



CareerSource Heartland  
5901 US Hwy 27 S, Suite 1  
Sebring, Florida 33870

**Executive Committee Meeting**  
**Wednesday May 27, 2026 @ 10:30am**

[Join ZOOM Meeting](#)

**Call-in Number: (305) 224-1968**

**Meeting ID: 815 2366 3190**

**Passcode: 673384**

**As courtesy to others:**

1. Please remember to mute your phone if you are not speaking.
2. Please do not put this call on hold if your telephone system plays hold music.

Please let us know if you hear static, echoing, or any other interference on the line; or if you cannot hear others.

***Call 863-385-3672 and ask for Caleb, or Matthew, if you have these or other connectivity issues.***

**AGENDA**

**I. Call to Order**

- The meeting will be called to order by Commissioner Roberts, committee Chair.
- Commissioner Roberts to inquire if any Requests for Public Comment have been made.

**II. Introductions**

- Roll will be called to identify/confirm all committee members calling in. Committee members, staff, and others present will be identified.
- Commissioner Roberts to inquire if there are any others on the phone who were not identified.

**III. Presentations**

- A. None

**IV. Topics**

**ACTION ITEMS:**

- A. Approval of CSH's Chief Executive Officer's Performance Evaluation
- B. Approval of CSH's New/Revised Policies & Procedures

**V. Other**

**VI. Adjourn**

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Any person who might wish to appeal any decision made in a public hearing or meeting is hereby advised that they will need a record of the proceedings, and for such purpose, they may need to ensure that a verbatim record of the proceedings is made which will include the testimony and evidence upon which such appeal is to be based. **Reminder:** Board members employed by organizations which have any interest in any Board item may not discuss, make motions, or vote on any matters which may involve that organization. Additionally, they must declare a Conflict of Interest and sign a Conflict-of-Interest form.

CareerSource Heartland is an equal opportunity employer/program. Auxiliary aids and services available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

**ACTION ITEM:**

**Approval of CareerSource Heartland's  
Chief Executive Officer's Performance Evaluation**

All CareerSource Heartland's (CSH) Executive Committee members were sent, and have completed, an evaluation of the performance of CSH's President/Chief Executive Officer (CEO). Individually completed forms were returned to CSH's Chief Financial Officer (CFO). The CFO has compiled the results for Executive Committee's review and approval.

**Action Requested:**

Review/approve CSH's Chief Executive Officer's PY 2025-26 annual performance evaluation.

## **ACTION ITEM:**

### **Approval of CSH's New/Revised Policies & Procedures**

In 2008, this Board adopted the Carver Model of Governance through which the Board hires a President/Chief Executive Officer (CEO) to manage the day-to-day activities of the organization, allowing the Board to focus on developing strategies that guide the CEO's actions and that promote workforce development. To promote transparency and accountability while ensuring that the Board, Executive Board, and Chief Elected Official are provided the opportunity to fulfill their oversight responsibilities, staff presents for Executive Committee review and approval all current policies and procedures that directly impact day-to-day operations.

Policies that directly impact the Board are presented to the Board for approval prior to implementation. However, in 2023, the Board approved a policy allowing the President/CEO to approve new and updated policies/procedures that impact day-to-day operations, followed by annual approval of the Executive Committee. Also in 2023, the Executive Committee approved all policies and procedures that were in place at that time. In 2024 and 2025 respectively, the Executive Committee approved the new and updated policies and procedures implemented since the 2023 approvals.


All new and updated policies and procedures implemented since the 2025 approvals are presented herein for Executive Committee review and acknowledgment.

Staff respectfully requests that the Executive Committee review and approve the revised and new policies and procedures (updated or created since last year's review) as presented.

#### **Action Requested:**

Staff respectfully requests approval of the revised and new policies and procedures as presented.

 020-A25-0 ITAs. Training Provider and Program Approval and Renewal revised 2.6.26.pdf


 020-C03-0 On-the-Job Training draft r 3.20.26.pdf


 020-G09-0 Employer Registrations Entered into EFM By Employer March 2026.docx

 020-J02-0 Provision of Customer Support Services and Incentives final r 5.1.26.pdf

 020-J02-1a Allowable Support Services Overview r 5.1.26.pdf

 020-K01-0 SFY 25-26 State Rural Initiatives Program Procedure.pdf

 020-K02-01 SFY 25-26 Provision of Customer Support Services and Incentives.pdf

 020-K02-01-1a SFY 25-26 Allowable Support Services Overview.pdf

 020-K02-01-2a SFY 25-26 Supportive and Incentives Tracking Sheet.pdf

 020-K02-01-3a SFY 25-26 Check Request ELI.5G Program.pdf

 030-CSH- ADM 12-09 Food Beverage Policy r 7.31.25.docx

## CareerSource Heartland

<b>CareerSource Heartland</b>		
<b>SECTION:</b> Administration	<b>PROCEDURE #</b> A25	1 of 9
<b>TITLE:</b> Individual Training Accounts, Training Provider and Program Approval and Renewal	<b>EFFECTIVE DATE</b> 2/6/2026	
<b>APPROVED BY:</b> Donna Doubleday	<b>REPLACES:</b> 2/5/2025, 6/19/2024, 10/28/2020, 04/20/2016, 01/05/2015, 06/21/2018, PLN 01-04	

**PURPOSE:** To provide guidelines for determining initial and subsequent eligibility of training providers and programs for inclusion on CareerSource Heartland's (CSH) Eligible Training Provider List (ETPL). Approved providers and programs are eligible to receive Workforce Innovation and Opportunity Act (WIOA) funds for the provision of training services in local areas.

### **BACKGROUND:**

Workforce Innovation and Opportunity Act (WIOA) Title I training can be provided through a variety of contract mechanisms, or it may be funded through an Individual Training Account (ITA) that is used to purchase training from an Eligible Training Provider (ETP). ETPs are postsecondary providers of training services that are eligible to receive funds from LWDBs as prescribed in Section 133(b) of WIOA. The ETPL is mandated by Section 122 of WIOA, which requires the Governor, through the state workforce development board, CareerSource Florida, Inc., to establish criteria, information requirements, and procedures on the eligibility of training providers of training services in the state. Additionally, Florida's 2021 Reimagining Education and Career Help (REACH) Act charges the Florida Department of Commerce (FloridaCommerce) with establishing ETP criteria focused on participant outcomes.

The workforce development system established under WIOA emphasizes informed consumer choices, job-driven training, provider performance, and continuous improvement. The quality and selection of training providers and programs of study are vital to achieving these core principles. Training Provider listings serve as the catalyst for establishing approved occupational training programs in DeSoto, Hardee, Highlands and Okeechobee counties.

CareerSource Heartland's Board of Directors approved the use of the State ETPL for training considerations. However, per guidance from FloridaCommerce, CSH processes for local ETPL approval must still be followed.

Note: Providers of work-based training opportunities are not required to be included on the local ETPL.

### **PROCEDURE**

CSH utilizes Individual Training Accounts (ITA) to provide training services to eligible residents within the CSH area. ITAs are the mechanism under WIOA for providing eligible customers with the resources to access training programs through approved training providers. To be eligible for an ITA, an individual customer must, at a minimum:

- Be determined as not meeting local self-sufficiency standards, and be unable to find suitable employment with existing skills and/or academic credentials, as evidenced through unsuccessful job placement;
- Not be eligible to receive other training assistance (i.e. Pell grant) or, if received, the additional funding is not sufficient to cover training and training related support costs;
- Through assessment, be determined to be appropriate for and able to complete and benefit from the chosen employment training program and be identified by designated staff as in need of training assistance;

- Select a training program that is linked to a demand occupation in the local area and make a commitment to seek employment in the field once trained.

Priority for ITAs is given to vocational and technical programs lasting not more than twelve (12) consecutive calendar months. However, consideration is given to those programs not lasting more than twenty-four (24) consecutive months, including those instances of customers having current academic credit. In no instance will CSH fund all four (4) years of a customer's post-secondary education. Baccalaureate level training must have prior approval by the CSH President/Chief Executive Officer (CEO). Funding for education and training beyond the baccalaureate level is limited to certifications. Exceptions to these limitations require the prior approval of the CSH President/CEO.

All entities wishing to be added as a Training Provider to the local ETPL must complete a Training Provider Application Packet. CSH staff will review the potential Training Provider's application information to assure compliance with federal, state, and local criteria.

Training Provider Application Packet Required Documents:

- Training Provider Application (Initial or Continued Eligibility)
- Program Information/Expense Sheet
- Line-Item Detail Spreadsheet – Program performance Information
- Contact Information
- ITA Agreement
- CSH Agreement
- ITA Agreement Addendum

All training agreements must comply with contracting requirements as detailed in CareerSource Florida's (CSF) Contracting Policy.

The threshold for allowable investment is \$9,000 per customer specific to training related to CSH's Sector Strategies Advanced Manufacturing and Healthcare Initiative; \$8,000 per customer entering training in Demand Industry Occupations; and \$6,500 per customer for training in non-Demand Industry Occupations. Exceptions to this threshold may be approved by the President/CEO of CSH, upon presentation of good cause and individual need. Exceptions must be approved in advance. The thresholds do not include supportive services required for participation in training.

Short-term training opportunities may also be provided through the ITA process. Short-term training must result in a recognized credential as defined by WIOA guidelines. All approved training must be in occupations listed on the Demand Occupations List (DOL) except in circumstances surrounding special grants or involving targeted populations. All requests to fund training for occupations not listed on the DOL must be approved in advance by the CSH President/CEO.

### **Initial Inclusion of Training Providers**

Occupational skills training providers follow a designated application process to qualify for vouchers under the ITA system. At a minimum, CSH uses the following considerations in developing a prospective vendor list for the purpose of determining an eligible occupational skills training provider:

- Effectiveness of the training provider in delivering comparable or related training based on demonstrated performance, in terms of the likelihood of meeting performance goals, cost, quality of training and service to targeted customers.
- Willingness of the training provider to enter into agreements, establish linkages with other appropriate human service agencies and provide discounted tuition or offer scholarships as evidenced by such activities as the on-site availability of no-cost mentoring, tutoring and placement services, aggressive cooperation with CSH staff to access the institution's own grants-in-aid offerings and waiving of costs associated with selected fees and similar supports.
- Availability of occupational skills training programs which provide a level of skills sufficient to meet

the demands of the local labor market.

In addition, to be approved, Providers must be:

- An institution of higher education and provide a program(s) that lead to recognized post-secondary credential; or
- An entity that carries out apprenticeship programs registered under the National Apprenticeship Act (NAA); or
- Other public or private providers of training service programs which may include joint labor-management organizations, pre-apprenticeship programs and occupational/ technical training; or
- A provider of adult education and literacy under Title II if such activities are provided in combination with occupational skills training.

Only entities that carry out NAA registered apprenticeship programs are exempt from “Initial” and “Continued” eligibility application procedures. NAA programs will be included and maintained on the ETPL as long as the corresponding program remains registered or until it notifies CSH in writing that it no longer wants to be included.

New providers must apply through the “Initial Eligibility” process. “Initial Eligibility” may be received for only one year, after which these providers may seek “Continued Eligibility.” To be eligible to receive training funds, with the exception of registered apprenticeship training providers, training provider programs must be for training in occupations on the Local Workforce Development Area (LWDA) DOL, current at the time of training.

Note:

Out-of-state postsecondary training institutions that are not operating in Florida are not required to be licensed by the Florida Commission for Independent Education (CIE). However, out-of-state providers must provide the following information:

1. Information needed for initial eligibility or continuing eligibility determination;
2. Evidence that the institution (and applicable programs) is accredited by an accreditation agency approved by the U.S. Department of Education;
3. Evidence that the institution meets the licensing requirements of its home state; and
4. Evidence that the institution is identified as active on the ETPL in its state of origin or native state. To provide performance information for its programs, out-of-state providers are required to report their student completer data to FloridaCommerce under established reporting mechanisms.

Out-of-local area and out-of-state training providers must request an initial eligibility determination for each program of study to be included on the state ETPL. Out-of-state providers must also provide documentation, uploaded to the ETPL portal, which validates the above-referenced criteria. These training providers must contact the state ETPL Coordinator directly to request their initial eligibility and the initial eligibility of their programs of study.

### **Initial Eligibility**

To be determined Initially Eligible to provide training services, the provider shall supply verifiable program-specific performance information to support the provider’s ability to serve participants, accompanied by relevant performance and cost information in order to maximize consumer choice as well as serve all significant population groups. Such information shall include:

- Verification of provider’s current Florida licensing, certification, or otherwise recognized accreditation authorizing the entity to provide training services in Florida

- A detailed description of each training services program the applicant intends to provide
- Information on the program costs of each program the applicant intends to provide (these costs should include all costs related to the program, including tuition, books, lab fees, supplies, application fees, exam fees, test fees, etc.)
- Information on the industry-recognized credential, including post-secondary credential, to be received upon completion for each program offered, and whether the credential can be stacked with other credentials as a career ladder/pathway sequence
- Identification of specific partnerships or collaborations the provider has established with business or industry
- Identification of the in-demand sectors and occupations which best fit with the training program
- A description of the prerequisites or skills and knowledge required prior to commencement of training
- Verification that the training program is for an occupation on the DOL
- Demonstration of a minimum of 80% completion rate for enrollees of programs submitted
- Demonstration of a minimum of 80% entered employment rate for enrollees of programs submitted
- Demonstration of a minimum entry level wage rate that exceeds Florida State Minimum Wage for participants entering employment for each program submitted
- Provision of progress and performance data for each program submitted
- Timely reporting of student data to FETPIP
- Demonstration of reasonableness of cost

Training Providers that do not meet the minimum criteria as delineated throughout this procedure will not be approved. Proposed programs that do not meet the minimum criteria as outlined in this procedure will not be approved. Training Providers are advised that the same program(s) approved for some LWDA's may be denied by other LWDA's based on local criteria or need. Only approved Training Providers and Training Provider Programs will be listed on the local ETPL.

Applications submitted by Training Providers not eligible to receive Title IV funds may be denied if the cost of submitted programs is deemed unreasonable in comparison with other locally available options.

Favorable consideration is given to institutions eligible to receive Title IV funds and/or who offer scholarships or funding waivers to WIOA participants; and to institutions who agree to provide all required supplies, uniforms, and required exams through their internal processes, and to bill CSH directly for those items, thus eliminating third party billing.

Invitations to submit Training Provider applications are sent to all current CSH providers as well as any known public or private providers located in the LWDA and surrounding counties. Training Providers may apply at any time by request.

Favorable consideration is given to programs in which the majority of enrollees complete training, earn a credential, and enter training related employment; and to programs in which participants entering employment earn equal to or higher than the locally adjusted Lower Living Standard Income Level (LLSIL).

FETPIP data is required on all programs that have been in active operation for a duration long enough to require such reporting. However, the Training Provider may also provide internally collected program performance data if such is available.

Once an application has been received from the potential provider, it will be reviewed by CareerSource Heartland staff to ensure documentation requirements are met and notify the State ETPL Coordinator via email at [ETPL@commerce.fl.gov](mailto:ETPL@commerce.fl.gov) that a determination of initial eligibility request has been submitted.

The State ETPL Coordinator will approve or deny the application and notify the training provider of the determination through Employ Florida or the training provider's preferred mode of communication as indicated in the application. If approved, the ETP will be added to the state ETPL.

Alternatively, training providers may directly contact the State ETPL Coordinator at [ETPL@commerce.fl.gov](mailto:ETPL@commerce.fl.gov) to request an initial eligibility determination. The State ETPL Coordinator will review the application to ensure that all documentation requirements are met. The State ETPL Coordinator will follow the aforementioned process for determining eligibility and providing notification to the training provider for approval or denial of the initial eligibility request.

### **Continued Eligibility**

All Training Providers who have completed the "Initial Eligibility" for at least one year or who were eligible to provide training services prior to the effective date of this procedure may apply for "Continued Eligibility." All eligible Training Providers under this category must submit applications every two years to maintain their eligibility. With the exception of the initial implementation of this procedure, applications for "Continued Eligibility" must be submitted three months before eligibility expires. Removal from the ETPL for a short period of time will not return the Training Provider to "Initial Eligibility" status unless the Training Provider was removed for cause (see Enforcement section).

"Continued Eligibility" applicants must supply the following information:

- Verification of provider's current Florida licensing, certification, or otherwise recognized accreditation authorizing the entity to provide training services in Florida. (A Training Provider eligible to provide training services prior to the effective date of this procedure is exempt from providing this verification unless its license, certification, or authorization status has changed since last application).
- For each program the applicant intends to provide/has been providing:
  - a. The total number of persons enrolled in the program;
  - b. The total number of WIOA participants enrolled in the program;
  - c. The total number of persons completing the program;
  - d. The total number of WIOA participants completing the program;
  - e. Quality of the program of study including a program that leads to a recognized postsecondary credential;
  - f. Provider's ability to offer industry-recognized certificates and credentials;
  - g. The total number of persons awarded a Recognized Postsecondary Credential (or other credential, if applicable);
  - h. The total number of WIOA participants awarded a Recognized Postsecondary Credential (or other credential, if applicable);
  - i. The total number of persons employed after completing the program;
  - j. The total number of WIOA participants employed after completing the program;
  - k. Data identifying the cost of attendance and costs of tuition and fees for WIOA participants completing the program;
  - l. Information on recognized post-secondary credentials (or other credential, if applicable) received by WIOA participants;
  - m. Whether the credential can be used in conjunction with other credentials as part of a sequence to move an individual along a career pathway or up a career ladder;
  - n. Description of how the provider will ensure access to programs of study throughout the state, including in rural areas, and using technology (as applicable);
  - o. Description of provider's ability to provide trainings that are physically and programmatically accessible for individuals who are employed and individuals with

The State ETPL Coordinator will approve or deny the application and notify the training provider of the determination through Employ Florida or the training provider's preferred mode of communication as indicated in the application. If approved, the ETP will be added to the state ETPL.

Alternatively, training providers may directly contact the State ETPL Coordinator at [ETPL@commerce.fl.gov](mailto:ETPL@commerce.fl.gov) to request an initial eligibility determination. The State ETPL Coordinator will review the application to ensure that all documentation requirements are met. The State ETPL Coordinator will follow the aforementioned process for determining eligibility and providing notification to the training provider for approval or denial of the initial eligibility request.

In an effort to minimize any negative impact to individuals approved for and participating in training at the time of this decision, CSH will continue to provide previously agreed upon ITA funds through their program completion. However, no new students will be approved for enrollment if training provider application is denied.

### **ETPL Portal**

The state ETPL is managed by FloridaCommerce and maintained in Employ Florida, the state's online labor exchange and case management system. Employ Florida connects employers and job seekers and provides information about training opportunities available in the state, including training program services eligible for funding under WIOA Section 133(b).

The ETPL portal is the platform used to maintain ETPLs and record consumer information, including, but not limited to, cost and performance information for each approved program of study. The ETPL portal is the mechanism used by FloridaCommerce to manage the ETPL process, and by LWDBs and training providers to apply for initial eligibility and re-apply for continued eligibility.

The ETPL portal supports WIOA participants in making informed choices about ETPs and programs of study and allows FloridaCommerce to disseminate state and local ETPLs to employers, training providers, workforce staff, One-Stop career center partners, and the public, including individuals with disabilities and individuals with limited English proficiency. Consumer choice is ensured by making the state and local ETPLs, accompanied by performance and cost information, widely available and easily accessible. ETPLs must be disseminated in a format that facilitates comparison between programs of study and is searchable, user-friendly, and easily understood by individuals seeking information on training outcomes.

### **ANNUAL REPORTING**

No later than Aug. 31 of each year, training providers must upload information into the ETPL portal on all enrolled and completer individuals for each program of study being considered for continued eligibility. This student data must be submitted each year for each program of study and must include the social security numbers for each enrolled and completer individual to allow for the calculation of minimum performance levels as required in 20 CFR 680.460(g).

The ETPL portal provides a secure solution for the transmission of Personally Identifiable Information (PII). ETPs, excluding RAP sponsors, must upload student data including the social security numbers and completed training of all individuals enrolled during a specific timeframe as determined by policy. Any transmission of PII shall occur in accordance with FloridaCommerce security policies and any disclosure of PII from an education record must be carried out in accordance with the Family Education Rights and Privacy Act (FERPA), including provisions related to prior written consent. As allowed pursuant to 34 CFR 99.31, DOE has designated FloridaCommerce as an authorized representative to enforce or comply with federal legal requirements relating to WIOA.

- barriers to employment, including individuals with disabilities;
- p. Information reported to state agencies with respect to federal and state programs of study (other than the program carried out under WIOA), including one-stop partner programs;
- q. Performance on WIOA performance indicators;
- r. The degree to which programs of study relate to in-demand industry sectors and occupations in the state;
- s. Timeliness and accuracy of ETP's performance reports; and
- t. Any additional factors that are determined appropriate within the parameters of WIOA and statutes.

CSH will use this information to ensure provider accountability and informed consumer choice; to ensure that Training Providers and programs are meeting the needs of local businesses and residents; and to evaluate performance.

CSH requires the following for continued program eligibility. Training Providers and programs will be evaluated separately. Training Providers may receive approval for "Continued Eligibility" status while all programs submitted may not be approved. For program approval, CSH will consider the following:

- Information on the program costs of each program the applicant intends to provide (these costs should include all costs related to the program, including tuition, books, lab fees, supplies, application fees, exam fees, test fees, etc.)
- Information on the industry-recognized credential, including post-secondary credential, to be received upon completion for each program offered, and whether the credential can be stacked with other credentials as a career ladder/pathway sequence
- Identification of specific partnerships or collaborations the provider has established with business or industry
- Identification of the in-demand sectors and occupations which best fit with the training program
- Prerequisites or skills and knowledge required prior to commencement of training
- Verification that the training program is for an occupation on the local TOL
- Demonstration of a minimum of 80% completion rate for enrollees of programs submitted
- Demonstration of a minimum of 80% entered employment rate for enrollees of programs submitted
- Demonstration of a minimum entry level wage rate that exceeds Florida State Minimum Wage. for participants entering employment for each program submitted
- Provision of progress and performance data for each program submitted
- Timely reporting of student data to FETPIP
- Demonstration of reasonableness of costs submitted
- Percentage of program participants who enter unsubsidized employment in an occupation related to their training
- Percentage of program participants who are in unsubsidized employment during the second and fourth quarters after exit from the program
- Median earnings of program participants who are in unsubsidized employment during the second quarter after program exit
- Percentage of program participants who obtain an industry or post-secondary recognized credential (or a secondary school diploma if same participants have obtained or retained employment or are in an education/training program leading to a post-secondary credential within one year after program exit)

Concerning provision of information on program outcomes for approved programs, Training Providers

receiving approval for “Continued Eligibility” status are subject to all requirements for the programs approved even after “Continued Eligibility” expires (to report outcomes for the approved program year(s)).

### **Registered Apprenticeship Programs**

In accordance with the National Apprenticeship Act (NAA) (50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.), entities that carry out RAPs are exempt from the initial and continued eligibility requirements described in this policy. RAPs must be included and maintained on the ETPL until:

1. The RAP notifies FloridaCommerce it no longer wants to be included on the list;
2. The program becomes deregistered under the National Apprenticeship Act;
3. The program is determined to have intentionally supplied inaccurate information; or
4. A determination is made by FloridaCommerce that the RAP substantially violated any provision of Title I of WIOA or the WIOA regulations, including 29 CFR part 38.

Because RAPs are exempt from all initial and continued eligibility requirements, CSH will not impose additional criteria or information requirements for RAP sponsors except as outlined in Training and Employment Guidance Letter Nos. 08-19 and 08-19, Change 1, and TEGP No. 13-16, Change 1.

A RAP is an ETP if it is registered with DOE, Office of Apprenticeship (OA), or any other state’s State Apprenticeship Agency (SAA). Although they are automatically eligible for ETPL inclusion, RAP sponsors seeking to have their apprenticeship programs listed on the ETPL must still “opt-in” by informing the State ETPL Coordinator at [ETPL@commerce.fl.gov](mailto:ETPL@commerce.fl.gov). RAPs opting-in may be referred to the State ETPL Coordinator by CareerSource Florida, LWDBs, or DOE. If a RAP expresses interest in being on the state ETPL, the ETPL Coordinator must request the RAPs provide the following information:

1. Occupations included in the RAP;
2. The name and address of the RAP sponsor;
3. The name and address of the Related Technical Instruction provider and the location of instruction if different from the program sponsor’s address;
4. The method and length of instruction; and
5. The number of active apprentices.

RAPs on the state ETPL must be included on all local ETPLs in the state and shall remain on the ETPLs until removed or upon written request for removal by the RAP sponsor to the ETPL Coordinator at [ETPL@commerce.fl.gov](mailto:ETPL@commerce.fl.gov).

FloridaCommerce will regularly coordinate with USDOL, CareerSource Florida and DOE to ensure that necessary updates are made to any information previously provided by RAP sponsors or training providers. FloridaCommerce will also coordinate with DOE to ensure that RAPs registered with the DOE are made aware that they are eligible for placement on the ETPL, and that DOE is informed when a RAP that is registered with USDOL’s OA or another state’s SAA contacts FloridaCommerce to opt-in to inclusion on the ETPL.

Apprenticeship programs that are not registered with DOE, OA, or another state’s SAA are not considered RAPs and must complete the initial eligibility and continued eligibility procedures. Pre-apprenticeships, including quality registered pre-apprenticeships leading to RAPs, are not automatically approved for inclusion on the ETPL and are not exempt from requirements outlined in this policy. Other programs of training services offered by a RAP sponsor or a RAP’s provider of related instruction are likewise not automatically eligible.

### **Exceptions**

Exceptions to the required use of the ETPL for ITA funded training include work-based training (on-the-job, employed worker, customized, incumbent worker, internships, paid or unpaid work experience, and

transitional employment) opportunities. Although an additional exception can be made where a local board determines there is insufficient number of eligible providers to accomplish the purpose of an ITA, at this time this is not appropriate for CSH. For work-based training, a contract will be used to provide training.

Under the circumstances of youth contracts, special grant funding, or due to local economic climate and jobs availability, CSH President/CEO may waive the credential, entered employment, completion, DOL, and/or employment wage rate requirements. Waivers must be granted in advance.

### **Enforcement**

As CSH is made aware of issues or possible issues occurring in reference to a Training Provider, due diligence will be used to verify the validity and potential impacts. Depending on the nature and/or number of concerns brought to our attention, further action may be taken, up to and including, removal of the Training Provider from the EPTL.

Training Providers will be removed from the local ETPL for failure to comply with this procedure, CSF's Administrative Policy number 90, WIOA, State of Florida and/or local area requirements, when the training program is no longer needed or desired, or for "cause". "Cause" shall include, but not be limited to, engaging in fraud or other criminal acts, incapacity, unfitness, neglect, incompetence, irresponsibility, misfeasance, malfeasance, nonfeasance, or lack of performance.

Training Providers will be also removed from the local ETPL for supplying inaccurate information, for offering unlawful remuneration to attract participants, and upon determination that the Provider substantially violated a requirement of this or any related Federal, State, or local area requirements. "Substantial violation" may be construed to be one or more egregious violations in a short period of time, or numerous minor violations over a longer time period.

Training Providers who are removed from the local ETPL for "Enforcement" reasons shall be terminated from the ETPL and ineligible to receive funds under Chapter 3 (section 122(f)(1)(B) WIOA) for a period of not less than two years. A Provider removed for "Enforcement" reasons shall lose "Continued Eligibility" status and will need to reapply for "Initial Eligibility" before being allowed to provide services. In this instance, the Provider will need to supply additional information verifying correction of the issue(s) that caused removal.

A Provider whose eligibility is terminated shall be liable for the repayment of funds received under Chapter 3 (section 122(f)(1)(C) WIOA) during the period of violation.

Remedies and penalties described herein shall not supplant civil and criminal remedies specified in other provisions of law.

A Training Provider determined no longer eligible for inclusion on the local ETPL listing will be notified within ten (10) working days of the decision. In an effort to minimize any negative impact to individuals approved for and participating in training at the time of this decision, CSH will continue to provide previously agreed upon ITA funds through their program completion. However, no new students will be approved for enrollment.

### **Local Approval Process**

The local process for approving Training Providers and programs is posted to the CSH website for public review. Updates will be made to the website as changes to processes occur.

Once an application has been received from the potential provider, it will be reviewed by CareerSource Heartland staff to ensure documentation requirements are met and notify the State ETPL Coordinator via email at [ETPL@commerce.fl.gov](mailto:ETPL@commerce.fl.gov) that a determination of initial eligibility request has been submitted.

<b>CareerSource Heartland</b>		
SECTION: Program Operations	PROCEDURE # C03	PAGE 1 of 11
TITLE: On-the-Job Training	EFFECTIVE DATE: <del>3/23/2026</del> <u>2/20/2025</u>	
APPROVED BY: DD	REPLACES C03 dated <del>2/20/2025</del> , 7/31/2023, 7/01/2019, 7/10/2015, 09/23/2014, 07/22/2013, 06/20/2012, 11/08/2011, 06/22/2010	

**PURPOSE** To provide a consistent and well documented format for the approval and implementation of On-the-Job Training opportunities for customers eligible for services through the Workforce Innovation and Opportunity Act (WIOA) ~~and~~ the Welfare Transition Program (WTP), and other grants received as allowable.

## BACKGROUND

On-the-Job Training (OJT) is a work-based training option meant to be conducted in the highest skill occupation appropriate for an eligible participant; conducted by an employer and is provided to the participant while engaged in productive work in a job. It is not intended to be subsidized employment for low-skill occupations that need very little training time. A recognized credential is recommended.

OJT is for adults and dislocated workers in need of new employer-based skills, and individuals with barriers to employment including, but not limited to, unemployed workers, underemployed workers, and out-of-school-youth. Individuals must be WTP recipients or meet WIOA or specialized grant eligibility criteria to participate in OJT.

## PROCEDURE

OJT provides eligible participants occupational skills training essential to the performance of a specific job. OJT provides reimbursement to the employer of up to 50% of the participant's wage for the costs of training and supervision related to training. Payments to employers are deemed as compensation for extraordinary costs associated with skills upgrading and loss of production for the participant during training. Payments shall not exceed more than 50%\* of the wage rate paid by the employer and may be based on scheduled raises or regular pay increases. However, these payments may not be based on overtime, shift differential, premium pay, other non-regular wages paid by the employer, illness, holidays, vacation days, fringe benefits, plant downtime, or other events. Except for Apprenticeships, Total payment cannot exceed the regionally determined Individual Training Account (ITA) cap. Total payment for Apprenticeships cannot exceed \$9,000. Training wages may not exceed the most current state wage cap. The wage cap is set at the average hourly wage rate for the State of Florida as determined by the Bureau of Labor Statistics.

A maximum of three (3) OJT opportunities may be approved for an individual employer, unless otherwise approved by President/CEO.

Training may be offered on a sequential basis to individuals who have completed an ITA where the job for which they have received training requires further training to be proficient in the skills required to perform the job. Except as defined for Apprenticeships, OJTs for sequential training cannot exceed the regionally determined ITA cap nor exceed the most current state wage cap. All sequential training must be approved on a case-by-case basis by the President/CEO. A detailed case note will be included in the State's system and the participant's file outlining the approval process and reasoning for sequential training.

Under the circumstances of youth contracts, special grant funding, or due to local economic climate and jobs availability, CSH President/CEO may waive the credential requirement and/or employment wage rates. Waivers must be granted in advance.

### **Eligibility**

An individual may be considered for OJT when they are an eligible WTP participant or meet ~~the WIOA or other special grant~~ eligibility requirements ~~for WIOA Adult, Dislocated Worker, or Youth~~, and has been determined to be in need of training services. Male participants over the age of 18 must register for Selective Service.

Program eligibility will be determined through completion of the customer intake, assessment of eligibility and gathering needed support documentation to establish program eligibility. Suitability is established when an OJT opportunity aligns with a customer's interests, existing skill set or educational background and is deemed to have the core competencies to be successful in the position and likely to complete the training based on current needs and barriers. Employers will have the final selection authority for individuals to be hired.

A participant will be assessed when they have been determined eligible for services through an interview and career planning. Prior to receiving services, an Individual Employment Plan (IEP) will be developed using the EmployFlorida IEP/Service Strategy Wizard. The IEP is a living document that must be reviewed regularly and adjusted throughout participation, jointly with the Career Specialist and the participant. The details of the OJT will be incorporated into the IEP and will include the participants' details regarding the OJT assignment, as appropriate. (Note: WIOA Youth program participants will develop an Individual Services Strategy (ISS), rather than the IEP also using the EmployFlorida IEP/Service Strategy Wizard) When enrolling a participant in OJT, the Career Specialist will consider:

- The skill requirements of the occupation;
- The academic and occupational skill level of the participant; and/or
- Prior work experience; and
- The participant's Individual Employment plan or service strategy.

### **Priority of Service**

Individuals in different categories may be served first due to priority of service. Individuals will be served in the following order:

- Recipients of public assistance, other low-income individuals according to Federal Low-income Guidelines, or basic skills deficient.
- Those who are not "low income" but who have one or more substantial barriers to employment such as offender status, homeless, disability, single parent, and language barriers.
- Veterans/eligible spouses.
- Adults underemployed may also be considered for services.

### **Employed Workers**

OJT contracts may be written for eligible employed workers when:

- (a) employee is not earning a self-sufficient wage or wages comparable to or higher than wages from previous employment;
- (b) training relates to the introduction of new technologies;
- (c) training introduces new production or service procedures;
- (d) upgrading to new jobs that require additional skills, workplace literacy, or
- (e) there is a contract for the OJT with an employer or registered apprenticeship program sponsor in the public, private non-profit or private sector.

### **OJT Outreach**

OJT will be marketed to employers through CSH's Business Services Team. Outreach includes, but is not limited to, face-to-face contacts, press releases, networking with other agencies, and speaking to civic organizations.

OJT may also be marketed to job seekers by any staff member.

### **Occupation Eligibility**

An OJT Contract is appropriate for businesses who have difficulty filling their skilled labor force needs with qualified, experienced workers, or who want to upgrade their current workforce. Businesses may use an OJT in these instances by training eligible ~~WIOA or WTP~~ customers. OJT is designed to provide an opportunity for ~~WIOA/WTP~~ eligible individuals to receive the training necessary to acquire skills and knowledge that will enable them to maintain unsubsidized employment and/or job advancement. CSH will ensure that participants are placed in OJT for occupations that are in demand in our local area and included on the local Demand Occupations List (DOL). Occupations or job types that are not suitable for OJT are occupations that are:

- Based on commission (salary based on sales and not an hourly wage);
- Seasonal in nature; or
- 20 hours a week or less, unless prior approval has been received from CSH President/CEO.

### **Duration of OJT**

OJT is limited in duration, as appropriate to the occupation the participant is being trained in. Contracts will not exceed six months. OJTs may be authorized for full-time, 40 hours a week, or based on the employer's definition of full-time. In determining the amount of time, it takes to learn the job, recognized reference materials such as Occupational Network of Employment Titles (O\*NET), the Department of Vocational Rehabilitation's Specific Vocational Preparation (SVP) guidelines, employer job descriptions, and trainee's skills and work experience will be considered. If the OJT training length varies from any documented average length for that occupation, the basis for the variation must be recorded in the participant's case notes in the State's system. The length for the OJT will be included in the OJT contract with the employer, the participant's IEP/ISS, and the participants OJT Training Plan.

### **OJT Training Plan**

The OJT Training Plan (Attachment [C03-6](#)) is a formal document detailing the structured job training and must provide participants with a combination of instruction in observable and measurable job-ready skills, general employment competencies, and occupational skills. OJT may be combined with customized training, if appropriate. The OJT Training Plan will be developed based on the participants' IEP/ISS, employer job descriptions, and trainee skills and work experience.

A Business Representative (BR), working with the employer, may determine the job title for the position to be trained for by referencing O\*NET OnLine (<https://www.onetonline.org/>). If the employer's job title does not meet the O\*NET title of the specific job duties required, the difference should be noted in a case note in the State's system. A job description may be obtained from the Employer, or the BR may assist the employer in writing a job description, thus providing a "value-added" service for the employer. For assistance in writing a job description, the Career One Stop Job Description Writer may be used (<https://www.careeronestop.org/BusinessCenter/Toolkit/GettingStarted.aspx>).

The BR will make a list of the skills needed to perform the job to the standards specified by the employer. For assistance in writing skill requirements, O\*NET OnLine may be used (<https://www.onetonline.org/>). The skills provided may need to be modified to be specific to the employer's needs for the occupation.

An assessment of the trainee's skill level will be conducted by the Career Specialist near the beginning of the training period to document skill deficiencies. The skills gap between what the trainee possesses and what the job description requires will be the basis of the skills training.

Parameters to assist in determining the length of the training will be obtained from O\*NET OnLine, and/or Job Zone/SVP. The trainee's past work experience, knowledge, and skills gap will also be considered when determining length of training. The skill sets to be trained on will be listed on the Training Plan. The amount of time determined to attain each skill set can be obtained at [https://www.occupationalinfo.org/appendxc\\_1.html](https://www.occupationalinfo.org/appendxc_1.html). The number of hours, the begin date and attainment date will be included on the Training Plan.

A copy of the Training Plan, the job order and the trainee's referral to the job order will be retained in the participant's case file.

The OJT Training Plan must be agreed upon and signed by the participant, employer, employer worksite supervisor and CSH representative.

### **OJT Contract Requirements**

All OJT's provided will be under a written contract with an employer or registered apprenticeship program sponsor in the public, private non-profit or the private sector. Employers providing OJT are not required to meet the conditions for inclusion on the Eligible Training Provider List (ETPL).

When developing the OJT contract, CSH will ensure:

1. OJT contracts include related requirements specific to the state and local areas and related to OJTs funded through other federal programs.
2. The OJT contract contains an explanation of how participants will be provided a structured training opportunity. All training services will be provided in a manner that maximizes consumer choice.
3. OJT trainees will be employees of the employer, not independent contractors, or contract employees, and shall be compensated by the employer at the same rates, including periodic increases, as similarly situated employees. Following training completion, OJT participants should earn a wage rate no lower than any employee with the same

responsibilities and duties. Participants must receive the same benefits and have the same working conditions as similarly situated employees.

4. OJT contracts are not provided to or extended to employers who have previously exhibited a pattern of ineffectiveness in providing OJT participants with continued, long-term employment.
5. OJT contracts are signed and dated by the appropriate CSH staff and the employer prior to execution of the contract. Both the contract and the OJT Training Plan must be signed and agreed upon by all parties, prior to the participant's initial start date.
6. OJT contracts include all applicable provisions required by federal statutes and executive orders listed, including Equal Opportunity, Davis Bacon Act and other provisions outlined in 2 CFR part 200, Appendix II.
7. OJT contracts include all employer responsibilities and require assurances that the employer will provide to the participant during and following the OJT.
8. That no participant is placed in an OJT where a member of that person's immediate family is directly supervised by or directly supervises the participant. Family means two or more persons related by blood, marriage, or decree of court.
9. That no employees were laid off at the previous location because of the relocation from another area of the United States if:
  - An employer is an established or new business; or
  - The employer has been operational at the current location less than 120 days (of operation) and relocated from another area in the U.S.
10. Each OJT assignment is monitored periodically until the assignment is complete.
11. OJT employers are required to abide by all health and safety standards, including Child Labor Laws, established under state and federal law. Regulations otherwise applicable to working conditions of employees shall be applicable to working and training conditions of customers served under any OJT Contract.
12. OJT trainees shall not be required or permitted to work, be trained, or receive services in buildings or surroundings or under working conditions which are unsanitary, hazardous, or dangerous to their health or safety.
13. To the extent that the state Workers' Compensation law is applicable, employer will provide Workers' Compensation coverage to all employees paid directly through OJT. Where employees covered under OJT are not covered under a state Workers' Compensation law, the employer shall provide insurance coverage for injuries suffered by employees. Income maintenance coverage is not required.

#### **Employer Worksite Visit and Pre-Award Checklist**

Prior to entering into an OJT Contract, a pre-screening shall be conducted by a CSH BR to ensure the employer meets the minimum standards and can provide both training and long-term employment to an OJT trainee. The BR will complete the pre-screening process utilizing the OJT Pre-Award Checklist (Attachment C03-4) to certify:

- Company verifies WIOA funds will not be used to relocate operations in whole or in part.
- Company has operated in LWDA 19 for at least one (1) year prior to application, or, if less than one (1) year and the business relocated from another area in the U.S. or its territories, employees were not laid off at the previous location as a result of the relocation.
- Company has at least one (1) full-time employee.
- Company commits to providing long-term employment for successful OJT trainees.
- If the company has a collective bargaining agreement, the OJT contract does not impair existing contracts for services or collective bargaining agreements.
- The OJT will not result in the full or partial displacement of employed workers.
- Trainee wages to be paid are at least equal to: (1) the federal, state, or local minimum wage (Fair Labor Standards Act); and (2) other employees in the same occupation with similar experience.
- Trainees will be provided the same workers' compensation, health insurance, unemployment insurance, retirement benefits, etc. as regular, non-OJT employees.
- The employer will comply with the non-discrimination and Equal Opportunity provisions of WIOA and its regulations.

#### General Guidelines

- OJT funds will not be used to directly or indirectly assist, promote, or deter union organizing.
- OJT funds will not be used to directly or indirectly aid in filling a specific job that is vacant due to the current employee being on strike, engaged in a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.

The BR will also review and consider:

- Worker Adjustment and Retraining Notification Act (WARN) notices previously filed.
- Whether the company has exhibited a pattern of failing to provide OJT trainees with continued long-term employment.
- Identification of open positions the employer seeks to fill with OJT trainees.
- Job Descriptions for each open position to be filled.
- That no participant is placed in an OJT where a member of that person's immediate family is directly supervised by or directly supervises the participant. Family means two or more persons related by blood, marriage, or decree of court.
- That the company is willing to provide follow-up information relating to credentials received and individual trainee wages upon hire.
- The job order and any possible modifications needed.

The employer's worksite visit will be recorded in a case note on the employer in the State's system will include:

- the date of the worksite visit,
- the name of the CSH staff member who conducted the site visit, and
- the outcome of the visit.

If CSH staff identifies any concerns with the site, that information will also be recorded in a case note on the employer in the State's system and the steps taken to alleviate the concerns. CSH staff will ensure that all concerns identified are alleviated prior to a participant being employed, and that all results and actions taken are case noted on the employer in the State's system.

#### **OJT Training Contracts**

Training services are provided through an OJT contract.

### **Payments to Employers, Wages and Participant Hours**

CSH will ensure that participant wages are equal to those similarly employed by the employer and comply with federal regulations and state guidelines, and in accordance with the specific program guidelines. CSH staff will communicate to the employer the expectation that the participant will continue working after the OJT contract ends and will receive compensation and benefits that are commensurate with their job performance and in alignment with other workers.

OJT funds will not be utilized to pay the following:

- Paid or unpaid holidays;
- Sick leave;
- Vacation;
- Overtime hours;
- Fringe benefits; and/or
- Work performed outside the OJT contract.

CSH will retain records for each OJT employer and OJT participant for a minimum of five years. Timesheets and payroll records recording wages and/or benefits by the participant will be recorded as a case note in the State's system and included in the participant case file.

### **Reverse Referrals**

Reverse referrals occur when an individual is referred to the career center from a prospective employer (under either formal or informal agreement) for assessment as to whether the individual meets the employer's hiring requirements for a specific position. Employers must not make or have made a hiring decision prior to the participant becoming eligible for the OJT program through the career center. Development of an OJT for an individual referred by an employer may be permitted only when:

1. The individual progresses through the intake process as with any other career center customer and meets all requirements for eligibility as specified in this policy;
2. The completed IEP/ISS indicates training is necessary for the individual to perform the work associated with the position for which the employer has an opening;
3. The employer meets all the eligibility requirements under this policy; and
4. The employer provides assurance that the individual has not previously been employed by the employer in the same or similar position.

### **OJT Employer Application**

Once the employer has decided on an OJT applicant to hire and train, the employer must submit an OJT Employer Application (Attachment C03-1) to the BR. This application should provide CSH with a brief description of a potential employer's company and its suitability for training participants. The application is a prerequisite to the development of the actual OJT Contract. Once approved, the OJT Employer Application becomes final when combined with the formal Contract which is signed by CareerSource Heartland President/CEO, CSH Business staff, and the Employer. The application includes:

- *Section 1 - Company Information*- Information needed to assure the appropriateness and validity of an On-the-Job Training situation. BRs will review all information provided to ensure that the business meets the standards required for funding.

- **Section 2 - Training Information-** The type of training and training location, supervisor of trainee, ONET code, trainee hourly wage and completion hourly wage. Details of the OJT position should include a brief description of the job and an outline of how the position fits the business needs. BRs should review this information to ensure that the training is listed on the local DOL and the completion wage meets program requirements, or that specialized situations are properly identified and programmatically allowed.

Regulations require a job description for each OJT position. If an application is made with an employer for multiple OJT positions, job descriptions will be required for each position that is different. A copy of the company's job description and qualifications should be attached to the completed Application.

- **Section 3 - Training Program Costs** –This section contains the specific information on the training costs and the amount the employer is requesting from CSH. The costs are divided into the categories of Wages; Additional Costs; and Total Costs Requested. The total reimbursement cannot exceed 50% of total participant hourly wages only, expended by the employer. BRs should review this information for accuracy and appropriateness. Expense items are defined as:
  - **Wages:** Wage rates cannot exceed the most current state wage cap and cannot include overtime, shift differential, premium pay, or other non-regular wages paid by the employer.
  - **Total Costs:** All reimbursable wages as defined above, not to exceed the regionally determined Individual Training Account Cap.
- **Certification by Authorized Company Representative-** This section outlines general information regarding expectations and employer assurances regarding employer compliance with regulations.

The application must be signed by a company representative who has the authority to enter into contracts on behalf of the company.

### **Approval Process**

The application should be returned to a BR. The BR will thoroughly review the application to assure all aspects meet programmatic requirements. Review of the application should include but not be limited to:

1. <http://www.sunbiz.org>
  - a. Is business listed?
  - b. If so, how long in business?
  - c. Check for Federal Lien registration and Judgment Lien information
2. Check back-up and information relating to total training costs submitted.
3. Compare to local DOL jobs and wages listed

The BR completes the CSH Business Operations Checklist on the application, makes recommendation to approve or not approve the application, then dates and signs the application. If recommendation is to approve, the BR completes the OJT Training Contract.

### **OJT Training Contract**

The OJT program utilizes a formal Training Contract (Attachment C03-2) in conjunction with the OJT Employer Application. The Training Contract will specify:

- Employer name and address
- Participant's name
- Number of participants to be trained
- Position Job Title
- Credential
- Beginning and end dates of the OJT
- Wage per hour and amount not to exceed

The OJT Training Contract and OJT Employer Application are legally binding agreements between CSH and the employer and must be submitted to appropriate staff for approval. Additionally, this final Contract will require the approval and signature of CSH's President/CEO, the employer, and CSH Business Representative.

Upon completion of the OJT Training Contract, two copies will be made for original signatures. A copy of the OJT Employer Application will be attached to both of the two original Contracts. Original copies will be submitted to the CSH President/CEO for final review and signature. Once all originals have been signed by all parties as required, the document distribution is as follows:

1. Original Contract with the original application remains in the CSH Administrative Office.
2. Original Contract with copy of application to Employer.

### **Non-Approval of Application**

If the BR does not recommend approval of the application, the reasons should be discussed with the Chief Programs Officer (CPO). If the recommendation remains the same, the CPO should then discuss with the CSH President/CEO. Following the final decision to not approve the application, the reasons should be clearly documented on the application. The BR then notifies the employer of the decision. A copy of the application should be retained in the BR office.

### **OJT Contract Amendment Form**

The purpose of the OJT Contract Amendment Form (Attachment C03-3) is to record changes to the original OJT Contract. Use of this form will provide information on key items that have been changed and will facilitate entry of the data into the State's system.

Enter the Contract number, employer's name, participant's name, social security number (last 4), and the original beginning date of the Contract in the top portion of the form.

Enter information only for the listed items that will change. Enter the original information in the first blank and the new information in the second blank. Enter "NA" for those items that will not change.

The employer and the President/CEO of CSH will sign and date the amendment. The original will be attached to the original Contract with a copy placed in the participant file.

All original Contract paperwork will be maintained in the CSH Administrative office. Copies of training plans will be kept in participant's case files. All billing and expense back-up documentation (time sheets, credential forms, etc.) will be kept by CSH Finance Department. Calculation of hours

worked or timesheets recording wages and/or benefits by the participant must also be recorded as a case note in the State's system, and a copy maintained in the participant's case file.

### **OJT Reimbursement**

Total reimbursement for wages shall not exceed fifty percent (50%) of trainee's wages ~~(unless approved up to 75% by the President/CEO)~~ and will exclude overtime. -OJT reimbursement is for wages only (hourly rate) and does not include fringe benefits or other payroll costs. The employer shall be reimbursed on a monthly basis. Monthly invoices shall be submitted to CSH by the employer on, or before, the tenth (10<sup>th</sup>) calendar day of the month following the month for which reimbursement is requested. The invoice must include copies of documents that verify expenditures, such as time cards or payroll sheets, receipts, or other validation of allowed expenditures.

### **Retention Period**

A retention period holdback of ten percent (10%) of each invoice will be retained by CSH for each payment made to the employer during the training period. The retention period holdback may be requested after an additional thirty (30) days has elapsed after training completion, once the trainee has retained full-time employment each week following the end of the training period. The retention period holdback request should be completed and signed by the employer to certify the status of the trainee. No other documentation will be required, as it should have been included in the monthly invoices submitted during the training period.

### **Trainee Termination Prior to Training or Retention Period Completion**

If the trainee leaves during the training period, the employer will only be reimbursed for fifty percent (50%) of trainee's wages minus the retention period holdback of ten percent (10%). On the training period invoice the employer should note the trainee terminated employment and is no longer with the company.

If during the retention period the trainee quits or is fired for cause, disqualifying them from receiving unemployment compensation, the ten percent (10%) retention holdback will be forfeited. A meeting with the employer should attempt to determine if the trainee went to another job with higher pay or better benefits as a result of the training received, or if there are circumstances that need to be addressed in future OJT referrals. If the trainee is laid-off during the retention period, the employer does not qualify to receive the retention payment. If during the course of the OJT it is determined that the trainee does not meet expectations, it may be possible to discharge that individual and enter into a new OJT Contract. This opportunity will depend on the circumstances and will be the final determination of the CSH President/Chief Executive Officer (President/CEO). The BR will need justification to recommend additional training.

### **Monthly Progress Report**

Participant progress reports (Attachment C03-5) must be completed by the employer on a monthly basis and submitted with the monthly invoice for payment. The progress reports are based on OJT trainee's performance in terms of the skills to be learned as well as expected work habits.

The BRs will complete the *Skills to Be Learned* section in Section 4 – Trainee Skills Evaluation, prior to providing the form to the employer for monthly submission. The progress report will be used to monitor trainees' successful skill attainment.

Under Section 4 – Current Capability, the employer will mark the trainee's skill capability at: Beginning – Can do only simple parts of the task; Intermediate – Can do most parts of the task; Skilled – Meets the Employer's standard for the task. The Date Measured must contain the date

completed. When an employer checks “Skilled” under the Current Capability section, that specific skill will be considered attained for training purposes.

### **OJT, Registered Apprenticeships and Pre-Apprenticeships**

CSH will partner with registered apprenticeships and pre-apprenticeship programs and use these opportunities as part of a career pathway for job seekers, and as part of a job-driven strategy for employers and industries. The duration of the OJT contract will be designed around the length of the registered apprenticeship, not to exceed six months. The OJT contract must comply with the requirements of this policy.

Registered Apprenticeship – is an apprenticeship program registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.). It is available to youth aged 16 and over, adults and dislocated workers, veterans in receipt of the GI Bill, unemployed workers, underemployed workers, and incumbent workers.

Registered apprenticeships are employer-driven, “earn while you learn” models that combine OJT with job-related instruction tied to the attainment of industry-recognized skills standards. An OJT must be under the supervision of a skilled worker.

Registered apprenticeship programs are to be included and maintained on the ETPL as long as the corresponding program remains registered. Prior to enrolling a participant into a registered apprenticeship activity, CSH will ensure the registered apprenticeship includes the work component (OJT) and the job-related instruction. An ITA may be developed for a participant to receive registered apprenticeship training.

Pre-Apprenticeship Program – provides instruction and/or training to increase math, literacy, and other vocational and pre-vocational skills needed to enter a Registered Apprenticeship program. A pre-apprenticeship program must have at least one registered apprenticeship partner and must include:

- Training and curriculum that aligns with the skill needs of employers in the economy of the state or region;
- Access to educational and career counseling, and other supportive services;
- Hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options and exploring how skills acquired through coursework can be applied to a future career;
- Opportunities to attain at least one industry-recognized credential; and
- A partnership with one or more registered apprenticeship programs that assists in placing individuals who complete the pre-apprenticeship into a registered apprenticeship program.

Pre-apprenticeship program providers who offer occupational skills training do not have the same automatic Eligible Training Provider status as registered apprenticeship programs. CSH will ensure these programs go through the same selection process and performance reporting requirements as all other training providers. When a pre-apprenticeship offers activities that are considered career services (pre-vocational, soft skills), it is not considered to be a training activity.

### **Monitoring**

All OJT Contracts are reviewed by the Business Representative, the CPO, and the President/CEO prior to signing.

An in-person visit to each worksite where an OJT participant is placed will be conducted at least once during the training period. A CSH staff not involved with case management or construction of the OJT Contract and approval will be designated to conduct such in-person visits. During the in-person visit, the designated individual will assess the appropriateness of the site and ensure that it meets the terms of the worksite Contract. The results of the visit, including date and name of individual who visited, and any concerns found must be documented in the participant's case note section in the State's system.

Formal oversight and monitoring of OJT Contracts will be conducted at random to ensure compliance with applicable laws and regulations, and to ensure the integrity of funds and review performance. Programmatic monitoring will include documenting information received directly from the trainees; the monthly progress report will document from the business perspective how the training is progressing.

Through its normal internal control processes:

1. The CPO, or their designee, reviews the invoice for program compliance;
2. CSH's Finance Department completes a desk review to assure billing and fiscal compliance; and
3. The President/CEO reviews and serves as the check approver prior to remitting payment.

**WIOA Quarterly Follow-up and Follow-up Services**

As program participants complete services and their case is closed, the State's system will trigger four quarters of Follow-up to be completed timely.

In addition, Follow-up Services may be provided based on the participants need and desire for the services. Case notes will be entered in the State's system for both quarterly Follow-up and Follow-up Services.

<b>CareerSource Heartland</b>		
SECTION: Wagner-Peyser	PROCEDURE: G-09	PAGE 1 of 3
TITLE: Employer Registrations Entered in Employ Florida by Employers and Staff	EFFECTIVE DATE: <del>05/11/2017</del> <u>3/20/2026</u>	
APPROVED BY: DD	REPLACES: G09 dated 04/02/2012; 3/23/09, <u>6/11/2017</u>	

**PURPOSE**

To provide a standardized method for handling employer registrations entered in Employ Florida (EF) by employers and staff; to assure that employers registered in EF represent valid businesses in our local workforce development area; to limit duplication of employer registrations; and to assure appropriate contact and follow-up with area businesses.

**PROCEDURE**

Business ~~Representatives-Services staff~~ must conduct an independent verification procedure within ~~the three-day approval window~~ two(2) business days. If staff verification cannot be ~~performed-completed~~ within ~~three-two business days~~, Business ~~Representatives-Services staff should will~~ place the account ~~on-in~~ “hold pending verification Not Verified” status and contact the employer to notify them of the hold until staff can review the information and enable or revoke the account.

A designated Business ~~Representative-Services staff~~ will check EF daily for new Direct – Self Services Registrations and/or New Registrations that are entered by staff.

Designated Business ~~Representative-Services staff~~ will:

1. Sign onto EF.
2. Go to Manage Employer, Assist an Employer.
3. Under Employer Criteria, Employer Status, use the dropdown box to select “Pending Verification” or if the Employer was just entered into EF the registration will have already been enabled by the Business Representative at time of registration.
4. Scroll to assigned LWIA Center, use the dropdown box to select “CareerSource Heartland”.
5. Click Search.

Appropriate Business ~~Representative-Services staff~~ will respond daily to:

1. Verify the employer’s registration information to include the business’s name, address, contact person, etc. Verification of the registration ~~may be will be~~ conducted through Internet sources ~~or-and~~ by telephone and may also include an on-site visit. Registration will not be enabled until all verification has been completed.-
2. Verify the Federal Employer Identification Number (FEIN) or entity’s name on the Department of State, Division of Corporation’s website. All corporations, in-state and out-of-state, conducting business in the state of Florida must be registered in Sunbiz or Sntax for the verification process to proceed. If the owner of a business is doing business under a different name (“fictitious name”), that fictitious name must also be

registered in Sunbiz or Suntax. If the business is not registered in Sunbiz or Suntax as required, registration should not be enabled until such information is available for verification. The employer's verified Sunbiz documentation will be uploaded to the employer's EF account.

Out-of-state employers seeking to hire Florida candidates for out-of-state positions must have their businesses verified using the home state's Department of State website. If the information is unavailable for verification the registration should not be enabled.

Generally, an employer account requires entry of the FEIN; however, an employer may use their social security number (SSN) if the business is in the process of obtaining a FEIN, or is a single owner LLC or sole proprietorship. An employer is required to update the account with an FEIN once one has been obtained.

3. Conduct a telephone follow-up to confirm the information listed in the registration. Ask to speak with the contact person listed on the registration and verify the business's address, e-mail information and additional details that were submitted on the registration to determine if the responses match the information that was submitted. If the business has an active website, staff will use the telephone number on the website to conduct follow-up.
4. Review all submitted job orders for compliance with federal and state laws, Terms of Use policy, subjective non-discriminatory language, etc. Job orders in violation of the law, Terms of Use policy or that contain inappropriate language should be reviewed with the employer for correction. Refusal to change the information after notification of existing errors should result in account revocation.
5. A further recommendation, particularly for out-of-area employers, is to: Send the employer a confirmation email to the email address listed on the EF account and request a confirmation email that the email was received.

Employers may register on the site for recruiting purposes only; thus, a job order may not be listed. In these instances, steps 1 through 3 are still necessary. Employers looking to recruit job seekers only, without posting a job order, may present the career centers with a marketing opportunity to inform the employer of the available business services that can be provided at no cost and to expand the centers' clientele. However, the lack of a job order may be cause for additional investigation in order to minimize the chance of a scam or other risky behaviors that may compromise job seekers.

If a concern about the legitimacy of the employer remains, additional verification steps should be followed. Below are additional suggestions for verification:

1. Verify city or county business licenses/permits and/or registration with the Florida Department of Revenue.
2. Conduct an Internet search for the company's website. Review the content in comparison to information submitted in the EF profile. Look for a certification that the website is a trusted site, such as the TRUSTe certification.

3. If the business is in your local area, perform a drive-by or on-site visit to confirm whether the business exists and appears to be conducting legitimate services.
4. Review the company's complaint record with the Florida Department of Agriculture and Consumer Services, Division of Consumer Services, the Better Business Bureau and/or the Attorney General's consumer protection website for business complaints and investigations.
5. For out-of-state employers, contact the proper authority in the employer's home state to obtain comparable information.

Business ~~Representative Services Staff~~ will respond daily to:

1. Check to see if any previous registrations exist for this employer.
  - a. If a registration exists but is revoked, proceed as a new registration.
    - i. Check case notes for cause of revocation.
    - ii. Verify business as legitimate business as stated in above directions on how to verify.
    - iii. If new registration is going to be enabled, merge the revoked registration into the new registration.
  - b. If another registration exists and is active:
    - i. Verify business as a legitimate business, review registration for completeness;
    - ii. Check Employer Name, Phone Number, Federal Employer Identification Number (FEIN) and Address;
    - iii. Check for open job orders and compare to new registration information;
    - iv. Check for case note history;
    - v. Check contact information and compare to new registration
    - vi. Contact employer to verify business and contact information and to advise of both (or numerous) accounts.
      - Determine which account the employer prefers to use
      - Advise employer of intent to merge all other accounts to one main account (refer to Business Specialist Services Assistant for merging and revoking).
      - Discuss service options with employer or schedule appointment to do so: collect any missing information, build rapport, and review available services.
      - Document services, activities, and case notes in EF.
2. Once it is determined that the Employer registration is valid and complete, the Employer Access status should be changed ~~from "pending verification"~~ to "enabled".
3. If it is determined that the Employer registration is invalid, the status should be changed to "Revoked" and case note the reason. Send email to RSO requesting registration be archived.
4. If a job order is attached to the new registration:
  - i. Check to assure there is no existing open job order for the same position under a different employer registration for the same company;

- ii. Review job order for EEO compliance and completeness;
- iii. Communicate with Business Specialist regarding action taken or action needed.

~~IMPORTANT: Verification must occur within 48 hours of the initial registration. Failure to verify within that time period will result in automatic approval in EF.~~

<b>CareerSource Heartland</b>		
SECTION: Non-Custodial Parent Employment Program	PROCEDURE # J02-0	PAGE 1 of 65
TITLE: Provision of Customer Supportive Services and Incentives	EFFECTIVE DATE: <del>3/16/2025</del> <u>3/16/2026</u>	
APPROVED BY:	REPLACES 1/1/2026 1/15/2025 <u>3/16/2026</u>	

**PURPOSE:** To provide a consistent and well-documented format for the approval and provision of supportive services and incentives, for customers eligible through the Non-Custodial Parent Employment Program.

## PROCEDURE

### A. Supportive Services for Non-Custodial Parents

Supportive services and incentives may be awarded to an eligible Non-Custodial Parent (NCP) who is participating in authorized activities as outlined in the Individual Employability Plan (IEP), to include meetings with the Career Specialist to develop or update the IEP. Supportive services may be provided when the eligible participant is unable to obtain the identified services through other sources. To ensure resource and service coordination in our local area, CareerSource Heartland (CSH) staff will ensure that eligible NCPs are provided with accurate information about the availability of supportive services in the local area and will make referrals as needed.

#### Eligibility and Determination of Need

NCPEP eligibility must be clearly documented in the participant's case file and case noted in the State MIS system, Employ Florida (EF).

Supportive services are not entitlement payments. CSH staff must first determine a participant to be in financial need of supportive services before they are provided. Supportive services will be used to address the participant's barriers identified through the initial or assessment process. Supportive services must be documented in the participant's IEP. Additional documentation used to demonstrate the participant's financial need may include a budget analysis form.

To receive supportive services:

- The individual must be enrolled and actively participating in an approved IEP activity (to include meeting with the Career Specialist to develop or update the IEP).
- Case files should identify the need for the service, the service required, and how often the service will be provided.
- No other source of funding is available to provide the service.
- Funding is available for these services.

### B. Limits to the Amount or Duration of Supportive Services and Milestone Incentives

Supportive services are capped at specific dollar amounts per service, and amounts are capped at a specific lifetime award per participant. See Attachment J02-1a for the CSH Allowable Support Services Overview. Incentive payments for milestone achievement are limited to the amounts listed on pages 4 & 5 of this procedure. Not including child care assistance, the overall cap for both supportive services and incentive payments cannot exceed \$2,000.

Child care assistance may be authorized for custodial children through referrals to Early Learning Coalitions in the local area, as needed to support participation in program activities. Initial 60-day referrals should be authorized, with continued 30-day referrals issued as appropriate. Since child care costs must be based on the participant's needs and are dependent upon provider fees, an overall cap for these services is not provided herein. Child care assistance may continue for 30 days after the participant begins employment. Following that 30 days, the individual's situation should be re-evaluated to determine if other child care assistance has been identified. If not, the career specialist may submit to the CSH CEO a request to continue to provide child care assistance if needed for participant to remain employed. The request must include a plan, developed by the participant and career specialist, which outlines when this assistance will end, how the participant will meet their child care expenses when it does end, and the actions that will be taken toward that goal. Child care referrals must follow Early Learning Coalition processes.  
Program

Staff will utilize Attachment J02-2a, CSH Supportive Services and Incentives Tracking Sheet to ensure payments do not exceed the \$2,000.00 cap. The tracking sheet will be maintained in the participant's case file.

**Services may be discontinued at any time if funding levels cannot support these services.**

All cases will be closed on the grant end date ~~of June 30, 2026, unless an extension is provided.~~ Supportive services and incentives must be earned prior to the grant end date and issued ~~before July 15, 2026.~~ within 15 days of the grant end date.

#### **D. Payment Methods for Supportive Services**

Processing supportive service requests will be the responsibility of the Career Specialist. Final approval will be the responsibility of the Center Branch Manager/Coordinator and/or the Chief Programs Officer (CPO). The Chief Financial Officer (CFO) or their designee will verify that funds are available.

Supportive service payments may be in the form of gas cards, vouchers authorizing service and payment, or check requests. In all cases, CSH Career Specialists are responsible for documenting participant needs and for maintaining all necessary records relating to any payments made.

Under circumstances requiring vendor quotes for the provision of service, Career Specialists will hold the participant responsible for obtaining three quotes. Vendors must be approved by CSH's Finance Department prior to voucher creation or check request. Only the amount of the lowest quote can be paid. Copies of all procured estimates must be maintained in the participant file.

CSH is exempt from the payment of Florida sales and use tax on services purchased.

In the event that a monetary cap is reached but additional services are needed, the participant has the right to request that CSH review their case. The participant and the Career Specialist will prepare a case packet for CSH consideration. This packet will include a description of services received to date, the amount of funding received to date, activity, reason for request for additional funds, outcome expectations, and other pertinent information. The completed packet should be delivered to the CPO who will review the individual's request and verify funds are available with the CSH Finance Department. The President/CEO will have final decision-making authority.

#### Gas Cards

Gas cards may be issued weekly based on participant need and as outlined in the IEP. One \$25.00 gas card may be issued for each week participation in IEP defined activities can be verified and need is documented.

Virtual activities will not qualify for gas cards unless it is verified that the NCP had to incur travel to participate (ex: to ensure consistent connectivity, an NCP participating in assigned on-line activities at the CSH Center could be eligible to receive a gas card for each week such participation occurred).

For activities listed on the IRP that the customer had to incur travel to a Career Center to complete (ex: Energize Your Job Search), will be eligible for a gas card.

One \$25 gas card may be issued upon initial development of the IEP. IEP updates may count as approved IEP activities eligible for a gas card.

Documentation must be obtained to verify participation in any approved activity for which the supportive service has been authorized.

Gas Cards will be issued in \$25.00 increments and will not exceed the maximum allowable amount as outlined in the CSH Allowable Support Services Overview (Attachment J02-1a).

The Gas Card Distribution Log (Attachment C01-02), generated by the Finance Department, will be signed each time gas cards change their possession.

For additional tracking purposes, participants are required to sign the Individual Participant Signature Sheet (Attachment C01-03) which is maintained in the participant's individual files.

All gas cards will be retained in locked storage when not in use.

#### **E. Purchase and Receipt of Gas Cards:**

CSH's Finance Department will follow established financial procedures in ordering and verifying, purchase and receipt of gas cards.

#### **F. Request for and Distribution of Gas Cards:**

- Career Specialists will send an email request for gas cards to their supervisor and the Fiscal/Human Resources Coordinator (F/HRC).
- F/HRC will deliver gas cards to the Career Specialists. Career Specialists will count the cards and verify receipt by signing two Gas Card Distribution Logs. One signed Gas Card Distribution Log will be retained by the Career Specialist in the participants' file, and one will be retained by the F/HRC.
- A copy of the Gas Card Distribution Log (Attachment C01-02) will be maintained by the Career Specialist and will serve as a signature sheet when cards are distributed to participants.
- Career Specialists will maintain gas cards in locked storage when not in use.
- Career Specialists will review participant's completed IEP approved activity completion to assure eligibility for gas cards prior to distribution. Eligible participants must sign a copy of the Gas Card Distribution Log at the time the cards are distributed. Signatures are required for each gas card disbursed.
- The Gas Card Distribution Log forms must be turned in to the F/HTC when filled out.
- All backup documentation will be maintained in participants files to verify eligibility for the gas cards distributed.
- Career Specialists will use the NCPEP Supportive Services and Incentives Tracking Sheet (Attachment J02-2a) to ensure the maximum amount for gas card distribution is not exceeded.
- Career Specialists will document service, and card amounts in Employ Florida.

## **G. Reconciliation of Gas Cards**

Gas Card reconciliation will be completed monthly.

Center Branch Managers/Coordinators will collect all remaining gas cards from Career Specialists, scan the remaining cards and Gas Card Distribution Logs, and email to the F/HRC.

The CFO and F/HRC will follow established financial procedures to inventory the remaining cards in locked storage.

Assigned Career Specialists will reconcile cards in person, or through a Teams Meeting if off-site, with their Center Branch Manager/Coordinator. In person or Teams meeting reconciliation will allow the Center Branch Manager/Coordinator to visually view all remaining gas cards.

If offsite, the Career Specialists will then scan a copy of all remaining cards and the Gas Card Distribution Logs and email the Center Branch Manager/Coordinator.

The Center Branch Manager/Coordinator will review all documentation (cards or scanned copies and Gas Card Distribution Logs) and send an email to the F/HRC. The email will include verbiage that – the Center Branch Manager/Coordinator visually viewed the remaining gas cards in person or via a Teams meeting, including the date this occurred; and reviewed cards/scanned copies of the remaining cards and the Gas Card Distribution Logs, prior to emailing to the F/HRC.

As appropriate, the CFO and F/HRC will follow established financial procedures to inventory the remaining cards in locked storage.

## **H. Missing Gas Cards**

If a gas card appears to be missing the Career Specialist will immediately contact the F/HRC and CFO. Career Specialists will then complete a Missing Gas Card Report form (Attachment C01-04) and forward to the F/HRC for coordination/investigation with the issuing gas card vendor. The original Missing Gas Card Report form must be maintained with CSH's Finance Department.

It is imperative that measures are taken to ensure all steps are in place to avoid loss of cards. Repeated loss of cards will result in the removal of responsibility of handling the cards from the respective Career Specialist and may result in a Career Specialist investigation and disciplinary action.

## **I. Gas Cards Reported as Not Usable**

Occasionally a participant may report a distributed card as not usable. The Career Specialist will notify the F/HRC and CFO of gas cards reported as not usable. Inactive or otherwise faulty cards will be addressed according to established financial procedures.

## **J. NCEP Milestone Incentives**

Milestone incentives will be paid by CSH check upon verified completion of the activities listed below. Checks will be issued one-time per week. Supportive Services and milestone incentive payments combined will be capped at \$2,000.00 per participant.

<b><i>Milestone</i></b>	<b><i>Documentation</i></b>	<b><i>Amount</i></b>
(1) Parenting Class	Printout of six (6) activities completed from website <a href="http://Allprodad.com">Allprodad.com</a>	

(2) Financial Literacy	Certificate of Completion from one of the 14 modules from <i>How Money Smart Are You?</i>	\$250.00/ for completion of all four of the Milestone Activities
(3) Energize Your Job Search Workshop	Copy of Attendance Sign-in Sheet	
(4) Soft Skills	Certificate of completion of a completed Metrix Learning Skill Track (Metrix classes will be assigned by the Career Specialist)	
<b>Additional Milestones</b>		
ELI Entrepreneurial Training	Verification of participation in one 4-hour session (maximum 6 sessions)	\$100.00
	Verification of participation in all 6 sessions and improved score from pre-test on post-test	\$250.00
5G Power Skills Foundational Skills Workshop	Verification of completion of each full lesson (4-hour class) (Where 2 lessons are completed in one day - eligible for \$200 - \$100 for each lesson completed)	\$100.00
	Verification of program completion (3 eight-hour days, all lessons completed, full badge earned)	\$350.00
FORGE (Family, Opportunity, Resilience, Grit, Engagement)	Verification of program completion (12 one-hour sessions)	\$250.00
<b>Credentials/Employment</b>	<b>Certificates/Credentials or Employment Verification</b>	<b>Amount</b>
Credential Attainment	Documentation from the training provider or applicable state credentialing provider	\$150.00
Unsubsidized Employment Obtained or Wage Gain	<ul style="list-style-type: none"> <li>• Employment Verification Form (EVF) obtained from the employer</li> <li>• Employer written statement</li> <li>• Paystub</li> <li>• Collateral contact with the employer transposed on the EVF</li> </ul>	\$250.00
30-Day Job Retention	Paystubs showing 30-days of Job Retention from the job start date or wage increase date. Payable if 30-day job retention occurs prior to the program end date.	\$150.00
90-Day Job Retention	Paystubs showing 90-days of Job Retention from the job start date or wage increase date. Payable if 90-day job retention occurs prior to the program end date.	\$200.00

## K. Guidelines for Vouchers

### Voucher Processing

Vouchers are created to request/authorize funds. Career Specialists will utilize the CSH Allowable Support Services Overview (Attachment J02-1a) to identify the necessary back-up documentation and assure that documentation is in place before services are authorized.

Career Specialists will create the Authorization for Payment form/voucher (Attachment C01-05), print the voucher, and obtain appropriate signatures. Original will be provided to the participant to be given to vendor; a hard copy must be placed in the participant's file. A copy of the voucher, including copies of the three required vendor quotes, will be provided to the F/HRC. It is the

responsibility of the participant to ensure that the original voucher reaches the vendor in a timely manner. The voucher is only valid for 30 days from the issuance date.

Career Specialists will document service and voucher amount in Employ Florida.

### **Payments**

The Vendor(s) will need to submit an original voucher with an invoice to the Finance Department at: CareerSource Heartland, Attn: Accounts Payable, 5901 US 27 South, Suite 1, Sebring, Florida 33870.

The amount of payment will be determined by the lesser of voucher or invoice. Any questions pertaining to the approved amount and attendance should be directed to the Career Specialist; those pertaining to the billing process should be directed to CSH's Finance Department.

# CareerSource Heartland Allowable Support Services Overview

## NCPEP

Support Services Overview

Documentation required for Local Workforce Development Area 19 – CareerSource Heartland

*The following guidelines apply to the NCPEP program.*

Non-Custodial Parent Employment Program Participants			
Conditional upon participation in an approved activity, if need is established and as defined in the Individual Employability Plan (IEP)			
Approved Services	Documentation Required	Limit	Maximum Amount
<b>Transportation</b>			
<ul style="list-style-type: none"> <li>Gas Cards</li> </ul>	<ul style="list-style-type: none"> <li><u>Verification of Participation in IEP-defined activities</u></li> <li><u>Original Signature of Participant on Gas Card Distribution Log and Individual Participant Signature Sheet</u></li> <li><u>One \$25 card may be issued for IEP development</u></li> </ul>	Based on Individual Need and Activity - \$25.00/Weekly	\$500.00
<ul style="list-style-type: none"> <li>Automobile Repair Excludes towing costs</li> </ul>	<ul style="list-style-type: none"> <li><u>3 Quotes (original)</u></li> <li><u>Valid FL Driver's License</u></li> <li><u>Current Auto Registration</u></li> <li><u>Certificate of Insurance</u></li> <li><u>If car registration is not in participant name, repairs will not be approved</u></li> </ul>	Based on documented need	\$500.00
<ul style="list-style-type: none"> <li>Vehicle Registration Excludes Ownership items</li> </ul>	<ul style="list-style-type: none"> <li><u>Valid FL Driver's License</u></li> <li><u>Certificate of Insurance</u></li> <li><u>Verification of Registration Fees</u></li> <li><u>If car registration is not in participant name, costs will not be approved: Title transfer fees are not allowed</u></li> </ul>	One (1) time/ Lifetime	\$500.00

<ul style="list-style-type: none"> <li>Auto Insurance</li> </ul>	<ul style="list-style-type: none"> <li><u>3 Quotes (original) or copy of existing policy with cost due</u></li> <li><u>Valid FL Driver's License</u></li> <li><u>Current Auto Registration</u></li> <li><u>Limited 3 months PIP &amp; Prop Damage &amp; Bodily Injury ONLY</u></li> <li><u>If car registration is not in participant name, costs will not be approved</u></li> </ul>	One (1) time/ Lifetime One (1) month (Three (3) months approved only in special circumstances)	\$500.00
<b>Housing</b>			
<ul style="list-style-type: none"> <li>Rent Excludes payment for deposits and for arrears or fines on old accounts</li> </ul>	<ul style="list-style-type: none"> <li><u>Legal Notice of Eviction and amount due</u></li> <li><u>New Lease if applicable with amounts due</u></li> </ul>	One (1) time/ Lifetime	\$500.00
<ul style="list-style-type: none"> <li>Utilities (Water, Elect., Gas) (limited to 1 each) Excludes payment for deposits and for arrears or fines on old accounts</li> </ul>	<ul style="list-style-type: none"> <li><u>Current Statement/ Bill</u></li> </ul>	One (1) Each/ Lifetime	
<b>Work Related Needs</b>			
<ul style="list-style-type: none"> <li>Uniforms, Clothing</li> </ul>	<ul style="list-style-type: none"> <li><u>Original Invoice</u></li> <li><u>As appropriate, uniform or dress code needs required by employer</u></li> </ul>	\$200	\$500.00
<ul style="list-style-type: none"> <li>Tools, Protective Gear</li> </ul>	<ul style="list-style-type: none"> <li><u>3 Quotes (original)</u></li> <li><u>list of tools/gear required from employer</u></li> </ul>	\$500	
<ul style="list-style-type: none"> <li>Testing</li> </ul>	<ul style="list-style-type: none"> <li><u>Original Invoice</u></li> <li><u>Back-up of need/requirement</u></li> </ul>	\$200	
<ul style="list-style-type: none"> <li>Background Checks</li> </ul>	<ul style="list-style-type: none"> <li><u>Letter from Employer</u></li> </ul>	\$200	
<ul style="list-style-type: none"> <li>Drug Testing for Employment</li> </ul>	<ul style="list-style-type: none"> <li><u>Verification of need from Employer</u></li> </ul>	\$50	
<ul style="list-style-type: none"> <li>Occupational License</li> </ul>	<ul style="list-style-type: none"> <li><u>Class Certificate</u></li> <li><u>Initial Application w/ fee requirements</u></li> <li><u>Renewal License w/ fee requirements</u></li> </ul>	\$500 One (1) time/ Lifetime	
<b>Child Care through Early Learning Coalitions</b>			
<ul style="list-style-type: none"> <li>Child care for custodial children</li> </ul>	<ul style="list-style-type: none"> <li><u>Verification of custodial status</u></li> <li><u>All documents required by ELCs</u></li> </ul>	Initial 60-day referral, with continued 30-day referrals as appropriate	Dependent upon Provider fees, participant needs, and participant activities

Support services are based on need. In all cases need for support services provided must be clearly outlined and documented in customer files.

<b>CareerSource Heartland</b>		
SECTION: SFY 25-26	PROCEDURE # K01-0	PAGE 1 of 4
TITLE: SFY 25-26 State Rural Initiatives Program Procedures	EFFECTIVE DATE: 11/6/2025	
APPROVED BY:	REPLACES	

**PURPOSE:** The purpose of this policy is to provide guidance and establish the CareerSource Heartland (CSH) standards for SFY 25-26 State Rural Initiatives Grant. This procedure is established in accordance with applicable policy rules, regulations, and laws.

**PROCEDURE:**

As described in the Notice of Funding Award (NFA), the project will assist individuals residing in rural areas who are facing barriers to employment, and employers located in rural areas. Program participants must be enrolled in Employ Florida using the appropriate project code and following the instructions provided in the NFA. Current project codes (subject to change) are:

- 879 SFRIA – State Funded Rural Initiative Adult (18 or older)
- 880 SFRIA – State Funded Rural Initiative Youth (16-24)

This grant supports individual and work-based training opportunities. Co-enrollment and braided funding should occur as appropriate and allowable.

**Grant Funded Courses**

- Artificial Intelligence (AI) – Overview and How AI Can Safely Be Used to Enhance Business Practices (Businesses only) – reimbursable grant funds cover all costs to facilitate this course, including tuition
- Stand Alone Adult Basic Education and General Educational Development (GED) for Adults (Individuals only) – scholarships to cover related tuition and/or GED tests
- Foundational Skills Courses – 5G Power Skills and Online Options (Businesses and Individuals) - customizable to meet employer needs; individual scholarships or employer reimbursable grant funds cover all costs to facilitate this course, including tuition
- Entrepreneurial Courses – The Entrepreneurial Learning Initiative (ELI) (Individuals only) – Ice House curriculum - costs of facilitating the program including participant incentives
- Computer Skills for Businesses – (Businesses only)
- Electrical Journeyman’s Exam Preparation – (Businesses and Individuals) – facilitation, employer reimbursable grants, scholarships
- Adult Basic Education and General Educational Development (GED) for Currently Incarcerated Offenders – pilot to be developed
- Job Skills Training Opportunities for Currently Incarcerated Offenders – pilot to be developed

## Eligibility Requirements

### Individuals must:

- Be residents of CSH's four-county rural area; or
  - Be employees of businesses located in CSH's four-county rural area; or
  - Be individuals incarcerated in a jail in CSH's four-county rural area;
- AND**
- Be a minimum of sixteen (16) years of age
  - Be legally authorized to work in the United States
  - Be determined in need of assistance using ALICE (Asset Limited, Income Constrained, Employed) guidelines. (Includes unemployed individuals)

Note: Priority will be given to United States Military Veterans and eligible spouses.

### Businesses must:

- Be located and operating in CSH's four-county rural area
- Be fully licensed to operate a business in LWDB 19
- Be willing to await reimbursement for course completers
- Submit required documentation to receive reimbursement
- Have at least one (1) full-time employee
- Demonstrate financial viability
- Be current on all state tax obligations
- List the number of employees who will be participating in the training
- Be willing to assist with facilitation of trainee eligibility
- List the wage and benefit levels of those employees to be trained. This includes wages and benefits at present, prior to training, and anticipated upon completion of training.
- List any other employer-provided training and advancement opportunities
- Be willing to provide follow-up information relating to credentials if applicable, and individual trainee wage

## Eligibility Process for Individuals

### Forms needed

1. Completed CSH WIOA Application form (required for State data collection)
2. Copies of I-9 documents verifying authorization to work in the United States
3. Completed WIOA Documentation of Household form
4. Signed Grievance form
5. Consent to Release Information
6. DD-214 if applicable

Attestation forms may be used to document I-9 documents (e.g. social security number, birthdate), income, documentation of household, verification of age, and residency, if no other forms of documentation are available.

## Process

1. Collect required documentation.
2. Review all submitted documentation to ensure thorough completion.
3. Check Sntax for all household members over age 14 (due diligence).
4. Consider eligibility for other programs and collect additional documentation as deemed appropriate.
5. To determine need, enter annual income and household information into the ALICE status tool. (Select annual income on ALICE tool).  
<https://www.unitedforalice.org/alice-income-status-tool>
6. Print the results for file.
7. Participant is eligible when the tool indicates this household:  
**“is an ALICE Household”** or **“is a Poverty-Level Household.”**
8. Participant is not initially eligible if the tool indicates the household **“is Above the Alice Threshold.”** However, if it can be reasonably determined that the cost of the course will place unreasonable burden on a household, the CSH President/CEO may approve the participant’s eligibility. For this special consideration, the following documentation must be presented to the President/CEO:
  - a household budget that includes all actual revenue and expenses
  - a statement of need authored by the applicant
  - a statement of support authored by the Career Specialist
9. Enter eligible participant’s application into EF, using the appropriate project code. For individuals who will be dual enrolled (braided funding) enter all information required for all programs’ eligibility. Ensure that all required documentation for each program of eligibility is in the individual's file.
10. Enter appropriate activities and case notes in EF.

### Additional documentation needed:

1. Short form Individual Employability Plan to document program participation (not required for currently incarcerated offenders)
2. Voucher for program if applicable
3. Support Services form if applicable
4. Progress reports as applicable
5. Verification of measurable skills gains
6. Credential/badge/program completion
7. Employment verification as appropriate

**NOTE:** Where applicable, career services, training, supportive services, and core outcome data must be recorded in EF. Codes entered should follow the requirements of the EF Service Code Guide.

Program outcomes include all WIOA performance measures.

## Payment for Individuals/ Scholarships

CSH will follow established internal WIOA procedures for issuing vouchers to pay for courses unrelated to work-based or contracted training, or ABE/GED opportunities.

For contracted services, CSH will follow the process outlined in the specific established contract.

For ABE/GED enrollment or payment for testing, a designated staff member will use a CSH credit card. Already established processes to document these costs will be used (purchase requisition, verification of need, documentation verifying payment). When payments are made through the participants' accounts, care will be taken to ensure that CSH credit card numbers are not saved in those accounts.

### **Employment**

As participants obtain employment, the Career Specialist must document the employment data and enter the information into EF.

Documentation of job placements and upgrades may include, but is not limited to, written or telephone verification that details participant's employer, individual providing the verification and their contact information, participant's job title, employment, or upgrade start date, and hourly wage, and pay stubs, tax documents, or other reliable documentation.

### **Supportive Services**

CSH will follow the Supportive Services procedure created specifically by CSH for this grant. While similar to CSH's current WIOA Supportive Services processes, participant incentives for the Entrepreneurial Learning Initiative has been included.

### **Eligibility Process for Businesses**

CSH will follow established work-based training procedures for this project, except for the requirement for matching funds. This grant will fund 100% of the tuition costs.

<b>CareerSource Heartland</b>		
SECTION: SFY 25-26	PROCEDURE # K02-01	PAGE 1 of 5
TITLE: SFY 25-26 Provision of Customer Supportive Services and Incentives	EFFECTIVE DATE: 11/6/2025	
APPROVED BY:	REPLACES	

**PURPOSE:** To provide a consistent and well-documented format for the approval and provision of supportive services and incentives, for customers eligible through the SFY 25-26 Rural Initiatives Grant.

## **PROCEDURE**

### **A. Supportive Services for Eligible Participants**

Supportive services may be awarded to a participant who is determined eligible for SFY 25-26 Rural Initiatives Grant Scholarships and is participating in authorized activities as outlined in the Individual Employability Plan (IEP). Supportive services may be provided when the eligible participant is unable to obtain the identified services through other sources. To ensure resource and service coordination in our local area, CareerSource Heartland (CSH) staff will ensure that eligible participants are provided with accurate information about the availability of supportive services in the local area and will make referrals as needed.

#### Eligibility and Determination of Need

Participant eligibility must be clearly documented in the participant's case file and case noted in the State MIS system, Employ Florida (EF).

Supportive services are not entitlement payments. CSH staff must first determine a participant to be in financial need of supportive services before they are provided. Supportive services are intended to address barriers identified through the initial eligibility process. Supportive services must be documented in the participant's file. Additional documentation used to demonstrate the participant's financial need may include a budget analysis form.

To receive supportive services:

- The individual must be enrolled and actively participating in an approved grant activity
- Case files should identify the need for the service, the service required, and how often the service will be provided.
- No other source of funding is available to provide the service.
- Funding is available for these services.

### **B. Limits to the Amount or Duration of Supportive Services and Incentives**

Supportive services are capped at specific dollar amounts per service, and amounts are capped at a specific lifetime award per participant. See Attachment K02-01-1a for the CSH Allowable Support Services Overview. Incentive payments are limited to the purpose and amounts listed on page 4 of this procedure. An overall cap for both supportive services and incentive payments cannot exceed \$1,000.00.\* Program Staff will utilize Attachment K02-01-2a, CSH Supportive Services and Incentives Tracking Sheet to ensure payments do not exceed the \$1,000.00\* cap. The tracking sheet will be maintained in the participant's case file.

\* Eligible individuals participating in both ELI and 5G may receive both incentives, with a total cap of \$2,000 per participant. See J. Allowable Incentives.

**Services may be discontinued at any time if funding levels cannot support these services.**

All cases will be closed on the grant end date of June 30, 2026, unless an extension is provided. Supportive services and incentives must be earned prior to the grant end date, issued before the participant's case closes, and issued no later than July 15, 2026.

#### **D. Payment Methods for Supportive Services**

Processing supportive service requests will be the responsibility of the Career Specialist. Final approval will be the responsibility of the Center Branch Manager/Coordinator and/or the Chief Programs Officer (CPO). The Chief Financial Officer (CFO) or their designee will verify that funds are available.

Supportive service payments may be in the form of gas cards, vouchers authorizing service and payment, or check requests. In all cases, CSH Career Specialists are responsible for documenting participant needs and for maintaining all necessary records relating to any payments made.

Under circumstances requiring vendor quotes for the provision of service, Career Specialists will hold the participant responsible for obtaining three quotes. Vendors must be approved by CSH's Finance Department prior to voucher creation or check request. Only the amount of the lowest quote can be paid. Copies of all procured estimates must be maintained in the participant file.

CSH is exempt from the payment of Florida sales and use tax on services purchased.

If a monetary cap is reached but additional services are needed, the participant has the right to request that CSH review their case. The participant and the Career Specialist will prepare a case packet for CSH consideration. This packet will include a description of services received to date, the amount of funding received to date, activity, reason for request for additional funds, outcome expectations, and other pertinent information. The completed packet should be delivered to the CPO who will review the individual's request and verify funds are available with the CSH Finance Department. The President/CEO will have final decision-making authority.

#### Gas Cards

Gas cards may be issued weekly based on participant need and as outlined in the file. One \$25.00 gas card may be issued for each week participation in IEP defined activities can be verified and need is documented.

Virtual activities will not qualify for gas cards unless it is verified that the participant had to incur travel to participate (ex: to ensure consistent connectivity, an individual participating in assigned on-line activities at the CSH Center could be eligible to receive a gas card for each week such participation occurred).

Activities where the customer had to incur travel to a Career Center to complete (ex: Entrepreneurial Learning Initiative), will be eligible for a gas card.

Documentation must be obtained to verify participation in any approved activity for which the supportive service has been authorized.

Gas Cards will be issued in \$25.00 increments and will not exceed the maximum allowable amount as outlined in the CSH Allowable Support Services Overview (Attachment K02-01-1a).

The Gas Card Distribution Log (Attachment C01-02), generated by the Finance Department, will be signed each time gas cards change their possession.

For additional tracking purposes, participants are required to sign the Individual Participant Signature Sheet (Attachment C01-03) which is maintained in the participant's individual files.

All gas cards will be retained in locked storage when not in use.

#### **E. Purchase and Receipt of Gas Cards:**

CSH's Finance Department will follow established financial procedures in ordering and verifying, purchase and receipt of gas cards.

#### **F. Request for and Distribution of Gas Cards:**

- Career Specialists will send an email request for gas cards to their supervisor and the Fiscal/Human Resources Coordinator (F/HRC).
- F/HRC will deliver gas cards to the Career Specialists. Career Specialists will count the cards and verify receipt by signing two Gas Card Distribution Logs. One signed Gas Card Distribution Log will be retained by the Career Specialist in the participants' file, and one will be retained by the F/HRC.
- A copy of the Gas Card Distribution Log (Attachment C01-02) will be maintained by the Career Specialist and will serve as a signature sheet when cards are distributed to participants.
- Career Specialists will maintain gas cards in locked storage when not in use.
- Career Specialists will review participant's completed IEP approved activity completion to assure eligibility for gas cards prior to distribution. Eligible participants must sign a copy of the Gas Card Distribution Log at the time the cards are distributed. Signatures are required for each gas card disbursed.
- The Gas Card Distribution Log forms must be turned in to the F/HRC when filled out.
- All backup documentation will be maintained in participants files to verify eligibility for the gas cards distributed.
- Career Specialists will use the SFY 25-26 Rural Initiatives Grant Supportive Services and Incentives Tracking Sheet (Attachment K02-01-2a) to ensure the maximum amount for gas card distribution is not exceeded.
- Career Specialists will document service, and card amounts in Employ Florida.

#### **G. Reconciliation of Gas Cards**

Gas Card reconciliation will be completed monthly.

Center Branch Managers/Coordinators will collect all remaining gas cards from Career Specialists, scan the remaining cards and Gas Card Distribution Logs, and email to the F/HRC.

The CFO and F/HRC will follow established financial procedures to inventory the remaining cards in locked storage.

Assigned Career Specialists will reconcile cards in person, or through a Teams Meeting if off-site, with their Center Branch Manager/Coordinator. In person or Teams meeting reconciliation will allow the Center Branch Manager/Coordinator to visually view all remaining gas cards.

If offsite, the Career Specialists will then scan a copy of all remaining cards and the Gas Card Distribution Logs and email the Center Branch Manager/Coordinator.

The Center Branch Manager/Coordinator will review all documentation (cards or scanned copies and Gas Card Distribution Logs) and send an email to the F/HRC. The email will include verbiage

that – the Center Branch Manager/Coordinator visually viewed the remaining gas cards in person or via a Teams meeting, including the date this occurred; and reviewed cards/scanned copies of the remaining cards and the Gas Card Distribution Logs, prior to emailing to the F/HRC.

As appropriate, the CFO and F/HRC will follow established financial procedures to inventory the remaining cards in locked storage.

**H. Missing Gas Cards**

If a gas card appears to be missing the Career Specialist will immediately contact the F/HRC and CFO. Career Specialists will then complete a Missing Gas Card Report form (Attachment C01-04) and forward to the F/HRC for coordination/investigation with the issuing gas card vendor. The original Missing Gas Card Report form must be maintained with CSH’s Finance Department.

It is imperative that measures are taken to ensure all steps are in place to avoid loss of cards. Repeated loss of cards will result in the removal of responsibility of handling the cards from the respective Career Specialist and may result in a Career Specialist investigation and disciplinary action.

**I. Gas Cards Reported as Not Usable**

Occasionally a participant may report a distributed card as not usable. The Career Specialist will notify the F/HRC and CFO of gas cards reported as not usable. Inactive or otherwise faulty cards will be addressed according to established financial procedures.

**J. Allowable Incentives**

Incentives will be paid by CSH check upon verified completion of the Entrepreneurial Learning Initiative (ELI) and/or 5G Power Skills (5G) activities listed below. Checks will be issued once per week. Incentives for ELI are capped at \$850.00. Incentives for 5G are capped at \$850.00. Supportive Services and incentive payments combined will be capped at \$1,000.00 per participant.\*

Work-based training participants are not eligible for incentive payments.

\*Note: Eligible individuals participating in both ELI and 5G may receive both incentives, with a total cap of \$2,000 per participant.

<b><i>Incentive</i></b>	<b><i>Documentation</i></b>	<b><i>Amount</i></b>
(1) Participation in and completion of each lesson of the <b>ELI</b> curriculum	Documentation verifying participation and completion (e.g. sign in sheets, proof of on-line participation for the full class)	\$100.00/ for each class- maximum \$600.00
(2) Participation in and completion of all six lessons of the <b>ELI</b> curriculum	Documentation verifying participation and completion of all six classes	\$250.00 (one payment)

Intentionally left blank

<b><i>Incentive</i></b>	<b><i>Documentation</i></b>	<b><i>Amount</i></b>
(1) Participation in and completion of each lesson of the <b>5G</b> curriculum	Documentation verifying participation and completion (e.g. sign in sheets, proof of on-line participation for the full class)	\$100.00/for each class-maximum \$600.00
(2) Participation in and completion of all six lessons of the <b>5G</b> curriculum	Documentation verifying participation and completion of all six classes	\$250.00 (one payment)

Process to Request Incentives

1. The Career Specialist will prepare a list of participants eligible for incentives and will forward that list to the CSH employee who has been designated to prepare the incentive check request form.
2. For each class, the class facilitator (or designee) will send to the designated CSH employee a copy of the class sign-in sheet and/or screen shots verifying the attendance of individuals attending virtually.
3. Using the list of participants eligible for incentives along with the sign-in sheets/screen shots, the designated CSH employee will verify that participants eligible for incentives attended the class.
4. The CSH employee will then complete the CSH Check Request Entrepreneurship/5G Power Skills form (K02-01-3a), attach attendance verification, and submit the package to the F/HRC.
5. Recipients must sign for checks following standard CSH processes.

**K. Guidelines for Vouchers**

**Voucher Processing**

Vouchers are created to request/authorize funds. Career Specialists will utilize the CSH Allowable Support Services Overview (Attachment K02-01-1a) to identify the necessary back-up documentation and assure that documentation is in place before services are authorized.

Career Specialists will create the Authorization for Payment form/voucher (Attachment C01-05), print the voucher, and obtain appropriate signatures. Original will be provided to the participant to be given to vendor; a hard copy must be placed in the participant’s file. A copy of the voucher, including copies of the three required vendor quotes, will be provided to the F/HRC. It is the responsibility of the participant to ensure that the original voucher reaches the vendor in a timely manner. The voucher is only valid for 30 days from the issuance date.

Career Specialists will document service and voucher amount in Employ Florida.

**Payments**

The Vendor(s) will need to submit an original voucher with an invoice to the Finance Department at: CareerSource Heartland, Attn: Accounts Payable, 5901 US 27 South, Suite 1, Sebring, Florida 33870.

The amount of payment will be determined by the lesser of voucher or invoice. Any questions pertaining to the approved amount and attendance should be directed to the Career Specialist; those pertaining to the billing process should be directed to CSH’s Finance Department.

# CareerSource Heartland Allowable Support Services Overview

## SFY25-26 Rural Initiatives Grant

Support Services Overview

Documentation required for Local Workforce Development Area 19 – CareerSource Heartland

*The following guidelines apply to the SFY25-26 Rural Initiatives Grant program.*

SFY 25-26 Rural Initiatives Grant Program Participants			
Conditional upon participation in an approved activity, if need is established and as defined in the Individual's file			
Approved Services	Documentation Required	Limit	Maximum Amount
<b>Transportation</b>			
<ul style="list-style-type: none"> <li>Gas Cards</li> </ul>	<ul style="list-style-type: none"> <li><u>Verification of Participation in IEP-defined activities</u></li> <li><u>Original Signature of Participant on Gas Card Distribution Log and Individual Participant Signature Sheet</u></li> </ul>	Based on Individual Need and Activity - \$25.00/Weekly	\$500.00
<ul style="list-style-type: none"> <li>Automobile Repair Excludes towing costs</li> </ul>	<ul style="list-style-type: none"> <li><u>3 Quotes (original)</u></li> <li><u>Valid FL Driver's License</u></li> <li><u>Current Auto Registration</u></li> <li><u>Certificate of Insurance</u></li> <li><u>If car registration is not in participant name, repairs will not be approved</u></li> </ul>	Based on documented need	\$500.00
<ul style="list-style-type: none"> <li>Vehicle Registration Excludes Ownership items</li> </ul>	<ul style="list-style-type: none"> <li><u>Valid FL Driver's License</u></li> <li><u>Certificate of Insurance</u></li> <li><u>Verification of Registration Fees</u></li> <li><u>If car registration is not in participant name, costs will not be approved: Title transfer fees are not allowed</u></li> </ul>	One (1) time/ Lifetime	500.00

<ul style="list-style-type: none"> <li>Auto Insurance</li> </ul>	<ul style="list-style-type: none"> <li><u>3 Quotes (original) or copy of existing policy with cost due</u></li> <li><u>Valid FL Driver's License</u></li> <li><u>Current Auto Registration</u></li> <li><u>Limited 3 months PIP &amp; Prop Damage &amp; Bodily Injury ONLY</u></li> <li><u>If car registration is not in participant name, costs will not be approved</u></li> </ul>	One (1) time/ Lifetime One (1) month (Three (3) months approved only in special circumstances)	
<b>Housing</b>			
<ul style="list-style-type: none"> <li>Rent Excludes payment for deposits and for arrears or fines on old accounts</li> </ul>	<ul style="list-style-type: none"> <li><u>Legal Notice of Eviction and amount due</u></li> <li><u>New Lease if applicable with amounts due</u></li> </ul>	One (1) time/ Lifetime	\$500.00
<ul style="list-style-type: none"> <li>Utilities (Water, Elect., Gas) (limited to 1 each) Excludes payment for deposits and for arrears or fines on old accounts</li> </ul>	<ul style="list-style-type: none"> <li><u>Current Statement/ Bill</u></li> </ul>	One (1) Each/ Lifetime	
<b>Work Related Needs</b>			
<ul style="list-style-type: none"> <li>Uniforms, Clothing</li> </ul>	<ul style="list-style-type: none"> <li><u>Original Invoice</u></li> <li><u>As appropriate, uniform or dress code needs required by employer</u></li> </ul>	\$200	\$500.00
<ul style="list-style-type: none"> <li>Tools, Protective Gear</li> </ul>	<ul style="list-style-type: none"> <li><u>3 Quotes (original)</u></li> <li><u>list of tools/gear required from employer</u></li> </ul>	\$500	
<ul style="list-style-type: none"> <li>Testing</li> </ul>	<ul style="list-style-type: none"> <li><u>Original Invoice</u></li> <li><u>Back-up of need/requirement</u></li> </ul>	\$200	
<ul style="list-style-type: none"> <li>Background Checks</li> </ul>	<ul style="list-style-type: none"> <li><u>Letter from Employer</u></li> </ul>	\$100	
<ul style="list-style-type: none"> <li>Occupational License</li> </ul>	<ul style="list-style-type: none"> <li><u>Class Certificate</u></li> <li><u>Initial Application w/ fee requirements</u></li> <li><u>Renewal License w/ fee requirements</u></li> </ul>	\$500 One (1) time/ Lifetime	

Support services are based on need. In all cases need for support services provided must be clearly outlined and documented in customer files.



Check Request Entrepreneurship Program-

Check Request 5G Power Skills Program-

Class Date: \_\_\_\_\_

	Participant Name (Last, First)	Last 4 SSN	Office Location	Address
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Submitted by \_\_\_\_\_

Date: \_\_\_\_\_

# CareerSource Heartland

<b>Policy Title:</b>	Food & Beverage Expenditures	<b>Date Effective:</b>	December 10, 2009
<b>Policy Number</b>	ADM 12-09	<b>Date (s) revised</b>	July 31, 2025
		<b>Approved By:</b>	RH
<b>Programs</b>	All	<b>Rescinds:</b>	

## **APPLICATION**

All CareerSource Heartland (CSH) Administrative and staff; contracted Service Providers.

## **PURPOSE**

To set forth policy and guidance regarding expenditure of funds for food and/or beverages.

## **POLICY**

Except as allowed per FS 112.061, there will be no purchase of any food, beverage (bottled and/or dispensed water, soda, coffee, juice), or meals (and related items) with federal or state workforce funds, including, but not limited to:

- Any Chamber, Rotary or other community event
- Program outreach
- Program participation/reward
- Training/Workshops
- Contractual agreements
- Meetings (on or offsite)
- In-house general consumption

Meals consumed as a result of official travel will continue to be reimbursed at the current *per diem* rates in accordance with the CSH Travel Policy.

CareerSource Heartland is committed to ensuring public confidence in assisting Floridians enter, remain, and advance in the workforce while strengthening the state's business climate during a time of great financial challenge in our state and the nation.

## **ACTION**

All CareerSource Heartland employees and contracted service providers will adhere to this policy effective immediately.

Signature on file  
\_\_\_\_\_  
President / CEO

July 31, 2025  
\_\_\_\_\_  
Date Signed