

**STATEMENT OF INTENT
(Requesting Permission to Serve As a Direct Service Provider)**

LOCAL WORKFORCE AREA INFORMATION

Name of Local Area: CareerSource Palm Beach County	
LWDB Number: 21	
Date of Submission: 2/26/2026	
Contact Person Name: Julia Dattolo, President and CEO	Phone: 561.340.1060 Email Address: jdattoto@careersourcepbc.com

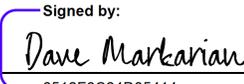
AMENDMENT TO THE LOCAL WORKFORCE SERVICES PLAN

This amendment authorizes designation of the Local Workforce Development Board as a direct provider of certain services by agreement of the Chief Elected Official and the Governor.

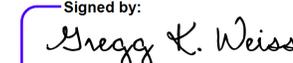
The Local Workforce Service Plan will be amended to include designation of the Local Workforce Development Board as a direct provider of workforce services (other than training services). This amendment to the Local Workforce Service Plan will be effective for the period from 07/01/2026 through 06/30/2029.

The signatures below certify agreement to the plan amendment submitted by the Local Workforce Development Board and the assurance that the Local Workforce Development Board will operate in accordance with this plan amendment and applicable federal and state laws and regulations.

LOCAL WORKFORCE DEVELOPMENT BOARD CHAIRMAN

Name: David Markarian	Title: Chairman of the Board
Signature:  <small>Signed by: 6512F6C24D85414...</small>	Date: 2/26/2026 4:24 PM EST

LOCAL CHIEF ELECTED OFFICIAL

Name and Title: Commissioner Gregg Weiss	County: Palm Beach
Signature:  <small>Signed by: C283E8A37DD64FF...</small>	Date: 2/27/2026 9:53 AM EST

LOCAL CHIEF ELECTED OFFICIAL	
Name and Title:	County:
Signature:	Date:

LOCAL CHIEF ELECTED OFFICIAL	
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LOCAL CHIEF ELECTED OFFICIAL	
Name and Title:	County:
Signature:	Date:



MEMORANDUM

DATE: 3/26/26
TO: Florida Department of Commerce, Bureau of One-Stop and Program Support
FROM: Julia Dattolo, President and CEO, CareerSource Palm Beach County
SUBJECT: Request for Extension and Continuation to Serve as a Direct Provider of Workforce Services (LWDB 21)

Pursuant to Workforce Policy G105, WIOA Section 107(g), and 20 CFR 679.410, CareerSource Palm Beach County (Local Workforce Development Board 21) respectfully submits this memorandum requesting approval to extend and continue its designation as a Direct Provider of Workforce Services for the next designation period, covering Program Years 2026 (7/1/2026) through 2028 (6/30/2029), subject to state review and approval.

This memorandum is organized to respond to each requirement outlined in the Evaluation for [LWDB Direct Service Provider Designation Form](#), with supporting documentation provided as attachments or identified for inclusion where applicable. Should you have any questions or require additional information, please contact Steven Gustafson, First Vice President and Chief Operating Officer, at SGustafson@careersourcepbc.com or (954) 952-9977.

Sincerely,

A handwritten signature in black ink, appearing to read "Julia Dattolo", is written in a cursive style.

Julia Dattolo
President and CEO,
CareerSource Palm Beach County

I. Board of Directors Approval

The CareerSource Palm Beach County (CSPBC) Board of Directors approved the request to continue the Local Workforce Development Board's designation as a Direct Provider of Workforce Services at its duly noticed public meeting held on February 26, 2026. The Board's action authorizes submission of this request to FloridaCommerce and affirms that the continuation of direct service provision remains consistent with the Board's governance responsibilities, strategic priorities, and oversight obligations under WIOA and state policy.

Attachment A: CSPBC Board of Directors Meeting Minutes Reflecting Approval (February 26, 2026)

II. Chief Local Elected Official Agreement

CareerSource Palm Beach County has obtained agreement from the Chief Local Elected Official supporting the continuation of the Local Workforce Development Board's designation as a Direct Provider of Workforce Services. The CLEO's concurrence affirms that the proposed continuation aligns with the governance structure, operational model, and workforce priorities of Palm Beach County and supports the LWDB's ability to deliver integrated, high-quality career services.

Attachment B: CLEO Signed Statement of Intent

III. Public Comment Period

Following approval by the CareerSource Palm Beach County Board of Directors, the proposed request for continuation as a Direct Provider of Workforce Services was made available for public review and comment for a period of not less than thirty (30) days, in accordance with 20 CFR 679.410(c)(2). Notice of the public comment period was posted on the CareerSource Palm Beach County website, and the full request documentation was made publicly accessible during the comment period.

At the conclusion of the public comment period, no public comments were received. Documentation of the public notice and certification of the comment period are included with this submission.

Attachment C: Public Notice, Proof of Posting, and Public Comment Certification (Comments Pending)

IV. Firewall Implementation

CareerSource Palm Beach County maintains a clearly defined firewall separating its governance and oversight responsibilities from its role as a direct provider of workforce services. The Board of Directors retains responsibility for strategic oversight, performance accountability, and compliance with state and federal requirements, while operational authority for service delivery and policy implementation is appropriately delegated to executive leadership to ensure timely and effective administration.

Consistent with CSPBC Policy 1001, the President/Chief Executive Officer is authorized to issue and approve administrative and programmatic policies and procedures following internal quality assurance, legal, and compliance review. This delegated authority allows for rapid implementation of required policy changes while preserving Board oversight through reporting, monitoring, and performance review mechanisms.

CareerSource Palm Beach County further maintains formal conflict-of-interest protections specific to its role as One-Stop Operator. CSPBC Policy 5060 establishes written safeguards prohibiting the One-Stop Operator from overseeing itself and requires disclosure and mitigation of potential conflicts of interest. When CSPBC serves as the One-Stop Operator, independent external entities conduct monitoring and report findings directly to executive leadership and the Board of Directors.

CSPBC also utilizes external fiscal and programmatic monitoring vendors. Independent audit services are conducted annually in accordance with 2 CFR Part 200. In addition, independent fiscal and programmatic monitoring is performed through agreed-upon procedures by an external CPA firm. Monitoring findings are reported to executive leadership and the Board of Directors, and corrective actions are implemented as necessary.

These controls ensure appropriate separation between governance, monitoring, and direct service delivery functions in compliance with 20 CFR §679.430 and applicable state and federal guidance.

Attachment D: [Independent External Fiscal and Programmatic Monitoring Services Agreement \(THMP\)](#)

V. Cost Analysis

CareerSource Palm Beach County's designation as a Direct Provider of Workforce Services enables a cost-efficient service delivery model that maximizes the impact of federal and state workforce funding while improving customer outcomes. Through direct service provision, CSPBC maintains a unified organizational structure that reduces administrative overhead, eliminates duplicative contracted positions, and allows resources to be strategically reinvested into customer-facing services, training, and technology.

As documented in the Program Year 2024 Annual Direct Service Provider Performance Report, total organizational expenses declined by approximately \$1.5 million (12.3 percent) compared to the prior program year, driven primarily by a reduction in staffing costs and administrative expenditures, while investments in workforce training increased. CSPBC's indirect cost rate remains below the statewide average, reflecting effective fiscal management and compliance with federal cost principles.

A contributing factor to these efficiencies is CSPBC's operational structure, which does not include a separate administrative building. Executive leadership and management staff are intentionally co-located within career centers alongside front-line service delivery teams. This approach reduces facility and overhead costs while ensuring leadership remains closely connected to day-to-day operations, customer needs, and staff workflows. Proximity to front-line activities supports timely decision-making, rapid issue resolution, and policies that are

grounded in operational reality, ultimately strengthening service quality while controlling costs.

An additional key driver of continued cost efficiency is CSPBC's Functional Service Delivery (FSD) model, which braids funding across WIOA Adult, Dislocated Worker, Youth, RESEA, TANF, SNAP Employment and Training, and other workforce programs. Rather than organizing services by funding source, FSD aligns staff and resources by function. By braiding funds in this manner, CSPBC is able to maximize resources across programs, prioritize training and supportive services, and deploy staff more efficiently without increasing administrative costs. This integrated approach supports individuals with multiple barriers to employment by enabling co-enrollment and timely access to training and employment opportunities, while maintaining compliance with all applicable state and federal requirements.

The FSD model directly advances the goals of the Florida Reimagining Education and Career Help (REACH) Act by creating a "no wrong door" workforce system. Customers may enter the system through any program or referral pathway and receive coordinated services without being redirected or delayed due to programmatic silos. Funding decisions are made behind the scenes, allowing customers to experience a seamless and equitable service delivery process focused on employment outcomes and long-term economic self-sufficiency rather than transactional program enrollment.

In combination, CSPBC's direct service designation and Functional Service Delivery model demonstrate a cost-effective, customer-centered approach that maximizes public resources, improves performance outcomes, and aligns with both WIOA and REACH Act objectives.

VI. Performance Improvement

CSPBC's designation as a Direct Provider of Workforce Services has contributed to measurable improvements in performance outcomes across core workforce programs. Direct service provision has enabled consistent policy application, integrated service delivery, and stronger cross-program coordination, resulting in improved employment, wage, and credential outcomes for jobseekers, particularly those facing significant barriers to employment.

CSPBC met fourteen of fifteen WIOA Primary Indicators of Performance prior to application of the Statistical Adjustment Model, with results validated through FloridaCommerce reporting systems, including the Monthly Managers Report (MMR) and PIRL 9173. These outcomes reflect sustained year-over-year improvement and demonstrate the effectiveness of CSPBC's integrated direct service model.

Performance gains were achieved across Wagner-Peyser and WIOA Adult, Dislocated Worker, and Youth programs. Notably, the WIOA Adult Entered Employment Rate in the 2nd Quarter After Exit increased from 73 percent to 85 percent, while WIOA Adult Credential Attainment rose from 57 percent to 81 percent. Among Dislocated Workers, median wages increased from \$8,082 to \$13,681, indicating improved placement into higher-wage employment following training and reemployment services.

CSPBC's continued transition to a Functional Service Delivery (FSD) model further supports performance improvement by strengthening role clarity, accountability, and service sequencing across programs. By organizing staff around core service functions rather than funding streams, CSPBC improves consistency in customer engagement, reduces handoffs, and supports timely co-enrollment and progression through services.

CSPBC has also emerged as a state leader in workforce system innovation, leveraging its direct service designation to modernize service delivery and performance management. This includes the migration of both the Welfare Transition Program (WTP) and Reemployment Services and Eligibility Assessments (RESEA) to comprehensive virtual platforms, expanding access for participants while maintaining compliance and service quality. In addition, CSPBC utilizes automated labor market information through its partnership with Lightcast, enabling staff and jobseekers to make data-informed decisions aligned with regional demand, wage potential, and sector priorities.

As a direct service provider, CSPBC's leadership remains closely connected to front-line operations, allowing systemic challenges to be identified and addressed quickly with practical, customer-focused solutions. A clear example of this connection is the development of CSPBC's API-enabled Short-Form Registration, which was implemented in direct response to extended wait times caused by the length and complexity of registering or updating client accounts in Employ Florida before services could begin. By creating a streamlined, web-based intake that integrates directly with Employ Florida, CSPBC significantly reduced registration time and enabled customers to access services more quickly while maintaining compliance with state data requirements.

This ability to translate front-line feedback into tangible system improvements demonstrates the value of CSPBC's direct service designation. Maintaining operational proximity to staff and customers ensures that service delivery challenges are addressed in real time, supports continuous improvement, and reinforces CSPBC's commitment to an efficient, responsive, and customer-centered workforce system aligned with the goals of WIOA and the Florida REACH Act.

VII. Grant Program Identification

CareerSource Palm Beach County directly provides workforce services funded by the following grant programs:

- Jobs for Veterans State Grant (JVSG) (functional oversight)
- Reemployment Services and Eligibility Assessments (RESEA)
- Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)
- Wagner-Peyser (functional oversight)
- Welfare Transition Program (TANF)
- Workforce Innovation and Opportunity Act Title I (Adult, Dislocated Worker, and Youth)

VIII. Oversight and Monitoring

CareerSource Palm Beach County maintains internal controls and monitoring systems designed to ensure accountability, fiscal integrity, and compliance with WIOA, Chapter 445, Florida Statutes, and 2 CFR Part 200. Oversight activities are structured to provide continuous visibility into program operations while maintaining appropriate separation between oversight and direct service delivery functions.

CSPBC conducts ongoing internal programmatic and fiscal monitoring through a combination of automated data analysis and structured reviews. The organization has developed internal

monitoring dashboards using SQL-based queries that review case file data in real time through Microsoft Power BI. These dashboards allow leadership and operational staff to monitor eligibility determinations, service sequencing, documentation completeness, and timeliness of activities across programs. Real-time visibility enables staff to identify and address potential compliance issues early, reducing risk and supporting corrective action prior to formal monitoring findings.

In addition, CSPBC conducts structured internal monitoring using a web-based monitoring tool developed with FloridaCommerce tools, which standardizes review criteria and captures findings consistently across programs and locations. This tool supports longitudinal analysis, allowing CSPBC to identify trends over time, track corrective actions, and monitor improvement across monitoring cycles.

CSPBC utilizes external fiscal and programmatic monitoring conducted by Taylor, Hall, Miller & Parker, P.A. (THMP) through agreed-upon procedures. THMP performs comprehensive reviews of financial transactions, internal controls, program compliance, and supporting documentation across workforce programs. Monitoring results are reported to executive leadership and the Board of Directors, and corrective actions are implemented as necessary.

IX. Supporting Information

A. Performance Improvement Snapshot

WIOA Adult			
Measure	PY23	PY24	Improved?
Entered Employment 2 nd Quarter After Exit	73%	85%	<input checked="" type="checkbox"/>
Median Wage	\$8,079	\$8,732	<input checked="" type="checkbox"/>
Entered Employment 4 th Quarter After Exit	78%	72%	<input type="checkbox"/>
Credential Attainment	57%	81%	<input checked="" type="checkbox"/>
Measurable Skill Gains	92%	63%	<input type="checkbox"/>
WIOA Dislocated Worker			
Measure	PY23	PY24	Improved?
Entered Employment 2 nd Quarter After Exit	77%	77%	<input checked="" type="checkbox"/>
Median Wage	\$8,082	\$13,681	<input checked="" type="checkbox"/>
Entered Employment 4 th Quarter After Exit	85%	76%	<input type="checkbox"/>
Credential Attainment	68%	83%	<input checked="" type="checkbox"/>
Measurable Skill Gains	93%	54%	<input type="checkbox"/>

WIOA Youth			
Measure	PY23	PY24	Improved?
Entered Employment 2 nd Quarter After Exit	77%	79%	<input checked="" type="checkbox"/>
Median Wage	\$4,164	\$2,908	<input type="checkbox"/>
Entered Employment 4 th Quarter After Exit	80%	66%	<input type="checkbox"/>
Credential Attainment	90%	80%	<input type="checkbox"/>
Measurable Skill Gains	70%	75%	<input checked="" type="checkbox"/>
Wagner Peyser			
Measure	PY23	PY24	Improved?
Entered Employment 2 nd Quarter After Exit	68%	65%	<input type="checkbox"/>
Median Wage	\$8,479	\$8,737	<input checked="" type="checkbox"/>
Entered Employment 4 th Quarter After Exit	68%	65%	<input type="checkbox"/>