



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

Executive Committee Meeting

THURSDAY, November 14, 2019

8:00 A.M.

CareerSource South Florida Headquarters
7300 Corporate Center Drive
Conference Room 2
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Executive Committee Meeting Minutes
 - A. July 18, 2019
 - B. August 08, 2019
3. Information – Direct Employment and Training Services Provider Performance Report
4. Information – DCF WAR Reduce the Number of Families in Crisis
5. Information – WIOA Local Planning Guidelines

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"Members of the public shall be given a reasonable opportunity to be heard on a specific agenda item, but must register with the agenda clerk prior to being heard."



SFWIB EXECUTIVE COMMITTEE

DATE: November 14, 2019

AGENDA ITEM NUMBER: 2A

MEETING MINUTES

July 18, 2019 at 8:15 A.M

CareerSource South Florida Headquarters

7300 Corporate Center Drive, Suite 500 (Conference Room 2)

Miami, FL 33126

<p>EXECUTIVE COMMITTEE MEMBERS IN ATTENDANCE</p> <ol style="list-style-type: none"> 1. Perez, Andy <i>Chairman</i> 2. Gibson, Charles, Vice - Chairman 3. Ferradaz, Gilda 4. Del Valle, Juan Carlos 	<p>EXECUTIVE COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 5. Garza, Maria <p>SFWIB Members: Brown, Clarence Manrique, Carlos Piedra, Obdulio Rod, Denis Russo, Monica Scott , Kenneth</p> <p>SFWIB STAFF Beasley, Rick Almonte, Ivan Alonso, Gustavo Gilbert, David Graham- Mays, Tomara Jean-Baptiste, Antoinette Kavehersi, Cheri Perrin, Yian Smith, Marian Smith, Robert</p>	<p>AUDIENCE:</p> <p>Cooper, Jaime - <i>New Horizons, Inc.</i></p> <p>Mikkola, Julia – <i>Wyncode Academy, Inc.</i></p>
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Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Chairman Andy Perez called the meeting to order at 8:18am and asked all those present introduce themselves. A quorum of Executive Committee members had been achieved.

2. A. Approval of Executive Committee Meeting Minutes of June 13, 2019

Vice-Chairman Charles Gibson moved the approval of Executive Committee Meeting minutes of June 13, 2019. Motion seconded by Mr. Juan Carlos del Valle; **Motion Passed Unanimously**

3. Information – US Department of Labor/Employment and Training Administration’s Comprehensive Compliance Review of CareerSource Pinellas and CareerSource Tampa Bay

Chairman Perez introduced the item and Executive Director Rick Beasley further presented.

He reviewed with the Committee the findings from the US Department of Labor Employment and Training Administration (ETA) compliance review report.

Chairman Perez inquired about the prepaid credit cards and Mr. Beasley explained.

Vice –Chairman Gibson inquired about the term “work numbers” and Mr. Beasley provided details.

Ms. Ferradaz inquired about Finding 11 and Mr. Beasley provided details regarding the compliance of publicly posting meetings and minutes. She further inquired about the Stevens Amendment (Procurement/Contracting) and Mr. Beasley defined the term.

4. Recommendation as to Approval of TechHire Summer Boot Camp Training Providers

Chairman Perez introduced the item and Mr. Beasley further presented.

Vice-Chairman Charles Gibson moved the approval of TechHire Summer Boot Camp Training Providers. Motion seconded by Mr. Juan Carlos del Valle; **Further Discussion(s)**

Mr. Juan Carlos del Valle inquired about a Wynocode Tech program at Lotus House. Mr. Beasley explained it would be a separate program.

Mr. Beasley noted additional 139 personal computers (PCs) are needed. Chairman Perez inquired about 501.3c (donations). Mr. Beasley advised that more information would be provided later.

There was continued discussion.

Motion Passed by Unanimous Consent

5. Recommendation as to Approval to Accept a Donation for the City of Miami Gardens Summer Youth Employment Program

Chairman Perez introduced the item and Mr. Beasley further presented.

Vice-Chairman Gibson inquired about the number of years the City of Miami Gardens has been in partnership with CareerSource South Florida implementing summer youth programs. Mr. Beasley responded.

Ms. Gilda Ferradaz moved the approval to accept a donation for the City of Miami Gardens Summer Youth Employment Program. Motion seconded by Mr. Juan Carlos del Valle; Motion Passed Unanimously

New Business (es):

Mr. Beasley provided a brief update on the following:

- Upcoming Workshop with the National Association of Workforce Boards (NAWB)

There being no further business to come before the Committee, meeting adjourned at 8:45am.



SFWIB EXECUTIVE COMMITTEE

DATE: November 14, 2019

AGENDA ITEM NUMBER: 2B

MEETING MINUTES

August 8, 2019 at 8:15 A.M

CareerSource South Florida Headquarters

7300 Corporate Center Drive, Suite 500 (Conference Room 2)

Miami, FL 33126

<p>EXECUTIVE COMMITTEE MEMBERS IN ATTENDANCE</p> <ol style="list-style-type: none"> 1. Gibson, Charles, Vice - Chairman 2. Del Valle, Juan Carlos 3. Ferradaz, Gilda 	<p>EXECUTIVE COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 4. Perez, Andy <i>Chairman</i> 5. Garza, Maria <p>SFWIB STAFF</p> <p>Beasley, Rick Almonte, Ivan Gilbert, David Graham- Mays, Tomara Jean-Baptiste, Antoinette Kavehersi, Cheri</p>	<p>AUDIENCE:</p> <p>Girnun, Arnie – <i>New Horizons, Inc.</i></p> <p>Rodanes, Carlos - <i>New Horizons, Inc.</i></p>
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Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Vice-Chairman Gibson called the meeting to order at 8:31am and asked all those present introduce themselves. A quorum of Executive Committee members had not been achieved.

2. A. Approval of Executive Committee Meeting Minutes of July 18, 2019 and August 8, 2019

Meetings deferred due to lack of quorum.

3. Information – 2016-2020 CareerSource South Florida Strategic Operational Plan Update

Vice-Chairman Gibson introduced the item and Executive Director Rick Beasley further presented.

He informed the Committee that SFWIB Business Services Manager Jhyna Arauco would attend all Beacon Council related meetings on behalf of CareerSource South Florida (CSSF).

He also briefed the Council on various partnerships with local community organizations.

He additionally briefed the Council on a launch of a café and food trucks at Camillus House to initiate culinary training programs.

He continued with the presentation of the 2016-2020 Strategic Operational plan (all strategic goals).

He furthermore noted the launch of a financial literacy training for youth participants.

He additionally briefed the Committee on various programs being launched this year.

Vice-Chairman Gibson inquired about training timelines. Mr. Beasley provided details.

There was continued discussion.

4. Information – Comcast Internet Essentials Expansion

Mr. Beasley presented the item.

Ms. Ferradaz shared with the Committee on available resources provided on Comcast's website for those entities seeking partnership.

Ms. Ferradaz also shared in addition to internet essentials, there would be laptops offered at a reduced cost of \$150 to qualified participants.

There was continued discussion .

5. Information – TechHire Summer Boot Camps Update

Vice-Chairman Gibson introduced the item and Mr. Beasley further presented.

Mr. Arnie Girnun of New Horizon's Inc. further presented. He thanked and commended the great work of Mr. Beasley and SFWIB Youth Programs Manager Tomara Graham for the launch of this year's Youth Program Summer Tech Initiatives. He especially thanked Ms. Graham for her diligent work.

He expressed the advantages of pursuing tech related trainings and careers.

There was continued discussions.

6. Information – Summer Youth Internship Program Update

Mr. Beasley further presented.

Ms. Ferradaz inquired about the number of applicants and Ms. Graham responded over 2000.

There was continued discussion.

There being no further business to come before the Committee, meeting adjourned at 9.31am.



SFWIB EXECUTIVE COMMITTEE

DATE: 11/14/2019

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: DIRECT EMPLOYMENT AND TRAINING SERVICES PERFORMANCE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

At its June 21, 2018 board meeting, SFWIB board approved the recommendation to request authorization from the Florida Department of Economic Opportunity (DEO) to operate as a one stop operator and direct service provider for a period on one year. The request was made to the board as a result of two failed Request For Proposals (RFP) to identify and select a service provider to operate three centers in Miami Dade County and two centers in Monroe County. The request to DEO was subsequently approved and SFWIB provided direct services at the Carol City, Opa Locka, Miami Beach, Key Largo and Key West Career Centers for program year 2018-2019. As a provider of direct services, the SFWIB is required by the Florida Department of Economic Opportunity's Administrative Policy number 83 to submit a performance report annually to the DEO. This report focuses on three main areas:

1. An analysis of cost savings as a result of the Local Workforce Development Board (LWDB) providing direct workforce services.
2. A description of improvement in performance outcomes.
3. A description of any "best practices" that could be shared with other LWDBs.

The SFWIB submitted the annual report which included the following highlights:

- **Cost Saving:** Pursuant to Code of Federal Regulations, 20 CFR 683.200(c)(4), The SFWIB is considered a governmental agency and as such cannot operate at a loss. The agency must be reimbursed one hundred percent of all actual expenditures. Due to this fact, SFWIB did not see a savings acting as a direct service provider, the award allocation and operational expenditures were evenly matched. All SFWIB workforce services contracts are performance based contracts and as such operational cost incurred by a provider with failed performance are not the responsibility of the SFWIB. In program year 2019-2020, SFWIB will no longer operate the Carol City and Miami Beach Career Centers. They will be operated by a contracted service provider which should result in a cost savings to the SFWIB.

- Performance Outcome - LWDB 23 maintained a lower than projected cost per placement rate and increased the number of placements in the “hard to serve” categories.
- Best Practices - the SFWIB created a placement and verification tool that automatically checks against the New Hire, Wage Credit and Work Number reports thereby allowing staff to focus their efforts and time on providing other needed services instead of conducting follow-up calls.

SFWIB staff continues to pursue other initiatives to increase efficiencies as a one-stop operator.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT



Local Workforce Development Area 23

Tel 305-929-1501
Fax 305-470-5523

7300 Corporate Center Drive
Miami, FL 33126

www.careersourcesfl.com
rick.beasley@careersourcesfl.com

Date Submitted: Oct 23, 2019

Plan Contact: Rick Beasley

CONTENTS

INTRODUCTION	1
COST ANALYSIS	1
PERFORMANCE OUTCOMES	3
BEST PRACTICES	6

INTRODUCTION

Pursuant to Administrative Policy 83- Local Workforce Development Boards designated as direct providers of workforce services must submit a performance report at the end of each program year for which direct workforce services were provided. The report shall contain, at a minimum, the following:

1. An analysis of cost savings as a result of the LWDB providing direct workforce services.
2. A description of improvement in performance outcomes.
3. A description of any “best practices” that could be shared with other LWDBs.

In response to this requirement, CareerSource South Florida (CSSF) is submitting the following report which will weigh the incurred cost of providing direct services, highlight some performance achievements over the past year, and share some best practices that have been implemented as a result of providing direct services.

COST ANALYSIS

CSSF is responsible for initiating state and federally funded workforce development programs in Miami-Dade and Monroe counties through a network of contracted Services Providers that operate the local career centers. These Service Providers sever a dual role as both One-Stop Operators and Direct Service Providers. Due to an unforeseen loss of two contracted service providers CSSF began providing direct services in four locations: the Miami Beach Career Center, Opa Locka Career Center, Carol City Career Center and Monroe County (which is two separate physical locations budgeted together). The following is a breakdown of the amount allocated and the actual amount expended on each of those centers when they were last operated by contracted provider:

Center	Awarded Allocation	Actual Expenditures	% of Allocation Spent
Miami Beach	\$453,969.00	\$308,476.00	67.95%
Opa Locka	\$356,034.00	\$164,732.00	46.26%
Carol City	\$1,331,724.00	\$766,768.00	65.74%
Monroe	\$1,166,368.00	\$655,205.00	56.17%

Below is the same break down for program year 2018 -2019 while operated by CSSF:

Center	Awarded Allocation	Actual Expenditures	% of Allocation Spent
Miami Beach	\$397,174.00	\$352,288.00	88.69%
Opa Locka	\$312,730.00	\$153,625.00	49.12%
Carol City	\$999,179.00	\$989,107.00	98.99%
Monroe	\$902,104.00	\$538,823.00	59.72%

At its June 21, 2018 board meeting, SFWIB board approved the recommendation to request authorization from the Florida Department of Economic Opportunity (DEO) to operate as a one stop operator and direct service provider for a period on one year. The request was made to the board as a result of two failed Request For Proposals (RFP) to identify and select a service provider to operate three centers in Miami Dade County and two centers in Monroe County. The request to DEO was subsequently approved and SFWIB provided direct services at the Carol City, Opa Locka, Miami Beach, Key Largo and Key West Career Centers for program year 2018-2019.

Pursuant to Code of Federal Regulations, 20 CFR 683.200(c)(4), The SFWIB is considered a governmental agency and as such cannot operate at a loss. The agency must be reimbursed one hundred percent of all actual expenditures. Due to this fact, SFWIB did not see a savings acting as a direct service. All SFWIB workforce services contracts are performance based contracts and as such operational cost incurred by a provider with failed performance are not the responsibility of the SFWIB. In program year 2019-2020, SFWIB will no longer operate the Carol City and Miami Beach Career Centers. They will be operated by a contracted service provider which should result in a cost savings to the SFWIB.

PERFORMANCE HIGHLIGHTS

CareerSource South Florida (CSSF) serves as the administrative and fiscal agent for local workforce development area. CSSF uses a Balanced Scorecard to measure the performance of the contracted Service Partners and thus utilized the same methods to monitor centers operated directly by CSSF. The chart below measures the performance of all the centers in Area 23.

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	70%	84.41%
2	Training Completion Placement Rate	70%	79.84%
3	Training Related Placements	70%	84.47%
4	Number of Training Enrollments	1,279	774
5	CAP Participation Rate	50%	24.66%
6	CAP Entered Employment Rate	40%	29.39%
7	WP Entered Employment Rate	50%	41.58%
8	WIOA Adult & Dislocated Worker EER	98%	35.0%
9	Short-Term Veterans EER	50%	28.95%
10	Employers Served	20,536	15,291
11	Employer Services (Level 1)	13,997	10,433
12	Jobs Openings Filled Rate	65%	18.43%
13	Referral Job Skills Match Average	80%	92.05%
Outcome Measures			
14	Employment (Obtained and Direct)	40,332	17,151
15	Employed 2nd Qtr After Exit	90%	34%
16	Employed 4th Qtr After Exit	90%	38%
	17 Average Days to Employment	145	228
	17a DJP Average Days to Employment	60	134
	17b Obtained Average Days to Employment	167	267
18	Employment/Job Placement Average Wage	\$14.58	\$11.03
19	Cost Per Placement	\$756.43	\$699.67
20	Net Economic Benefit	\$29,569.97	\$22,237.82
21	Return on the Investment	\$39.09	\$31.77

The following chart measures the performance of centers operated by CSSF.

CSSF Operated Centers Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	70%	92.68%
2	Training Completion Placement Rate	70%	58.9%
3	Training Related Placements	70%	65.59%
4	Number of Training Enrollments	276	117
5	CAP Participation Rate	50%	28.76%
6	CAP Entered Employment Rate	40%	21.04%
7	WP Entered Employment Rate	50%	37.77%
8	WIOA Adult & Dislocated Worker EER	98%	16.67%
9	Short-Term Veterans EER	50%	26.95%
10	Employers Served	5,277	1,310
11	Employer Services (Level 1)	3,430	490
12	Jobs Openings Filled Rate	65%	8.67%
13	Referral Job Skills Match Average	80%	90.22%
Outcome Measures			
14	Employment (Obtained and Direct)	8,760	2,880
15	Employed 2nd Qtr After Exit	90%	43%
16	Employed 4th Qtr After Exit	90%	61%
	17 Average Days to Employment	145	254
	17a DJP Average Days to Employment	60	228
	17b Obtained Average Days to Employment	167	257
18	Employment/Job Placement Average Wage	\$14.58	\$11.89
19	Cost Per Placement	\$756.43	\$743.15
20	Net Economic Benefit	\$29,569.97	\$23,990.45
21	Return on the Investment	\$39.09	\$35.06

The chart below shows the performance of centers operated by a contracted provider.

Service Provider Operated Centers Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	70%	88.3%
2	Training Completion Placement Rate	70%	74.38%
3	Training Related Placements	70%	87.14%
4	Number of Training Enrollments	379	244
5	CAP Participation Rate	50%	22.3%
6	CAP Entered Employment Rate	40%	27.36%
7	WP Entered Employment Rate	50%	38.97%
8	WIOA Adult & Dislocated Worker EER	98%	12.5%
9	Short-Term Veterans EER	50%	37.43%
10	Employers Served	5,503	4,497
11	Employer Services (Level 1)	4,227	3,292
12	Jobs Openings Filled Rate	65%	18.15%
13	Referral Job Skills Match Average	80%	95.13%
Outcome Measures			
14	Employment (Obtained and Direct)	13,044	5,624
15	Employed 2nd Qtr After Exit	90%	43.72%
16	Employed 4th Qtr After Exit	90%	27.09%
	17 Average Days to Employment	145	236
	17a DJP Average Days to Employment	60	141
	17b Obtained Average Days to Employment	167	263
18	Employment/Job Placement Average Wage	\$14.58	\$11.62
19	Cost Per Placement	\$756.43	\$685.35
20	Net Economic Benefit	\$29,569.97	\$23,475.79
21	Return on the Investment	\$39.09	\$34.63

The area's overall performance identified some room for improvement but also identified opportunities for automation to replace the standard method of operation and reduce wasted man hours while increasing efficiency. In program year 2018-2019, no center achieved all of the desired performance goals, however, the area did maintain a lower than projected cost per placement and increased the number of placements in the "hard to serve" categories of; Dislocated Worker, Disabled, Veterans, Ex-offenders, Re-employment Assistance, Homeless, and Welfare Transition.

BEST PRACTICES

CSSF has identified a number of issues and has begun to develop processes and tools to help increase efficiency and improve service delivery. Below are some of the new best practices of CSSF:

- CSSF has made contractual changes to clearly define the roles and responsibilities of the One-Stop Operator. Service providers must identify One-Stop Operator staff and must limit the number of staff serving in multiple capacities.
- Service providers are required to meet a minimal staffing level applicable to the size of the center they are operating.
- CSSF has realigned their current payment structure to limit the number of basic placements being recorded and ensuring that services are provided the “hard to serve” population.
- CSSF has developed a referral verification tool that releases staff from the obligation of conducting follow up on job referrals. All job referrals are ran through a three step automated system to check for placements. The tool then alerts the staff member to record the placement in Employ Florida.
- CSSF has created no monitoring reports that assist the center managers in tracking the production of each staff member to achieve maximum efficiency without duplication of effort.



SFWIB EXECUTIVE COMMITTEE

DATE: 11/14/2019

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: DCF WAR - REDUCE THE NUMBER OF FAMILIES IN CRISIS

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

STRATEGIC PROJECT: **Strengthen partnership w/required WIOA partners**

BACKGROUND:

The Florida Department of Children & Families has launched an initiative to reduce the number of families in crisis. The initiative is entitled "WAR - Reduce the Number of Families in Crisis". The goal of the initiative is to reduce the percentage of families in crisis by 18.6 percent. The following are the specific family categories the initiative will target:

- Child Welfare (CW) -- Children in-or-out of home care. The goal is to reduce child welfare in the year 2021 by 10 percent.
- Substance Abuse & Mental Health (SAMH) -- Children and adults in CSU, Inpatient, Detox, or Mental Health Treatment Hospitals. The goal is to reduce the number of families to 5,379 (15 percent reduction) receiving SAMH services by 2021.
- Economic Self-Sufficiency (ESS) -- Non-disabled adults aged 18-59 on food assistance and/or TANF greater than 21 months; and,
- Adult Protective Services (APS) -- Adults verified as victims of abuse, neglect, or exploitation.

DCF in partnership with community partners will implement two specific WAR strategies (WAR) to achieve the outlined goals.

1. Battle: Increase Pre-Crisis contacts:
 - a. Increase community awareness activities
 - b. Increase Referrals to community services
 - c. Increase Face-to-Face services such as education, treatment appointments, etc.

2. Battle: Reduce re-entry back into the DCF system.
 - a. Reduce the percentage of children with a verified abuse who had at least one other verified finding in the prior 12 months.
 - b. Reduce the percentage of people entering a SAMH crisis state who had exited one of those states in the prior 12 months.
 - c. Reduce the percentage non-disabled people aged 18-59 approved for TANF/Food Assistance who had exited those benefits in the prior 12 months.
 - d. Reduced the percentage verified adult victims who had another verified in the prior 12 months in the same settings with the same perpetrator.

SFWIB's role in the DCF WAR to reduce the number of families in crisis:

- The SFWIB and DCF will implement system improvements in the referral process between the DCF Service Centers and SFWIB Career Centers. The system improvements may include the following:
 - Automation of referral processing system;
 - Implementation of Referral Tracking Report;
 - Modification of the Soft-Exit report.
- The SFWIB will relocate / assign staff to work in the DCF Service Centers to provide employment and training services when the SNAP/TANF participants apply for assistance.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

8-9-19

June 2019 data used for 4DX meetings
beginning August 2019

DCF War

Reduce the number of families in crisis

June 2019 baseline: 280,630* Goal is 228,356* by June 2021

In CW:

Children in or out-of-home care

June 2019 baseline: 34,095
Goal is 10% reduction to 30,686

In SAMH:

Children and adults in CSU, Inpatient, Detox, or Mental Health Treatment Hospitals

June 2019 est. baseline: 6,328*
Goal is 15% reduction to 5,379 (est.)

*SAMH estimates to be replaced with actual counts gathered from MEs no later than 8/14/19. Will adjust statewide baseline x to y at that time.

In ESS:

Non-disabled adults aged 18-59 on food assistance and/or TANF > 21 months

June 2019 baseline: 239,526
Goal is 20% reduction to 191,621

In APS:

Adults verified as victims of abuse, neglect, or exploitation

Apr-June 2019 3 ma. avg baseline: 681
Goal is 1.5% reduction to 671

Battle: Increase pre-crisis contacts

Community Awareness activities
Referrals to community services
Face-to-face services such as education, treatment appointments, etc.

Battle: Reduce re-entry

Apr 2019 baseline: 20.1% Goal is 15.0% by June 2021

% children with a verified abuse who had at least one other verified finding in the prior 12 months

June 2019 baseline: 7.6%
Goal is 3%

% people entering a SAMH crisis state* who had exited one of those states in the prior 12 months

June 2019 baseline: 20.6%
Goal is 10%

*from the community or jail

% non-disabled people aged 18-59 approved for TANF/Food Assistance who had exited those benefits in the prior 12 months

June 2019 baseline: 20.6%
Goal is 15.5%

% verified adult victims who had another verified in the prior 12 months in the same setting with the same perpetrator

June 2019 baseline: 12.7%
Goal is 10.0%



SFWIB EXECUTIVE COMMITTEE

DATE: 11/14/2019

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: CSF - GUIDELINES FOR DEVELOPMENT OF WIOA LOCAL PLANS

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen partnership w/required WIOA partners**

BACKGROUND:

On October 31, 2019, CareerSource Florida released the guidelines for local board to develop revised local plans. The guidelines were sent for the development and submission of comprehensive four-year local workforce development board plans. Guidelines for the preparation of these important strategic planning documents have been developed in accordance with Public Law 113-128, the Workforce Innovation and Opportunity Act (WIOA). It is noted, the plans must be submitted in partnership with the chief elected official. Regulations require states and local boards to regularly revisit and recalibrate state plan strategies in response to changing economic conditions and workforce needs of the state (20 CFR, Unified and Combined Plans Under Title I of the Workforce Innovation and Opportunity Act, §676.135).

The guidelines have been prepared jointly by CareerSource Florida and the Department of Economic Development. The local plan submission procedures have been enhanced through an online local plan submission tool with specific instructions included within the attached guidelines document. The following key dates are provided for planning purposes:

Key Dates On or Before:

- Local Plans Due March 16, 2020
- WIOA Statewide Unified Plan Due March 30, 2020
- WIOA Statewide Unified Plan Approved by CareerSource Florida Board of Directors May 1, 2020
- Local Plans Approved by CareerSource Florida Board of Directors June 4, 2020

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CareerSource

[BoardName]

Local Workforce Development Area _____

Tel [Telephone]
Fax [Fax]

[Address]
[City, ST ZIP]

[Website]
[Email]

Date Submitted: _____, 2020

Plan Contact: _____

¹ Local boards may upload plans with a cover page of their design. The cover page must have the following required elements: Name of board; board logo; local area number; complete contact information for the plan point of contact; website and email address; and, date submitted.

CONTENTS

INTRODUCTION	1
KEY DATES	2
PUBLIC COMMENT PROCESS	2
PLAN SUBMISSION TO CAREERSOURCE FLORIDA	3
FLORIDA’S VISION FOR IMPLEMENTING THE WORKFORCE INNOVATION AND OPPORTUNITY ACT	5
ORGANIZATIONAL STRUCTURE	5
ANALYSIS OF NEED AND AVAILABLE RESOURCES	8
WORKFORCE DEVELOPMENT AREA VISION AND STRATEGIC GOALS	8
COORDINATION OF SERVICES	9
DESCRIPTION OF THE LOCAL ONE-STOP SYSTEM	10
DESCRIPTION OF PROGRAM SERVICES	11

INTRODUCTION

These guidelines provide direction for local plans submitted [under Public Law 113-128, the Workforce Innovation and Opportunity Act \(WIOA\)](#). WIOA requires each local workforce development board (LWDB) to develop and deliver to the state a comprehensive four-year plan. These plans must be submitted in partnership with the chief elected official. Regulations require states and LWDBs to regularly revisit and recalibrate state plan strategies in response to changing economic conditions and workforce needs of the state [\(20 CFR, Unified and Combined Plans Under Title I of the Workforce Innovation and Opportunity Act, §676.135\)](#).

The law emphasizes the importance of collaboration and transparency in the development and submission of local plans. Affected entities and the public must have an opportunity to provide input in the development of the plan. Local boards must make the plan available electronically and in open meetings to ensure transparency to the public.

Local workforce development boards provide leadership and should seek broad stakeholder involvement in the development of their local plan. Local elected officials, local workforce development board members, core program partners and mandatory one-stop partners are an integral part of the planning process. WIOA encourages an enhanced, integrated system by including core programs in its planning and performance requirements. Each plan addresses how the LWDB coordinates service delivery with core programs of the Division of Vocational Rehabilitation, the Division of Blind Services and the Division of Career and Adult Education.

Each plan is based on current and projected needs of the workforce investment system, with an increased emphasis on coordination and collaboration at all levels to ensure a seamless system for employers and job seekers, including those with disabilities. Local plans identify the education and skill needs of the workforce and the employment needs of the local area. Plans include an analysis of the strengths and weaknesses of services provided to address identified needs. Assessments include the best available information, evidence of effectiveness, and performance information for specific service models and a plan to improve program effectiveness by adopting proven or promising practices as a part of the local vision. LWDBs provide a comprehensive view of the systemwide needs of the local workforce development area.

Local plans address how LWDBs foster strategic alignment, improve service integration and ensure the workforce system is industry-relevant, responding to the economic needs of the local workforce development area and matching employers with skilled workers. Services described in local plans should lead to greater efficiencies, reduce duplication, and maximize financial and human resources. These plan guidelines require LWDBs to address current and future strategies and efficiencies to address the continuous improvement of Florida's workforce system and its focus on customer service excellence.

Local plans should align with CareerSource Florida's business and market-driven principles to be the global leader for talent. These principles include:

- Increasing the prosperity of workers and employers
- Reducing welfare dependency
- Meeting employer needs
- Enhancing productivity and competitiveness

KEY DATES

ON OR BEFORE

Key Dates Sent to Local Boards.....	October 11, 2019
Local Plan Guidelines Issued	November 1, 2019
Labor Market Analysis Sent to Local Boards.....	December 6, 2019
Local Plans Due	March 16, 2020
WIOA Statewide Unified Plan Due	March 30, 2020
WIOA Statewide Unified Plan Approved	May 1, 2020
Local Plans Approved	June 4, 2020
WIOA Program Year 2020 Begins	July 1, 2020

PUBLIC COMMENT PROCESS

Prior to the date on which the local board submits a local plan, the local board shall:

- (1)** Make copies of the proposed local plan available to the public through electronic and other means, such as public hearings and local news media (WIOA §108(d)(1)).
- (2)** Provide a 30-day period for comment on the plan before its submission to CareerSource Florida, Inc., beginning on the date on which the proposed plan is made available, prior to its submission to the Governor (WIOA §108(d)(2)).
- (3)** Provide a description of the process used by the board to obtain input and comment by representatives of businesses and labor organizations for the development of the plan (WIOA §108(d)(2)).
- (4)** Describe efforts to coordinate with other workforce partners to obtain input into the development of the plan.
- (5)** Include, as an attachment with the plan to the Governor, any comments expressing disagreement or offering recommendations for continuous improvement, the LWDB's response to those comments, and a copy of the published notice (WIOA §108(d)(3)).

PLAN SUBMISSION TO CAREERSOURCE FLORIDA

ONLINE FORM

CareerSource Florida, Inc., established an online form for WIOA local plan submissions, required attachments and contact information for primary and secondary points of contact for each local workforce development board. **Please note the local plan and all attachments must be submitted in a searchable PDF format.**²

The web address for submitting local plans, required attachments and links to requested documents is <https://careersourceflorida.com/wioa-form/>

It is recommended that those submitting local plans carefully review these instructions and those posted online prior to submitting plans.

All local plans must be submitted no later than 5:00 p.m. (EST) on Monday, March 16, 2020.

Prior to plan submission, please ensure:

- **The local board reviewed the plan;**
- **The board chair and the chief elected official signed the appropriate documents;**
- **The name and number of the local board and are on the plan cover page;**
- **The plan submitted or point of contact is on the cover page;**
- **The structure and numbering follows the plan instructions format;**
- **A table of contents with page numbers is included and each page of the plan is numbered;**
- **Text is typed, preferably in the fonts Arial or Calibri, with a font size of 11 or greater;**
- **Responses to all questions are informative and concise; and,**
- **The name of the local area, the page number and plan submission date are listed in the footer of the document.**

² A searchable PDF file is a PDF file that includes text that can be searched upon using the standard Adobe Reader “search” functionality [CTRL+F]. In Microsoft Word Click **File > Save As** and choose where you want the file to be saved. In the **Save As** dialog box, choose **PDF** in the Save as type list. Click **Options**, make sure the **Document structure tags for accessibility** check box is selected, and then click **OK**.

ATTACHMENTS

Please provide a link to the local board's website showing the attachments described below or upload attachments in a searchable PDF file with the local plan:

- A. Executed Memoranda of Understanding for all one-stop partners (Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan);
- B. Executed Infrastructure Funding Agreements with all applicable WIOA required partners (Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan);
- C. Executed Interlocal Agreements (in cases where there is more than one unit of general local government);
- D. Agreements describing how any single entity selected to operate in more than one of the following roles: local fiscal agent, local board staff, one-stop operator or direct provider of career services or training services entity will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest. Also attach copies of any procedures on how roles are delineated to verify the firewalls are effective.
- E. The current board member roster, meeting minutes for the local plan agenda item, discussions about the plan, and the board's vote on the local plan;
- F. Any comments submitted during the public comment period that represent disagreement with the local plan (Public Law 113-128, Section 108(d).
- G. If the local area includes more than one unit of general local government in accordance with WIOA sec. 107(c)(1)(B), attach the executed agreement that defines how parties carry out roles and responsibilities of the chief elected official;
- H. A copy of the agreement executed between the chief elected official(s) and the Local Workforce Development Board;
- I. A copy of the current by-laws established by the chief elected official to address criteria contained in §679.310(g) of the WIOA regulations;

NOTE: THERE IS NO REQUIREMENT TO SUBMIT HARD COPIES OF LOCAL PLANS OR ATTACHMENTS.

If you have any questions, please contact CareerSource Florida at:
FloridaWIOA@careersourceflorida.com

Once plans are received, the plan's official review by CareerSource Florida and the Department of Economic Opportunity (DEO) begins. All plans are reviewed for completeness and adherence to plan formatting requirements.

If there are questions or concerns local boards are notified. **The content of plans is reviewed by both DEO and CareerSource Florida staff with recommendations provided to the CareerSource Florida Board of Directors at its meeting scheduled for June 4, 2020.**

A recommendation for approval is made unless the staff review indicates: (1) there are deficiencies in local workforce investment activities that are not addressed, or (2) the plan is inconsistent with WIOA and its regulations, including required public comment provisions. It is recognized that this updated plan will include strategies and activities that are fully completed, as well as some that are still being developed and implemented.

FLORIDA'S VISION FOR IMPLEMENTING THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

The implementation of WIOA ensures Florida has a business-led, market-responsive, results-oriented, and integrated workforce development system. The system fosters customer service excellence, ensures continuous improvement, and demonstrates value by enhancing employment opportunities for all individuals, including those with disabilities. This focused and deliberate collaboration among education, workforce, and economic development networks increases economic prosperity by maximizing the competitiveness of Florida businesses and the productivity of Florida's workforce.

Florida's strategic vision for WIOA implementation is realized by accomplishing these three goals:

- Enhance alignment and market responsiveness of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Floridians with employment, education, training and support services that reduce welfare dependence and increase opportunities for self-sufficiency, high-skill and high-wage careers and lifelong learning.
- Promote accountable, transparent and data-driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence, leads to the identification and replication of best practices and empowers an effective and efficient workforce delivery system.
- Improve career exploration, educational attainment and skills training for in-demand industries and occupations for Florida youth that lead to enhanced employment, career development, credentialing and post-secondary education opportunities.

ORGANIZATIONAL STRUCTURE

(1) Chief Elected Official(s)

- A. Identify the chief elected official(s) by name, title, mailing address, phone number and email address.
- B. If the local area includes more than one unit of general local government in accordance with WIOA sec. 107(c)(1)(B), attach the executed agreement that defines how parties carry out roles and responsibilities of the chief elected official.
- C. Attach a copy of the agreement executed between the chief elected official(s) and the Local Workforce Development Board.

- D. Attach a copy of the current by-laws established by the chief elected official to address criteria contained in §679.310(g) of the WIOA regulations. At a minimum the by-laws must include:
- i. The nomination process used by the chief elected official to elect the local board chair and local board members;
 - ii. The term limitations and how term appointments are staggered to ensure only a portion of memberships expire in each year;
 - iii. The process to notify the chief elected official of a board member vacancy ensuring a prompt nominee;
 - iv. The proxy and alternative designee process used when a board member is unable to attend a meeting and assigns a designee per requirements at §679.110(d)(4) of the proposed WIOA regulations;
 - v. The use of technology, such as phone and web-based meetings used to promote board member participation;
 - vi. The process to ensure board members actively participate in convening the workforce development system's stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities; and,
 - vii. Any other conditions governing appointments or membership on the local board.
- E. Describe how the chief elected official is involved in the development, review and approval of the local plan.

(2) Local Workforce Development Board (LWDB)

- A. Identify the chairperson of the Local Workforce Development Board by name, title, mailing address, phone number and email address. Identify the business that the chair represents.
- B. If applicable, identify the vice-chair of the Local Workforce Development Board by name, title, mailing address, phone number and email address. Identify the business or organization the vice-chair represents.
- C. Describe how the LWDB was involved in the development, review, and approval of the local plan.

(3) Local Grant Subrecipient (local fiscal agent or administrative entity)

- A. Identify the entity selected to receive and disburse grant funds (local fiscal agent) if other than the chief elected official. WIOA section 107(d)(12)(B)(1)(iii); 20 CFR 679.420
- B. Identify the entity selected to staff the LWDB (commonly referred to as the administrative entity) and assist it in carrying out its responsibilities as a board organized under WIOA. (May be the same as the fiscal agent). 20 CFR 679.430
- C. Identify if a single entity is selected to operate in more than one of the following roles: local fiscal agent, local board staff, one-stop operator or direct provider of career services or training services, and describe how the entity will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest as described in CareerSource Florida strategic policy [2012.05.24.A.2 – State and Local Workforce Development Board Contracting Conflict of Interest Policy](#).

(4) One-Stop System

- A. Describe the local one-stop system (including the number, type and location of the comprehensive center(s)³, and other service delivery points).
- B. Identify the days and times when service delivery offices are open to customers. Customers must have access to programs, services and activities during regular business days at a comprehensive one-stop center.
- C. Identify the entity or entities selected to operate the local one-stop center(s).
- D. Identify the entity or entities selected to provide career services within the local one-stop system.
- E. Identify and describe what career services are provided by the selected one-stop operator and what career services, if any, are contracted out to service providers.
- F. Pursuant to the [CareerSource Florida Administrative Policy 093 - One-Stop Career Center Certification Requirements](#), provide the required attestation that at least one comprehensive one-stop center in the local area meet the certification requirements.

ANALYSIS OF NEED AND AVAILABLE RESOURCES

³A comprehensive center is one in which all core and required partner services are available either physically at the location or by direct linkage through technology to a program staff member who can provide meaningful information or services. See Training and Employment Guidance Letter No. 16-16 ([TEGL 16-16](#)) and Training and Employment Guidance Letter No. 16-16, Change 1 ([TEGL 16-16, Change 1](#)). **Additionally, Memorandums of Understanding (MOU) and Infrastructure Funding Agreements (IFA) must be executed for all partners connected to the comprehensive centers.**

- (1) Please provide an analysis (or existing analysis pursuant to WIOA section 108(c)) of the regional economic conditions, which must include:
 - A. Information on existing and emerging in-demand industry sectors and occupations; and
 - B. The employment needs of employers in those industry sectors and occupations (WIOA §108(b)(1)(A)).
- (2) Please provide an analysis of the knowledge and skills needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations (WIOA §108(b)(1)(B)).
- (3) Please provide an analysis of the workforce in the local area, including current labor force employment (and unemployment) data, information on labor market trends, and the educational and skill levels of the workforce in the local area, including individuals with barriers to employment (WIOA §108(b)(1)(C)).
- (4) Please provide an analysis of the workforce development activities (including education and training) in the local area, including an analysis of the strengths and weaknesses of such services and the capacity to provide such services, to address the identified education and skill needs of the workforce and employment needs of employers in the local area (WIOA §108(b)(1)(D) and WIOA §108(b)(7)).
- (5) Please provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (WIOA §108(b)(7)).
- (6) Please provide a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities. The description and assessment must include an identification of successful models of such youth workforce investment activities (WIOA §108(b)(9)).

WORKFORCE DEVELOPMENT AREA VISION AND STRATEGIC GOALS

- (1) Describe the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), including goals relating to primary indicators of performance described in WIOA section 116(b)(2)(A) to support regional economic growth and economic self-sufficiency (WIOA §108(b)(1)(E)).
- (2) Describe the local area's strategy to work with entities that carry out the core programs to align resources available to the local area to achieve the strategic vision and goals established by the local board.
- (3) Describe the actions the local board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board pursuant to section 101(d)(6) of WIOA.

- (4) Describe service strategies the LWDB has in place or will develop that will improve meeting the needs of customers with disabilities as well as other population groups protected under Section 188 of WIOA and 29 CFR Part §38.
- (5) Describe the process used to develop your area's vision and goals, including a description of participants in the process.
- (6) Describe how the LWDB's goals relate to the achievement of federal performance accountability measures to support economic growth and self-sufficiency (WIOA §108(b)(1)(E)).
- (7) Indicate the negotiated local levels of performance for the federal measures (WIOA §108(b)(17)).
- (8) Describe indicators used by the LWDB to measure performance and effectiveness of the local fiscal agent (where appropriate), contracted service providers, and the one-stop delivery system in the local area (WIOA §108(b)(17)).
- (9) Describe the definition of "self-sufficiency" used by your local area (WIOA §108(b)(1)).

COORDINATION OF SERVICES

- (1) **Coordination of Programs/Partners:** Describe how individualized career services are coordinated across programs/partners in the one-stop centers, including Vocational Rehabilitation, Temporary Assistance for Needy Families (TANF) and Adult Education and Literacy activities. Specify how the local area coordinates with these programs to prevent duplication of activities and improve services to customers.
- (2) **Coordination with Economic Development Activities:** Describe how the local board coordinates workforce investment activities carried out in the local areas with economic development activities carried out in the local area (or planning region) in which the local area is located and promotes entrepreneurial training and microenterprise services (WIOA §108(b)(5)).
- (3) **Coordination of Education and Workforce Investment Activities:** Describe how the local board coordinates education and workforce investment activities carried out in the local area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services (WIOA §108(b)(10)).
- (4) **Coordination of Transportation and Other Supportive Services:** Describe how the local board coordinates workforce investment activities carried out under this title in the local area with the provision of transportation, including public transportation, and other appropriate supportive services in the local area (WIOA §108(b)(11)).
- (5) **Coordination of Wagner-Peyser Services:** Describe plans and strategies for, and assurances concerning maximizing coordination of services provided by the state employment service under the Wagner-Peyser Act (29 U.S.C 49 et seq.) and services provided in the local area through the one-stop delivery system to improve service delivery and avoid duplication of services (WIOA §108(b)(12)).

- (6) Coordination of Adult Education and Literacy:** Describe how the local board coordinates workforce investment activities carried out under this title in the local area with the provision of adult education and literacy activities under Title II in the local area, including a description of how the local board carries out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under Title II WIOA §108(b)(10).
- (7) Reduction of Welfare Dependency:** Describe how the local board coordinates workforce investment activities to reduce welfare dependency, particularly how services are delivered to TANF and Supplemental Nutrition Assistance Program (SNAP) recipients, to help individuals become self-sufficient.
- (8) Cooperative Agreements:** Describe the replicated cooperative agreements (as defined in WIOA section 107(d)(ii)) between the local board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such Act (29 U.S.C. 721(a)(11) with respect to efforts that enhance the provision of services to individuals with disabilities and to other individuals, such as cross-training staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts of cooperation, collaboration and coordination.

DESCRIPTION OF THE LOCAL ONE-STOP SYSTEM

- (1) General System Description:** Describe the one-stop delivery system in your local area, including the roles and resource contributions of one-stop partners (WIOA §108(b)(6)).
 - A. Describe how required WIOA partners contribute to your planning and implementation efforts. If any required partner is not involved, explain the reason.
 - B. Identify any additional partners included in the local one-stop delivery system.
 - C. The local workforce development board, with the agreement of the chief elected official, shall develop and enter into a Memorandum of Understanding (MOU) between the local board and the one-stop partners.
- (2) Customer Access:** Describe actions taken by the LWDB to promote maximum integration of service delivery through the one-stop delivery system for both business customers and individual customers.
 - A. Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners comply with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing needs of individuals with disabilities. Describe how the LWDB incorporates feedback received during consultations with local Independent Living Centers on compliance with Section 188 of WIOA (WIOA §108(b)(6)(C)).

- B. Describe how entities within the one-stop delivery system use principles of universal design in their operation.
 - C. Describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, using technology and other means (WIOA §108(b)(6)(B)).
- (3) Integration of Services:** Describe how one-stop career centers implemented and transitioned to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by one-stop career center partners (WIOA §108(b)(21)).
- (4) Competitive Selection of OSO:** Describe steps taken to ensure a competitive process for selection of the one-stop operator(s) (WIOA §121(d)(2)(A)).
- (5) System Improvement:** Describe additional criteria or higher levels of service than required to respond to education/training needs, labor market, economic, and demographic conditions and trends in the local area (WIOA §108(b)(6)(A)).

DESCRIPTION OF PROGRAM SERVICES

- (1) System Description:** Describe the local workforce development system. Identify programs included in the system and how the local board works with each entity to carry out core programs and other workforce development programs supporting alignment in provision of services. Identify programs of study authorized under [The Strengthening Career and Technical Education for the 21st Century Act \(Perkins V\)](#) (20 U.S.C. 2301 et seq.), that support the strategy identified in the Florida Unified Plan under WIOA section 102(b)(1)(E) (WIOA §108(b)(2)).
- (2) Sub-grants and Contracts:** Describe the competitive process used to award sub-grants and contracts in the local area for WIOA-funded activities (WIOA §108(b)(16)).
- (3) Expanding Access to Employment:** Describe how the local board, working with entities carrying out core programs, expanded access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. This includes how the local board facilitates developing career pathways and co-enrollment, as appropriate, in core programs, and improves access to activities leading to recognized postsecondary credentials (including portable and stackable industry-recognized certificates or certifications) (WIOA §108(b)(3)).
- (4) Key Industry Sectors:** Identify how the LWDB aligns resources that support and meet training and employment needs of key industry sectors in the local area. Describe strategic or other policies that align training initiatives and Individual Training Accounts (ITAs) to sector strategies and demand occupations (WIOA §134(c)(1)(A)(v)).
- (5) Industry Partnerships:** Describe how the LWDB identifies and collaborates with existing key industry partners in the local area. Describe how the LWDB coordinates and invests in partnership infrastructure where key industry partnerships are not yet developed (WIOA

§134(c)(1)(A)(iv)). The local area must describe how the following elements are incorporated into its local strategy and operational sector strategy policy:

- A. Describe how selected industries or sectors are selected based on, and driven by, high-quality data (cite data source used);
- B. Describe how sector strategies are founded on a shared/regional vision;
- C. Describe how the local area ensures that the sector strategies are driven by industry;
- D. Describe how the local area ensures that sector strategies lead to strategic alignment of service delivery systems;
- E. Describe how the local area transforms services delivered to job seekers/workers and employers through sector strategies: and
- F. Describe how the local area measures, improves and sustains sector strategies.

(6) In-demand Training: Describe how the local board ensures training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate (WIOA §134(c)(G)(iii)).

(7) Employer Engagement: Describe strategies and services used in the local area to:

- A. Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs;
- B. Support a local workforce development system that meets the needs of businesses in the local area;
- C. Better coordinate workforce development programs and economic development; and,
- D. Strengthen linkages between the one-stop delivery system and unemployment insurance programs (WIOA §134(c)).

(8) Priority of Service: Describe local policies and procedures to prioritize services for veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for individualized career and training services in the adult program.

(9) Training Services: Describe how training services are provided, including how contracts for training services are used, and how such contracts are coordinated with the use of ITAs (WIOA §134(c)(1)(A)(v)).

(10) Customer Choice Process: Describe processes the local board uses to ensure customer choice in the selection of training programs, regardless of how the training services are to be provided (WIOA §108(b)(19)).

(11) Individual Training Accounts: Describe the process and criteria for issuing Individual Training Accounts (ITAs) (WIOA §108(b)(19)).

- A. Describe any ITA limitations established by the board;
- B. Describe any exceptions to the use of ITAs.

(12) Microenterprise and Entrepreneurial Training: Describe mechanisms currently in place or in consideration that provide microenterprise and entrepreneurial training. Describe mechanisms in place that support programs and co-enrollment, where appropriate, in core programs as described in WIOA section 134(a)(3)(A)(i) (WIOA §108(b)(5)).

(13) Enhancing Apprenticeships: Describe how the LWDB enhances the use of apprenticeships to support the local economy. Describe how the LWDB works with industry representatives and local businesses to develop registered apprenticeships, in collaboration with apprenticeship training representatives from the Florida Department of Economic Opportunity and other partners, including educational partners. Describe how job seekers are made aware of apprenticeship opportunities.

(14) Other Program Initiatives: Describe services provided that include implementing initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, work-based training, industry and sector strategies, career pathway initiatives, utilization of effective business intermediaries, and other initiatives supporting the board's vision and strategic goals described in Section III WIOA §134(c).

(15) Service Provider Continuous Improvement: Describe the local board's efforts to ensure the continuous improvement of eligible providers of services, including contracted services providers and providers on the eligible training provider list, so they meet the needs of local employers, workers and job seekers (WIOA §108(b)(6)(A)).

(16) Youth Program Design: Describe the design framework for local youth programs and how the 14 program elements required in §681.460 of the WIOA regulations are made available within that framework (WIOA §129(c)(1)).

- A. **Define the term “a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.”**

Describe how the local board defines whether a youth is unable to demonstrate these skills sufficiently to function on the job, in their family, or in society and what assessment instruments are used to make this determination (20 C.F.R. §681.290).

- B. **Define “requires additional assistance.”**

Describe how the local board defines the term “requires additional assistance” used in determining eligibility for WIOA-funded youth programs (20 CFR §681.300).

END OF LOCAL PLAN INSTRUCTIONS