is monitored at least once annually, and a report is provided which requires corrective action by those with errors.

The Deputy Director works closely with the Quality Assurance Director, Frontline Supervisor, the Regional Program Manager, and the Workforce Services Director to discuss deficiencies and best practices. The information garnered from monitoring and performance outcomes are used to inform training, policy updates, and service design.

After the monthly review of performance, the Regional Program Manager meets with Case Manager staff regarding performance to share best practices and to provide technical assistance as needed. This same process is repeated with the Workforce Services staff and frontline staff to improve outcomes in Wagner Peyser and Employer Services.

Monitoring reports and improvement responses are maintained, and records are made available for audits and external reviews.

| Measures | PY2023-2024 4th Quarter Performance | PY2023-2024 % of Performance Goal Met For Q4 | PY2023-2024 Performance Goals | PY2024-2025 1st Quarter Performance | PY2024-2025 % of Performance Goal Met For Q1 | PY2024-2025 2nd Quarter Performance | PY2024-2025 % of Performance Goal Met For Q2 | PY2024-2025 3rd Quarter Performance | PY2024-2025 % of Performance Goal Met For Q3 | PY2024-2025 4th Quarter Performance | PY2024-2025 % of Performance Goal Met For Q4 | PY2024-2025 Performance Goal |
|------------------------------------|-------------------------------------|----------------------------------------------|-------------------------------|-------------------------------------|----------------------------------------------|-------------------------------------|----------------------------------------------|-------------------------------------|----------------------------------------------|-------------------------------------|----------------------------------------------|------------------------------|
| | FY2024-2025 Performance Summary | | | | | | | | | | | |
| Adults: | | | | | | | | | | | | |
| Employed 2nd Qtr After Exit | 95.50 | 102.47 | 93.20 | 95.40 | 103.70 | 96 | 104.35 | 95.3 | 103.59 | 98 | 106.52 | 92 |
| Median Wage 2nd Quarter After Exit | \$13,963 | 146.98 | \$9,500 | \$13,775 | 127.43 | \$13,451 | 124.43 | \$13,442 | 124.35 | \$13,336 | 123.36 | \$10,810 |
| Employed 4th Qtr After Exit | 98.60 | 111.79 | 88.20 | 95.90 | 106.56 | 93.2 | 103.56 | 93.1 | 103.44 | 94.9 | 105.44 | 90 |
| Credential Attainment Rate | 98.50 | 121.31 | 81.20 | 97.00 | 107.78 | 92.6 | 102.89 | 92.6 | 102.89 | 93.5 | 103.89 | 90 |
| Measurable Skill Gains | 98.20 | 112.23 | 87.50 | 62.90 | 73.57 | 59.7 | 69.82 | 59 | 69.01 | 100 | 116.96 | 85.5 |
| Dislocated Workers: | | | | | | | | | | | | |
| Employed 2nd Qtr After Exit | 100.00 | 138.89 | 72.00 | 100.00 | 112.87 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 88.6 |
| Median Wage 2nd Quarter After Exit | \$14,297 | 150.49 | \$9,500 | \$15,965 | 244.52 | \$0 | 0.00 | \$0 | 0.00 | \$0 | 0.00 | \$6,529 |
| Employed 4th Qtr After Exit | 100.00 | 135.14 | 74.00 | 100.00 | 115.61 | 100 | 115.61 | 100 | 115.61 | 0 | 0.00 | 86.5 |
| Credential Attainment Rate | 100.00 | 133.33 | 75.00 | 100.00 | 111.11 | 100 | 111.11 | 100 | 111.11 | 0 | 0.00 | 90 |
| Measurable Skill Gains | 0.00 | 0.00 | 65.00 | 0.00 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 90 |
| Youth: | | | | | | | | | | | | |
| Employed 2nd Qtr After Exit | 97.30 | 114.20 | 85.20 | 96.60 | 113.65 | 96.4 | 113.41 | 96.3 | 113.29 | 100 | 117.65 | 85 |
| Median Wage 2nd Quarter After Exit | \$5,673 | 135.07 | \$4,200 | \$5,957 | 120.78 | \$5,815 | 117.90 | \$5,815 | 117.90 | \$5,957 | 120.78 | \$4,932 |
| Employed 4th Qtr After Exit | 95.20 | 123.64 | 77.00 | 96.00 | 131.51 | 94.6 | 129.59 | 93.1 | 127.53 | 92.9 | 127.26 | 73 |
| Credential Attainment Rate | 40.00 | 52.63 | 76.00 | 50.00 | 68.49 | 71.4 | 97.81 | 66.7 | 91.37 | 66.7 | 91.37 | 73 |
| Measurable Skill Gains | 100.00 | 166.67 | 60.00 | 75.00 | 102.74 | 75 | 102.74 | 66.7 | 91.37 | 100 | 136.99 | 73 |
| Wagner Peyer: | | | | | | | | | | | | |
| Employed 2nd Qtr After Exit | 72.40 | 107.90 | 67.10 | 70.90 | 105.82 | 70.7 | 105.52 | 70.6 | 105.37 | 70.4 | 105.07 | 67 |
| Median Wage 2nd Quarter After Exit | \$7,015 | 149.26 | \$4,700 | 6987.50 | 148.67 | \$7,058 | 114.41 | \$7,243 | 117.40 | \$7,183 | 116.43 | \$6,169 |
| Employed 4th Qtr After Exit | 68.10 | 102.41 | 66.50 | 67.60 | 101.65 | 68.5 | 109.42 | 67.2 | 107.35 | 68.2 | 108.95 | 62.6 |

Not Met (less than 90% of negotiated)

Met (90-100% of negotiated)

Exceeded (greater than 100% of