



**Contact Information**

(Please retain for your records)

The Workforce Innovation & Opportunity Act (WIOA) guidelines allow provision of training only when career services are not sufficient to meet the needs of the applicant for the attainment or retention of employment. Training is provided primarily by Individual Training Accounts in programs linked to occupations on the **Local Workforce Development Area 19\*** Targeted Occupation List or Local Demand Occupations List, and through training providers approved through the eligible training provider process. When speaking with a potential student who might be eligible for WIOA services, please refer them to the appropriate local contact shown below.

There is an established process used to determine which services are most appropriate for each individual. This process includes orientation, testing, and assessment of the individual’s skills, education, interests and motivation. The CareerSource Heartland Center Branch Manager/Coordinator will designate a Career Manager who, jointly, will ensure the individual receives the appropriate assistance in determining the best course of action to take in order to become self-sufficient, and the services necessary to realize that goal. However, there is a strong emphasis on providing employment assistance if the customer already has a marketable skill, particularly in a high-demand occupation. The Center Branch Manager/Coordinator will work together with the Career Manager and the customer in making a determination of the next course of action. **The outcome may or may not be funding of training/education.**

\*CareerSource Heartland assists individuals in DeSoto, Hardee, Highlands and Okeechobee Counties. Contact information is as follows:

<p align="center"><b>DeSoto Center</b> 2160 NE Roan St. Arcadia, Florida 34266 Phone: 863-993-1008</p>		<p align="center"><b>Hardee Center</b> 107 E. Main St. Wauchula, Florida 33873 Phone: 863-773-3030</p>	
<p align="center">Contact: Robin Rossetti, Center Branch Coordinator rrossetti@careersourceheartland.com</p>			
<p align="center"><b>Highlands Center</b> 5901 US Hwy 27 S, Suite 1 Sebring, Florida 33870</p> <p>Contact: Melanie Wright, Center Branch Manager Phone: 863-385-3672, ext. 1335 Mwright@careersourceheartland.com</p>		<p align="center"><b>Okeechobee Center</b> 207 SW Park Ave. Okeechobee, Florida 34974</p> <p>Contact: Mary Smith, Center Branch Coordinator Phone: 863-610-6000 ext. 4204 msmith@careersourceheartland.com</p>	
<p align="center">CareerSource Heartland Administrative Office 5901 US Hwy 27 S, Suite 1 Sebring, Florida 33870</p> <p align="center">Ann Martin, Chief Programs Officer Phone: 863-385-3672 ext. 1306 amartin@careersourceheartland.com</p>			

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