

2012-2016
REGIONAL WORKFORCE BOARD
STRATEGIC AND OPERATING
PLAN INSTRUCTIONS

INTRODUCTION

The Workforce Investment Act (WIA) gives Regional Workforce Boards a unique opportunity to develop employment and training systems tailored specifically to local area needs. The local Workforce Services Plan should represent a collaborative process among the Chief Elected Official (CEO) and the local partners. This collaboration will create a shared understanding of the local area's workforce investment needs, a shared vision of how the local workforce investment system can be designed to meet those needs, and agreement on the key strategies to achieve this vision. The plan should reflect the current and future strategies of the local area. It must also demonstrate a regional workforce board understanding of the requirement for it to perform in accordance with governing federal and state law; any and all requirements set forth in the Grantee-Subgrantee Agreement (and relevant attachments); Florida, Inc., policies, and other agreements in which the Board has received a Notice of Fund Availability". These requirements, as tracked by Workforce Florida, Inc. and the Department shall be considered the "performance Standards".

The purpose of these instructions is to assist Regional Workforce Boards (RWBs) to develop a comprehensive five year local Workforce Services Plan. The Workforce Services Plan is required under Title I of the Workforce Investment Act (WIA), to include Job Corps, Wagner-Peyser Act, Veterans Services, Migrant and Seasonal Farmworker (MSFW) and Trade Adjustment Assistance (TAA). The Workforce Services Plan also includes the Welfare Transition (WT)/Temporary Assistance to Needy Families (TANF) and the Supplemental Nutrition Assistance Employment and Training (SNAP E&T) programs. The development of a comprehensive local Workforce Services Plan is critical to this planning cycle. The Employment and Training Administration's (ETA) [Training and Employment Guidance Letter \(TEGL\) Number 21-11](#) significantly modifies the planning process and moves it beyond purely compliance to a strategic plan approach calling for better alignment of resources, increased coordination among programs and improved efficiency in service delivery throughout the workforce investment system. Plans must be developed in accordance with the new ETA plan priorities, the State Workforce Investment Plan 2012-2016, and that the following vision, goals and strategic priorities identified by Governor Rick Scott:

VISION:

Florida will have the nation's top performing economy and be recognized as the world's best place to live, learn, work, and do business.

GOALS:

- ❖ Lead the nation in global competitiveness as a location for business, investment, talent, innovation and visitors
- ❖ Become the nation's top performing economy
- ❖ Lead the nation in quality of life

OBJECTIVES:

- ❖ Create more jobs
- ❖ Get Floridians back to work
- ❖ Foster opportunities for prosperity
- ❖ Grow businesses
- ❖ Expand global commerce
- ❖ Increase the competitiveness of Florida's

CROSS CUTTING STRATEGIES:

- ❖ Improve collaboration and alignment among state, regional, and local entities toward the state's economic vision.

- ❖ Develop and implement a statewide strategy to develop regional industry clusters using global best practices.
- ❖ Position Florida as a global hub for trade, visitors, talent, innovation, and investment.
- ❖ Connect economic development, talent, infrastructure, partnerships and other resources across regions to build Florida as a globally competitive mega region

RWBs should also reassess goals during the plan development process. Doing so is vital this year as the ETA has changed its methodology for assessing performance against negotiated goals. This may have a significant effect on local performance outcomes and is best accounted for as local plans are developed. The plan process affords Boards the opportunity to develop strategies that address the changes and to prepare the necessary support for local performance goals that is consistent with the ETA's new scoring methodology published in TEG 38-11. Proposed State *Negotiated Goals* developed using the new performance scoring can be found at Floridajobs.org/PDG/LPI's/Proposed State Performance.

A discussion of PY 2012 goals is required to be in the introduction to the Local Plan; the goals discussed there however will not be final. Their approval is contingent upon successful negotiations with WFI. Negotiation of local performance goals will likely start after the ETA accepts the State Plan and once the State Board approves the 2012-2016 Local Plans. Until then regions will operate under PY 2011 performance goals.

Questions concerning goals, the current planning process and the contents of the 2012-2016 Local Plan Instructions are scheduled to be addressed at an upcoming DEO webinar. Visit the [Program Training Calendar](#) at FloridaJobs.org to find the date, time, and login information for the webinar. In addition to the webinar, a Q&A log is available at <http://www.floridajobs.org/frequently-asked-questions-directory>.

ELECTRONIC SUBMISSION

Workforce Florida Inc. established an FTP site to allow regions to upload their plans and required attachments. Board staff will need a client application to securely access the FTP site; click [here](#) and follow the client download instructions. Region specific site passwords to be sent to each Executive Director by email are needed along with the client application in order to upload plans to the FTP Site. The FTP site is currently available. All plans should be submitted no later than 5:00 p.m. (EST) on October 01, 2012.

Prior to plan submission please ensure:

- Local Board has reviewed and approves the plan.
- The Board Chair and Chief Elected Officials signed the document.
- The structure and numbering follows the plan instructions format.
- The plan is one continuous and searchable PDF document that includes standard operating procedures (SOPs) and all other attachments.
- Responses to all questions are informative and concise - "See attached SOP" is used to certify assurances.
- The name of region, page number and the plan submission date are listed in the footer of the document.
- The cover page clearly lists the primary contact person for the plan.
- A table of contents with page numbers is included and each page of the plan is numbered.
- Text typed with a font size of 11 or greater.

Please send an email to Localplan@workforceflorida.com to confirm plan submission and begin its official DEO review. PY 2011-2012 Local Workforce Services Plans together with any subsequent modifications expire with the submission of Local Workforce Service Plan 2012-2016 and the acceptance of it by the State Workforce Board.

COVER PAGE

Attach a cover page to the Local Plan with the following elements:

Regional Workforce Board Name: _____

Region Number: _____

Submitted on: _____

Plan Contact: _____

Email: _____

Plan Contact's Phone Number: _____

AREA CODE

PHONE NUMBER

Status of Required Signatures:

SIGNATURE PAGE

Both the Chairperson of the RWB and the Chief Elected Official are required to sign the plan. (29 USC 2841 Section 121) Missing signatures must be explained on the cover page of the plan. Please indicate why the signatures are missing, when they will be available, and who in the region will send the missing signatures. Click [here](#) for the signature page; attach a copy of it to the plan. Send the original by mail to:

Workforce Florida Inc.
Attn: Local Plan
1580 Waldo Palmer Lane
Tallahassee, Florida 32308

IMPORTANT DATES

JULY 2, 2012 – FEBRUARY 28, 2013

July	09	Distribution of Local Plan Instructions/FTP Site Available
July	17	Local Plan Instructions Webinar
October	01	State Plans Due to ETA Local Workforce Services Plans Due along with <ul style="list-style-type: none">○ Board Certifications and○ Proposed Local Performance Goals
October	02	DEO Local Plan Review Period Begins
October	18	DEO Plan Review Period Ends
October	22	Plans Returned to RWBs
October	22	Local Plan Conference Calls Begin
November	02	Local Plan Conference Calls Ends
November	16	Revised Local Plans Due; DEO final review begins
December	01	All Plans Delivered to WFI
January	01	Approval of State Plan Expected
February	TBA	State Board Meeting - Local Plans Considered for Approval
February	TBA	Negotiation of Local Performance Goals Begin

PLAN REVIEW WEBINAR/CONFERENCE CALL SCHEDULE

The conference call/webinar schedule listed below is offered as an attempt to keep the number of plan comments and revision requests to a minimum during the Local Plan review process. Should you be interested, DEO staff will be available to confer with regional staff on these dates to examine sections of reviewed plans together. The goal is to reach consensus on plan revisions so that there is only one DEO review and one round of regional revisions before the plans are forwarded to WFI.

If the suggested time creates a schedule conflict for you, we will do our best to accommodate a change. Please email Corey McCaster at Corey.McCaster@DEO.myflorida.com should you have questions.

<u>Region</u>	<u>Date</u>	<u>Time (EST)</u>
Brevard Workforce	Oct. 22	10:00 AM
Alachua/Bradford Florida Works	Oct. 22	1:00 PM
Florida Crown Workforce Board	Oct 22	3:00 PM
First Coast Workforce Development, Inc	Oct 23	10:00 AM
Workforce One	Oct 23	1:00 PM
Workforce Development Board of Okaloosa	Oct 23	3:00 PM
Workforce Connection	Oct 24	10:00 AM
Southwest Florida Works	Oct 24	1:00 PM
North Florida Workforce Development Board	Oct 24	3:00 PM
Tampa Bay Workforce Alliance, Inc.	Oct 25	10:00 AM
Pasco-Hernando Workforce Board, Inc.	Oct 25	1:00 PM
Workforce Escarosa, Inc	Oct 25	3:00 PM
Workforce Alliance, Inc.	Oct 26	10:00 AM
Center for Business Excellence	Oct 26	1:00 PM
Workforce Central Florida	Oct 26	3:00 PM
Suncoast Workforce	Oct 29	10:00 AM
Workforce Plus	Oct 29	1:00 PM
WorkNet Pinellas	Oct 29	3:00 PM
South Florida Workforce Board	Oct 30	10:00 AM
Chipola Regional Workforce Planning Board	Oct 30	1:00 PM
Polk County Workforce Development Board	Oct 30	3:00 PM
Gulf Coast Workforce Development Board	Oct 31	10:00 AM
Workforce Solutions	Oct 31	1:00 PM
Heartland Workforce	Oct 31	3:00 PM

Local Workforce Strategic Plan

Section I

The elements in this section represent the high-level vision, goals, economic and workforce analysis, strategies, and outcomes that the Chief Elected Official, the Regional Workforce Board and strategic partners collaboratively identify for the region's future. The elements in this section are intended to serve as a vehicle to identify broad goals and strategies for the local area.

Note: At the end of certain questions are citations in bold font; they refer to similar questions found in the PY 2011-2012 Local Plan Instructions.

EXECUTIVE SUMMARY

Introductory Overview

Each local plan should begin by providing a brief introduction of the local workforce investment area highlighting the geographical workforce investment area, population, diversity of the population, area strengths, and opportunities for improvement. It would be appropriate to address how the local workforce investment system has improved and changed since the enactment of the Workforce Investment Act of 1998 and the expectations for further transformation anticipated in the next few years. Also, include a detailed description of PY 2012 performance goals identified by the region.

Analysis of Local Economic and Labor Market (Emphasis on a “Demand-Driven” System)

The State of Florida is committed to focusing on those skill gaps identified by the needs of its employers, and this will continue to be a high priority. Under existing legislation, the RWBs have the policy and service design authority for all local services, including services to employers; and as such, they take the lead in working with the local employer community including determination of the needs of the community. It is anticipated that surveys and other forms of feedback will be conducted with employers who use the one-stop delivery system services to continually improve services, and with employers who do not use the one-stop delivery system services in order to identify needed services. Local input from chambers of commerce, economic development councils and other organizations will continue to shape the level and quality of services provided to employers. Each plan must:

1. Describe the characteristics of the local area's population.
2. Describe specific needs of diverse sub-populations including those from racial ethnic, linguistic groups, older persons, and individuals with disabilities.
3. Provide an analysis of the challenges associated with the local area's population attaining the education, skills, and training needed to obtain employment.
4. Describe specific strategies designed to address skill needs of local employers and to close any existing skill gaps. Strategies should include partner agencies that address sub-populations identified in question 3 of this section.
5. Describe the process used to identify the workforce needs of the businesses, job seekers and workers in the local area. **(III.A.)**
6. Identify current and projected trends of the local area's economy, industries and occupations.
7. Identify the current and projected employment opportunities in the local area. For assistance in obtaining this information, please refer to the Labor Market Statistics website and the Florida Education and Training Placement Information Program (FETPIP) website. **(III.B.)**
8. Describe the job skills necessary for participants to obtain employment based on current and projected job opportunities in the region. Please provide evidence these skills and knowledge are employer identified and necessary for economic growth in the local area. **(III.C.)**

Plan Development

WIA Section 118 requires that each local board, in partnership with the appropriate chief elected officials, develop and submit a comprehensive five year local plan to the Governor, which identifies and describes certain policies, procedures and activities that are carried out in the local area consistent with the State Workforce Investment Plan. The plan must be developed in collaboration with local partners. Describe the steps for developing the local plan, including:

1. Timeline;
2. Consultation process with the local elected official(s), local Workforce Investment Board, members of the public including representatives of businesses and representatives of labor organizations, and other partners
3. Actions taken to acquire other input into the plan development process;
4. Dates plan was posted electronically to local website;
5. A summary of the comments received (including comments from businesses and labor organizations) should be included in the Attachment section
6. Strategies for RWBs that are designated as significant migrant and seasonal farmworker (MSFW) to ensure individuals/organizations serving the MSFWs are informed of the plan and are provided the opportunity to comment on the local Workforce Services Plan.

ADMINISTRATIVE SECTION

The administrative section of the local plan shall include responses to federal requirements, as well as the following:

- [Florida Statutes](#)
- [RWB Accountability Act](#)
 - [Final Guidance Implementing Changes](#)
- [State Workforce Policies and Procedures](#)

Organization

A. Chief Elected Official

1. Identify the chief elected official by name, address, phone number, and email.
2. Describe the process utilized to secure the chief elected official agreement. Current interlocal agreements for the time period of the plan submission must be submitted with the plan. The required elements of the interlocal agreements are available at <http://sitefinity.floridajobs.org/PDG/LPI's/LPIsCEO-RWBInterlocalAgreement.docx>

B. Workforce Investment Board

1. Describe the structure, including the nomination process of the Workforce Investment Board. A current agreement between the chief elected official and the Workforce Investment Board, a Workforce Investment Board member list, and current Workforce Investment Board By-Laws are required attachments of the final local plan.
2. Describe how the business members of the Workforce Investment Board play a leading role in ensuring the workforce system is demand-driven.
3. In accordance with State policy, identify the circumstance which constitutes a conflict of interest for any local Workforce Investment Board member.
4. Describe how the RWB shall coordinate and interact with the local elected official(s).
5. Explain how the RWB shall ensure nondiscrimination and equal opportunity.
6. Explain what strategies the CEO and local Board shall create to utilize the leadership of faith-based and neighborhood partnerships.

C. Administrative Entity

1. Identify the administrative and their staff; describe their responsibilities in carrying out the work of the local board.

Local Vision, Goals and Priorities

The local vision, goals and priorities must be consistent with the State Plan and demonstrates a broader strategic planning approach as called by the U.S. Department of Labor's Employment and Training Administration's (ETA) in TEGL 21-11.

A. CEO and RWB Collaboration

1. Outline the vision, goals, and priorities for all local workforce programs including WT/TANF, TAA and SNAP that reflect the strategic direction articulated in Sections I and II of the State Workforce Investment Plan
2. Identify "action steps" the RWB and delivery system will take to contribute to reaching the local vision, goals, and priorities.
3. Describe RWB process to prepare their proposed performance for the nine Common Measures to be negotiated with the State.
4. *One-Stop Delivery System/Services*

The establishment of a One-Stop delivery system is a cornerstone of the reforms contained in Title I of WIA. The One-Stop system is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance. The regulations define the system as consisting of one or more comprehensive, physical One-Stop center(s) in a local area that provide the core services specified in WIA.

A. Design

1. Describe the process for the selection of One-Stop operator(s), including the competitive process or the agreement process between the local board and a consortium of partners
2. Describe the appeals process to be used by entities not selected as the One-Stop operator
3. Provide overview of the One-Stop Delivery system, including physical site location, operator, personnel, and participating partners. Include organizational chart for the comprehensive One Stop site
4. Identify and describe any affiliate site or agents or specialized centers to be established in the local area. Include any remote sites accessed through the use of technology.
5. Describe how the Workforce Investment Board shall engage employers and organized labor in the One-Stop delivery system.
6. Describe services offered to businesses. Include a description of how the RWB ensures physical and programmatic accessibility for individuals with disabilities at One-Stop centers.
7. Describe any innovative initiatives or service delivery strategies
8. Describe examples of strategic partnering with required and optional One-Stop partners and other organizations to provide services.

9. Describe universal access and what services shall be provided. Include the strategy for outreach and recruitment. Explain how customer groups are identified and describe services that are necessary to meet their needs:
- dislocated workers
 - displaced homemakers
 - individuals training for non-traditional employment
 - migrants seasonal farmworkers
 - older individuals
 - public assistance recipients
 - people with disabilities
 - people with limited English-speaking proficiency
 - veterans
 - women General Policy

RWBs are required to develop similar policy for several different programs. The policy generally guides who is eligible to receive program service, determines the administrative procedures for training services, and directs which program benefits and funding staff can issue to a participant enrolled in training or other allowable activities.

1. Self-sufficiency may be based on the Lower Living Standard Income Level (LLSIL) or wages. If the self-sufficiency level for employed workers is over 250% of the LLSIL and above the average wage in the region, the board must provide acceptable justification that the level is required for an individual to provide for him/herself and family. Provide the local definition(s) of “self-sufficiency” for:
- Adult employed workers
 - Dislocated workers who are working in an income maintenance job
- If self-sufficiency is defined differently for the following populations in the region, please describe:
- Recipients of public assistance, and people with disabilities and other barriers to employment
 - If this definition of self-sufficiency does not apply to WT/TANF and SNAP programs, please provide a definition that applies to these programs.
2. Describe the process for providing support services including the type, dollar amount, conditions, and duration under which these services will be made available to participants enrolled in workforce service programs. The description of the supportive services may include a general description of the supportive services to be provided for all programs or a description of the services to be provided to participants of each of the programs. Attach a copy of the local operating procedure:
- Describe the process for providing support services to target populations such as the homeless, ex-offenders, migrant and seasonal farm-workers, individuals with disabilities, older workers, limited English Proficiency, and other target groups.
 - Support services may be prioritized due to limited funding. Please describe how services are to be limited by type and by amount.
 - Support services for a particular program that are not listed above, please describe the services, prioritization for such services, and attach a corresponding policy for each.

3. Describe the local procedure for handling any WIA grievance from a customer/participant. (20 CFR 667.600 - 667.650)
 4. Describe how individuals seeking occupational skills training are assisted if training funds are not available at the time of their request.
 5. Describe how Customized Training, On the Job Training (OJT), and work experience activities are used locally. Provide a description of the process for developing work sites and training agreements with employers. Attach local operating procedures.
 6. Explain the process used by the board for determining whether adult formula funds are **not** limited, and therefore, priority of services is not required to apply. Are adult formula funds currently limited so that priority of services does not apply in the region? Any change to this process as well as deactivation and reactivation of priority of services requires a modification of the local plan with submission to WFI. (V.G.18.c.2; V.G.18.c.3, V.G.18.c.1)
 - Describe the criteria to be used for providing priority of services in employment and training to veterans across all workforce programs.
 - Describe the strategies used to provide priority of service under the WIA Adult program.
 - How will priority of service be provided to low-income individuals and public assistance recipients?
 - How are Welfare Transition and other training funds taken into account when establishing these strategies?
 - How are the needs of special client groups addressed?
 - How do employed workers fit in the priority of service strategies?
 7. Describe the need for employment, training and supportive services to individuals with limited English proficiency in your area. Describe current and planned strategies for increasing access to ESL training; providing services and materials in multiple languages; increasing cultural awareness among staff serving customers; and current and planned partnerships to improve the local area's ability to serve individuals with limited English proficiency.
- B. Memorandum of Understanding (MOU)
- Please describe customer service improvements or operational efficiency gained from recent updates to the MOUs described in Section 121(c) of WIA between the RWB and each of the mandatory and/or optional one-stop partners. Each MOU must contain the following:
- A description of methods for referral of individuals between the One-Stop operator and the one-stop partners, for the appropriate services and activities.
 - A description of the services and how these services will be provided through the One-Stop delivery system.
 - A description of the funding arrangements for services and operating costs of the One-Stop delivery system.
 - The duration of the memorandum and the procedures for amending the memorandum during the term of the memorandum.

C. Fiscal Controls and Reporting ([WFI Contracting Policy](#))

1. Describe the competitive and noncompetitive processes that will be used by the local area to award grants and contracts for activities under Title I of WIA including how potential bidders are being made aware of grants and contracts.
2. Describe the procurement process for purchasing goods and services in the local area.
3. Identify (if applicable) the process to be used to procure training services that are made as exceptions to the Individual Training Account (ITA) process.
4. Identify what system will be used to collect data, track and report local performance measures and program activity.
5. Describe system/mechanism that will be included for consumer reporting.

D. Oversight Plan

“The local board, in partnership with the Chief Elected Official, shall conduct oversight with respect to local programs of youth activities authorized under Section 129, local employment and training activities authorized under section 134, and the one-stop delivery system in the local area.” [Sec. 117(d)(4)]

1. Identify the plan for conducting monitoring of sub-recipients (if applicable)
2. Address how the Local Workforce Investment Board shall be engaged in oversight activities (if applicable)
3. Describe evaluation tools used to assess effectiveness of services to customers and ensure continuous improvement of the One-Stop delivery system, including local satisfaction surveys (if applicable).

E. Partner Involvement

Pursuant to Florida law and policy, the funding of one-stop core services and intensive services is to be determined by a local MOU between the one-stop partners, and no one partner is presumed to be the sole source of funding for any of the core services. Additionally, using youth formula funds at the local level is to fulfill the mandate of providing universal services through the network of One-Stop Career Centers. Providing services to youth ages 14–21 goes beyond the doors of the One-Stop Career Centers through partnerships with schools, adult education centers, post-secondary education providers, juvenile justice providers, community youth centers, health departments, and referrals from a host of other organizations that provide workforce development related services.

1. Describe the relationship of the One-Stop Career Center with Job Corps and the manner in which referrals are made.
2. Describe partners involvement and role in the one-stop system.
3. Describe the partnership/involvement that the RWB will have or has with the Florida Farmworker Jobs and Education Program (WIA Section 167 grantee) and how the local provider for this program will be integrated into the one-stop system.
4. Describe the partnership/involvement that the RWB will have or has with faith-based and community-based initiatives and how these entities will be integrated into the one-stop system.
5. Describe local use of the Partners Meeting in aiding with the oversight and function of the local one-stop system.

Local Operational Plan

Section II

Section II – Local Operational Plan, requires RWBs to describe how each individual program, using the funds allocated under each specific title, will align with and implement the strategies and vision outlined in the Strategic Plan section. Where the Strategic Plan section must discuss local plans and resources for an aligned and integrated workforce system, the Local Operational Plan section must discuss how various participant groups will be served by the programs included in Strategic Plan section.

Note: At the end of certain questions are citations in bold font; they refer to similar questions found in the PY 2011-2012 Local Plan Instructions.

WAGNER-PEYSER

Wagner-Peyser is a labor exchange program that brings together individuals who are seeking employment and employers who are seeking employees. The State shall administer a labor exchange that has the capacity to assist job seekers to find employment; to assist employers in filling jobs; to facilitate the match between job seekers and employers; to participate in a system for clearing labor between the States, including the use of standardized classification systems issued by the Secretary of Labor under Section 15 of the Act; and to meet the work test requirement of the State Unemployment Compensation system.

Self-services are available to all job seekers and employers. Services may be accessed from computer workstations at One-Stop Career Centers and personal desktop computers through the Internet. In addition to accessing information electronically, customers can choose to receive information in more traditional forms such as printed material which will be available at One-Stop Career Centers. Attach a copy of the local operating procedure for the following processes.

1. Describe how Section 7(a) of the WIA will be implemented in the local One-Stop Career Centers. The description must include job search and placement services to job seekers, including counseling, testing, occupational and labor market information, and referral to employers; recruitment services and special technical services for employers, including on-site employer visits; and One-Stop Career Center plans for meeting the requirement of the basic labor exchange system, including a narrative of how the local center will match job seekers and employers. (V.G.1.a)
2. Notice of the strike or lockout is required for applicants who are referred to positions that are not affected by the strike. Describe the One-Stop Career Centers' procedures to ensure that applicants will not be referred to a job at a company that is on strike or lockout status for a particular position. (V.G.1.b)
3. The One-Stop Career Centers will not be prohibited from referring an applicant to the private employment agency as long as the applicant is not charged a fee by the private agency in accordance with the Wagner-Peyser Act, Section 13(b)(1). Describe the procedures to ensure that applicants referred to private employment agencies will not be charged a fee. (V.G.1.c)
4. The One-Stop Career Centers may, from time-to-time, advertise in the newspaper for hard-to-fill job openings which pay up to \$50,000 per year as part of the overall economic development effort of the State of Florida. For jobs above this level, the One-Stop Career Center will seek prior approval in accordance with the Wagner-Peyser Act, Section 13(b)(2). Describe the procedures to ensure that the One-Stop Career Center will seek prior approval from the DEO to advertise hard-to-fill job openings which pay over \$50,000 per year. (V.G.1.d)
5. Describe how counseling services (under Section 7(a)(1) and Section 8(b) in the WIA of 1998) will be delivered to Wagner-Peyser program job seekers (V.G.1.i)
6. Identify the screening process for referrals to job openings on suppressed job orders, include a narrative of how the local centers manage the Referrals Pending Review list (V.G.1.j)

A. Reemployment Services

1. Describe the reemployment services that will be provided to unemployment insurance claimants. Include a narrative about how the region will serve the reemployment and training needs of (V.G.1.f):
 - Priority Re-Employment Planning claimants
 - Reemployment and Eligibility Assessment (if applicable) claimants
 - Long term unemployed, under employed and dislocated workers.
2. Describe how the RWB will use the scores obtained from the initial skills review (ISR) to provide employment and training services to Reemployment Assistance claimants. (V.G.1.g)
3. Describe how the RWB will administer the unemployment insurance work test and how feedback requirements (under Sec. 7(a) (3)(F) of the Wagner-Peyser Act) for all Unemployment Compensation claimants are met. (V.G.1.h)
4. Describe how the RWB plans to serve claimants seeking to fulfill the weekly work search requirement by meeting with One-Stop Career Center staff. (V.G.1.h)

B. Rapid Response The rapid response unit is the State's central point for identifying layoffs and plant closings. This includes receiving the Worker Adjustment Retraining Notification notices from employers as required by federal law. Key strategies in Florida's system are to provide occupational information and skills training to include incumbent workers who are at risk of losing their jobs and to provide immediate reemployment assistance for dislocated workers. These efforts are intended to enable workers to make the transition to new employment as quickly as possible and to lessen the period of unemployment, thereby decreasing the need for unemployment compensation and other supportive service benefits for workers.

1. Describe the procedures for the following rapid response activities and attach a copy of the local operating procedures for the rapid response activities below.
2. Describe the process for meeting the minimum service level and Equity Ratio Indicators (see the Employ Florida Marketplace System at <https://www.employflorida.com/>). (V.G.4.a)
 - Arranging on-site employer/employee visits and informational sessions;
 - Developing rapid response visit reports;
 - Administering employee surveys;
 - Developing event response plans;
 - Coordinating reemployment services with One-Stop Career Centers;
 - Reporting the employment situation of State employees;
 - Rapid response-related performance measures and goals;
 - Rapid response dislocated worker unit staffing; and
 - Public awareness.
3. Describe the process used to ensure that rapid response assistance and appropriate core and intensive services as described in Section 134 of the WIA are made available to all dislocated workers, including for those whom a petition for TAA has been filed.

C. Business Services

Business partnerships are essential to training Florida's workforce to meet the current and future needs of diverse business sectors. The workforce system has successfully partnered with business and industry. Current employer penetration data indicate a tremendous opportunity exists to develop additional business partnerships. Both business and workforce have a vested interest in partnering. Ease of access to Florida's workforce services via the Employ Florida Marketplace is just a

start. Provide a description of the processes for implementing the following business services strategies in the region. Attach a copy of the local operating procedures for the following processes:

1. How the region will aggressively market/communicate, internally and externally, the workforce business value proposition to significantly increase awareness and stimulate workforce system usage (including the Employ Florida Marketplace) (V.G.16a)
2. How employer services will be delivered/conducted to employers (including agricultural employers), such as employer visits to obtain job orders for veterans, MSFWs, and other job seekers (V.G.16.b)
3. Describe the process the One-Stop Career Center uses in conducting recruiting agreements and job fairs. (V.G.1.k)
4. How the region will identify and evaluate the most effective local Business Services team. (V.G.16.c)
5. How the region will institutionalize and replicate proven outreach tactics, core processes and performance matrices (V.G.16.d/e)
6. How the region will expand outreach and availability of the following value-added, business-focused training programs:
 - Incumbent Worker Training;
 - Quick Response Training;
 - Employed Worker Training
 - Trade Adjustment Assistance
 - In partnership with economic development organizations, how will the region build on existing or establish local, industry-specific workforce business consortiums (V.G.16.f)
7. How the region will prioritize target industry clusters by One-Stop Career Center; (V.G.16.g);
8. How the region will provide a platform for creation or technical input of industry specific training programs—leverage expertise of strategic partners (Education, Training Providers) (V.G.16.h)
9. How the region will institutionalize local, regional and statewide “voice of the customer” business forums to keep abreast of current and emerging workforce needs (e.g., through Employ Florida Banner Centers and other similar business-led initiatives) (V.G.16.i)
10. How the region will increase workforce awareness via visibility at target industry specific events (V.G.16.j)
11. Showcase successful workforce/business partnerships at local economic development business events. (V.G.16.k)

Migrant and Seasonal Farmworkers (MSFW) Outreach and Services

Review required for significant MSFW One-Stop Career Centers

The Wagner-Peyser Act contains specific requirements for services to MSFWs as outlined in 20 Code of Federal Regulations (CFR), Part 651, 653 and 658 Services for MSFWs. These regulations require each significant MSFW One-Stop Career Center to develop an Outreach Plan designed to contact MSFWs not reached by usual One-Stop Career Center intake. The Outreach Plan should reflect the policies contained in 20 CFR, Part 653, Subpart 3, Section 653.107 and its specific guidelines for completing the Outreach Plan.

Significant bilingual One-Stop Career Centers:

- Belle Glade One-Stop Career Center—RWB 21
- Bradenton One-Stop Career Center—RWB 18
- Port Saint Lucie One-Stop Career Center—RWB 20
- Homestead One-Stop Career Center—RWB 23
- Immokalee One-Stop Career Center—RWB 24
- Plant City One-Stop Career Center—RWB 15
- Quincy One-Stop Career Center—RWB 5
- Sebring/Wauchula One-Stop Career Centers—RWB 19
- Winter Haven One-Stop Career Center—RWB 17

MSFW Outreach

Using the format found here: <http://sitefinity.floridajobs.org/PDG/LPI's/MSFWOutreachPlan>, please develop the MSFW Outreach Plan. If the region has local operating procedures for serving MSFWs, please provide a copy to the attachment section of the plan. Each MSFW outreach specialist is required to have a minimum of five "quality" contacts of MSFWs per staff day. A quality contact is defined as a contact with an MSFW where a reportable supportive service is provided and documented with the MSFW's name and social security number. The requirement of five MSFW contacts per staff day applies only to the MSFW outreach specialists and not to other staff resources utilized.

1. Describe the process for providing the required services and activities, such as outreach to the MSFWs, Agricultural Employers, and employer job orders. Also provide the following:
 - Assessment of Needs must include a review of the agricultural and MSFW activity in the area and an assessment of the challenges/barriers faced by the MSFWs. (V.G.3.b.1.)
 - Assessment of Available One-Stop and Partner Resources (V.G.3.b.2.)
 - Proposed Outreach Activities (V.G.3.b.3.); shall be designed to meet the needs determined in subpart a. of this section and shall include the tools to be used to conduct outreach activities.
 - Complete the MSFW Outreach Plan (V.G.3.b.4.)
 - Affirmative Action Plan (V.G.3.b.5.)
 - Bilingual Office Plan. (V.G.3.b.6.)
2. Describe the process for meeting the Equity Ratio Indicators and Minimum Service Level Indicators. (V.G.3.d.)

Equity Ratio Indicators:

- Referred to employment
- Referred to supportive services
- Received staff assisted services
- Job development contacts
- Career Guidance

Minimum Service Level Indicators

- Placed in a job
- Placed \$0.50 above minimum wage
- Place in long-term non-agricultural job

Trade Adjustment Assistance (TAA)

The State Workforce Agency is required to ensure that effective strategies are utilized to help trade-affected workers obtain new employment. It is essential that the RWBs move trade-affected workers into new jobs as quickly and effectively as possible so that they continue to be productive members of the workforce. To this end, the intervention strategies used for program benefits and services will be aimed toward rapid, suitable, and long-term reemployment for adversely affected workers. Under the Trade Act, the RWBs must:

- Increase the focus on early intervention, upfront assessment and reemployment services for adversely affected workers;
 - Use One-Stop Career Centers as the main point of participant intake and delivery of benefits and services; and
 - Maintain fiscal integrity and promote performance accountability.
1. Describe local procedures to ensure timely response to trade-affected dislocations, including coordination with Rapid Response, provision of technical assistance for the filing of Petitions, and conducting TAA Information sessions to affected workers. (V.G.5.b)
 2. Describe local procedures to ensure that trade-affected workers receive a timely comprehensive assessment for all TAA services and benefits for which they qualify. (V.G.5.c)
 3. Describe coordination with the Wagner Peyser and/or WIA programs to provide joint case management services to trade-affected workers who are co-enrolled. Note: Core and Intensive services including training should be properly reflected by the respective program(s) in the state management information system (EFM) for which the worker is enrolled. Also, TAA funds will be used first for eligible trade-affected workers, when available.
 4. Describe the process for ensuring that eligible trade-affected workers receive approval for training based on the (6) program criteria. Approval of training should be based on the allowable training types: Occupation Skills, Customized, On-the-Job, Remedial, and Prerequisite.

Performance Measures and Goals

Based on petitions certified within a regional workforce board area, the region must provide information regarding the number of petitions certified and the percentage of the trade-affected workers enrolled in the TAA program. This information will be calculated based on the total number of workers identified by the company versus the number of individuals who actually received a TAA reportable service. Specifically, those reportable services include (1) training, (2) waiver of training requirements (3) job search and (4) relocation allowances where training funds are utilized. These services not only allow the program to meet certain performance measure goals but give a basis for ensuring that we are concentrating on expending the training funds for which the United States Department of Labor has allocated to the State of Florida.

1. What plan of action will be implemented within your RWB to capture the number of petitions certified, total number of potential workers covered and percentage of those workers enrolled in the TAA program?
2. How will you report those training funds expended by participant?
3. What percentage of TAA training funds will your RWB expend on eligible trade-affected workers covered under a certified petition who qualify for training, job search and/or relocation allowances?

Welfare Transition Program/TANF

For the WT/TANF section, please provide short narratives responding to the following informational requests. Where requested, please provide assurances and/or short explanations of local processes. If the RWB has a local operating procedure that meets all required elements of the section, the RWB may attach the document and simply refer to the local operating procedure.

Customer Notifications (V.G.8.b.1) (b, c, d, and e)

1. Please describe the regional process for notifying customers of their rights:
 - I. The right to be treated equitably under the anti-discrimination laws
 - II. The right and the process to have their case reviewed by a supervisor
 - III. The right to file a grievance
 - IV. The right to report good cause for failing to participate in a required activity
2. Describe how customers are provided information about the One-Stop Career Center
3. Describe the RWB's process for notifying customers of their opportunity to receive support service
4. Describe the RWB's process for informing customers of their Opportunities and Obligations

Grievances and Hearings (V.G.8.c.4 a, b, and d)

1. Describe the steps a customer must take to file a local grievance
2. Describe the steps a customer must take to request supervisory review of actions taken on their case
3. Describe the RWB's process for preparing for local Fair Hearings
4. Describe the type of documentation the RWB presents at Local Fair Hearings
5. What program staff is required to attend Local and DCF Administrative Hearings

Applicant Services

1. Describe the types of services that the region provides to applicants
2. Describe the process customers must follow to access applicant services (V.G.8.a.1.1)(b – e)
3. Describe the region's Work Registration Process
4. Describe the types of activities in which applicants are engaged to satisfy the work registration requirements
5. Describe the steps that applicants with limitations must take to be excepted from the work registration activities
6. Describe how applicants are assessed for cash assistance diversions during the work registration process.(V.G.8.a.1.2)
7. Describe how applicants are informed of Up-Front Diversion (UFD)
8. What steps must an applicant take to receive Up-Front Diversion or UFD services
9. Describe the process for entering work registration information into the data entry system
10. Describe the process for entering work registration completion into the data entry system (V.G.8.a.1.3.a)
11. Describe any work registration promising practices. A promising practice can be defined as processes that increase and encourage program efficiency, eliminates duplication, and/or streamlines processes and services.
12. Describe how applicants are informed of relocation assistance
13. What steps must an applicant take to receive relocation assistance
14. What is the region's maximum allowable payment for Relocation Assistance

Mandatory Services (V.G.11.a.1.c i and ii) (V.G.11.a.2 a and b)

1. Describe how a participant's prior work history, skills, and employability are assessed
2. What tool does the RWB use to conduct the initial assessment
3. When is the initial assessment initiated and conducted?
4. If the initial assessment is conducted during the work registration process, describe how the information is reviewed, updated, and used once the participant becomes mandatory?
5. Describe the process of developing an IRP in conjunction with the mandatory participant
6. Describe how often the steps to self-sufficiency are updated and signed by the program participant and program staff
7. Describe the types of services provided to mandatory participants.
8. Describe how the region provides support services to mandatory participants
9. Describe how mandatory participants are informed of relocation assistance
10. Describe the steps that must be taken by mandatory participants to receive relocation assistance
11. Describe the process for assigning mandatory participants to work activities. How does the region determine the activity in which a participant will be assigned?(V.G.8.b.6), (V.G.8.b.7)
12. Describe how the RWB will document actual participation hours
13. Describe how the RWB will ensure that documentation to support hours in unpaid work activities is collected at a minimum of every two weeks
14. How does the RWB ensure that documentation is collected prior to entering Job Participation Rate (JPR) hours in the data entry system (V.G.8.b.4)(a and d)
15. How does the RWB ensure that program participants are not assigned to more than 40 hours per week in work activities
16. Describe how the RWB will ensure that unpaid work activities are supervised no less than daily by a designated responsible party (V.G.8.b.3.c)
17. Describe how daily supervision is documented for "on-site" job searches
18. Describe how daily supervision is documented for "off-site" job searches (V.G.8.b.2)
19. Describe how the RWB informs participants of their responsibilities. (V.G.8.b.1)(e and f)
Including the responsibility to:
 - Work in conjunction with program and career center staff
 - Participate in assigned activities
 - Document and submit participation hours
 - Report employment
 - Accept suitable employment
 - Remain employed
 - Report good cause reasons for failure to participate immediately
20. Provide the local definition for Good Cause for failure to participate or comply with program requirements
21. Describe the steps that a participant with Good Cause must take to be excused from or rescheduled for an activity
22. When must a participant submit documentation to support Good Cause?(V.G.8.b.2)
23. What documentation does the region require to support missed activities due to good cause (V.G.8.b.3)
24. Define and describe each of the following activities as they exist in your region:
 - Unsubsidized Employment
 - Subsidized Employment (Public)
 - Subsidized Employment (Private)
 - On-The-Job Training
 - Work Experience
 - Community Service

- How does the region ensure that community service worksites are conducted at not-for-profit agencies and are for the benefit of the community
 - Job Search & Job Readiness
 - Vocational Education
 - Job Skills Training Directly Related to Employment
 - Education Directly Related to Employment
 - Satisfactory Attendance in Secondary School
 - Providing Childcare
25. How does the RWB ensure that local work activities comply with federal and state definitions?
 26. Describe how participants are referred to work sites to begin engagement (V.G.8.b.4)
 27. How does the RWB ensure that participants assigned to community service or work experience do not exceed the maximum number of hours allowed based on the work site calculation (*cash assistance plus food stamps divided by the higher of the state or federal minimum wage*)?
 28. How does the region ensure that current worksite employees are not displaced by program participants, including paid vacancies for which the employer will hire?(V.G.8.b.9)(a – e)
 29. If a participant reports limited abilities, what is the process for deferring the participant from traditional work activities?
Describe the types of activities that may be included in a participant’s Alternative Plan
 30. Does the region require deferred participants to complete any vocational or other assessments?
 31. Describe how the region identifies hidden disabilities, including learning disabilities
 32. What other services are provided to participants who have learning or other hidden disabilities?

Special Populations (V.G.17) (V.G.20.e)

1. Describe the region’s process for providing workforce services to the following hard-to-serve populations:
 - Homeless
 - Ex-Offenders
 - Older Workers
 - Migrant Seasonal Farm Workers
 - Individuals with Disabilities
 - Limited English Proficiency/English as a Second Language (ESL)
 - Refugees
 - Domestic Violence

Describe how the RWB ensures that domestic violence providers/partners are trained and competent to provide such services. (V.G.8.c.3)

2. Other than work registration, describe when customers are notified of the opportunity to receive domestic violence services and counseling (V.G.8.c.2.a)
3. How does the RWB ensure the confidentiality of customers who have reported domestic violence?
4. How does the RWB ensure that the customer has a safety plan in place?
5. How does the region ensure that the safety plan for customers requesting relocation assistance due to domestic violence include a recommendation of relocation from a domestic violence professional?

Transitional Services (V.G.20.g)

1. Describe when and how customers are informed about transitional services
2. Describe the type of services offered to participants whose cash assistance closes with earned income
3. Describe how those eligible for transitional services can access them
4. How long can an eligible transitional customers access transitional support services?
5. How long does the RWB authorize a childcare referral for transitional customers?
6. How often does the RWB require a participant receiving transitional childcare to document employment?
7. How often are transitional participants receiving support services reviewed for eligibility (family size, income, household composition, etc.)?
8. Describe the educational and training opportunities available to transitional participants
9. How does the RWB encourage employment retention and advancement for transitional participants?

Special Projects (V.G.8.c.5) & (V.G.8.c.5.b)

1. Describe how the RWB uses TANF funds for any locally developed special projects?
2. What TANF purpose does the project serve?

Oversight and Safeguards

1. Describe safeguards the region has in place to recognize and identify fraud, attempted fraud or suspected fraud by program participants?
2. Describe safeguards the region has in place to discourage fraud or attempted fraud by program participants?
3. What's the process for reporting program participants (applicants, mandatory, and transitional) for fraud or suspected fraud?
4. Describe safeguards the region has in place to recognize and identify fraud, attempted fraud, or suspected fraud among program staff?
5. Describe safeguards the region has in place to discourage fraud or attempted fraud among program staff?
6. What's the process for reporting program staff for fraud, attempted fraud or suspected fraud?

Individual Developmental Accounts (V.G.8.c.6)(a and b)

1. Describe the region's Individual Development Account (IDA) program; specifically identify the population served under the IDA project.

Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)

For the SNAP E&T section, please provide short narratives responding to the following informational requests. If the RWB has a local operating procedure that meets all required elements of the section, the RWB may attach the document and simply refer to the local operating procedure. If the RWB does not implement a SNAP E&T program, indicate “does not operate a SNAP E&T program.” Please refer to the recently approved [SNAP E&T Program State Plan](#) as a reference to assist in the preparation of the local plan. If a local policy exists which addresses any of the items below, refer to that local policy. Include it as an attachment to the local plan.

1. Describe the local staffing (case management) model used to serve SNAP E&T participants. (V.G.9.a.1)
2. Describe the local procedures for contacting participants after the referral has been received from DCF through the overnight interface (FLORIDA to OSST Interface). Include the timeframe involved and how this process is documented. (V.G.9a2)
3. Describe procedures for notifying the participants of their rights and opportunities while participating in the SNAP E&T Program. Include procedures for providing information on the Grievance process. (V.G.9.a.3)
4. What is the local approach for providing orientation and assessment in the SNAP E&T program? Include a description of assessment tools that are used and when assessment is conducted. (V.G.9.b.1)
5. Describe the local approach to integrate services for SNAP E&T clients with WIA, Wagner-Peyser, and other workforce programs available through the One-Stop Career Center. (V.G.9.b.1)
6. Provide a definition for Job Search and describe the local approach for determining when to assign a program volunteer to Job Search. (V.G.9.b.2)
7. Provide a definition for Job Search Training and describe the local approach for determining when to assign a program volunteer to Job Search Training. (V.G.9.b.2)
8. Describe the local approach for developing Work Experience sites, including the procedure for securing signed worksite agreements and job descriptions. (V.G.9.b.3)
9. Describe the procedures for verifying and documenting participant engagement in Work Experience. (V.G.9.b.3.b)
10. How will the region ensure that hours recorded for engagement in Work Experience do not exceed the permissible hours based on the worksite calculation. (V.G.9.b.3.b)
11. Describe the local approach for providing the Self-Initiated Work Experience (SIWE) component. Include a description of the process and criteria given to participants for developing their own worksites and procedures for obtaining signed contracts with the worksites and job descriptions. (V.G.9.b.4)
12. Describe the procedures for verifying and documenting participant engagement in SIWE, including how the region will ensure that hours recorded for engagement in this component do not exceed the permissible hours each month based on the worksite calculation. (V.G.9.b.4.a & V.G.9.c.4.b)
13. What is the local approach for providing the Vocational Training component? (V.G.9.b.5)

14. Describe the process for developing customized training sites and agreements for participants enrolled in SNAP E&T.
15. What is the local approach for providing the Education component (when it is assigned, documentation, etc)? (V.G.9.b.5.a)
16. Describe the local criteria for using 100 percent funds.
17. Describe the local approach for assigning program volunteers to the WIA and/or TAA component, including documenting enrollment into WIA/TAA program(s) and when to assign to this component. (V.G.9.b.6)
18. Describe local procedures for referring employed participants to SNAP E&T activities. (V.G.9.b.7)
19. What are the local procedures for informing food stamp recipients who are not referred by DCF via the FLORIDA/OSST system interface of their ability to volunteer for the SNAP E&T program? (V.G.9.c)
20. Describe the local process for monitoring the SNAP E&T Program. Include information about reports or tools that are used to monitor the program. (V.G.9.d)
21. Describe the local procedures for requesting Food Stamp Reimbursements (FSRs) for eligible participants. Include procedures for ensuring that volunteers who request transportation reimbursements are engaged in SNAP E&T components. (V.G.9.e.1) & (V.G.9.e.2)
22. Describe local procedures for linking participants to other services and funding streams as appropriate. (V.G.9.f.1)
23. Describe local procedures for ensuring that SNAP E&T Program staff are represented and proper documentation is provided at the DCF Administrative Fair Hearings. (V.G.9.f.2)
24. Describe local efforts relative to developing jobs for SNAP Program participants, assisting them with securing unsubsidized employment, and helping them become self-sufficient. (V.G.9.f.3)

Workforce Investment Act Programs (WIA)

Provide a comprehensive overview of Adult, Dislocated Worker and Youth program activities. Indicate how these activities will be structured to support the Governor's strategic objectives as well as other imperatives outlined in the State Plan. Discuss how the RWB will provide training services to the following groups in response to the established needs of local employers:

- dislocated workers
- displaced homemakers
- migrants seasonal farmworkers
- women
- older individuals
- people with limited English-speaking proficiency
- individuals training for non-traditional employment
- veterans
- public assistance recipients
- people with disabilities

A. Definitions

Please define the terms listed below. They should be descriptive and verifiable. Terms such as "working poor," "at-risk," "dysfunctional," etc. should be defined by the board. Operating procedures should further identify criteria that apply to each definition as well as appropriate verification sources

1. Provide the local definition for youth requiring additional assistance to complete an educational program or to secure and hold employment.
2. Provide the definition for locally identified "additional barriers to employment" for youth who are not low income as referenced in 20 CFR 664.220.
3. Provide the local definition of a substantial layoff for determining dislocated worker status, as referenced in WIA section 101(9)(B)(i). (V.G.18.b.1)
4. Provide the local definition for "underemployed" for determining displaced homemaker status, as referenced in WIA section 101(10). (V.G.18.b.2).
5. Provide the local definition for "income maintenance" for dislocated workers who take an income maintenance job (wages may not exceed self-sufficiency standard for dislocated workers). (V.G.18.b.3).

B. Eligible Training Providers

The State has compiled a list of all eligible providers based on the lists submitted by the RWBs. This list and the performance and cost information that accompanies the eligible provider identification will be disseminated to the one-stop systems throughout the State. At a minimum, the data and information specified in Section 122(d)(1) and (2)(A)(i)(iii) for each program on the eligible list must be made available to customers in a customer friendly format at every One-Stop Career Center throughout the one-stop delivery system.

1. Please describe the process for maintaining/updating an eligible training provider list. Attach a copy of the local eligible training provider list and applicable operation procedures.
2. Describe continuous education and training of eligible service providers through the local system that ensures the providers meet the employment needs of local employers and participants.

3. Assessment of the strengths and opportunities of service providers available in the local one-stop service system
4. Describe the process used to identify local targeted occupations for providing occupational skills training; ensure the local process is consistent with State Targeted Occupation List Process as described here: http://www.labormarketinfo.com/wec/0910/wec_tolprocess.pdf. (III.D.)

C. Individual Training Accounts

The Governor’s vision in Florida for increasing training access and opportunities for individuals consists of a state policy requiring that fifty percent (50%) of the funds for adults and dislocated workers be allocated to ITA unless the local board obtains a waiver from WFI – click [ITA Policy](#) for more information. Attach a copy of the local operating procedures for the following processes:

1. Provide a description of the locally developed ITA system including any limitation (e.g., the dollar amount and/or duration of the ITA) to be placed on the ITA in accordance with 20 CFR 663.440, 663.420, 663.430.(V.G.11.b.1.)
2. Provide a description of local policy and/or procedures established to ensure that any exceptions to the use of ITAs are consistent with the exceptions contained in WIA. (V.G.11.b.2)
3. Provide a description of the local policy and procedures to competitively award grants and contracts for activities and services not funded with ITAs.(V.G.11.b.3)

D. Training Employed Workers

1. Provide a description of the process for upgrading the skills of existing workers in the region. The description should include the following:
 - those industries in the region whose workers will be targeted specifically for skills upgrade training and how those industries were identified
 - processes to address the needs of individuals working part-time and full-time, the working poor, and across all earning levels (V.G.15.A.3).
2. Please explain the local process to determine an employed worker eligibility to receive WIA training service, take into account the minimum eligibility criteria outlined in 20 CFR 663.220 and 230.

E. Local Level Layoff Aversion Incumbent Worker Training (LAIWT)

Workforce Florida has received a Waiver Modification from the USDOL that would allow RWBs to use up to 20% of their dislocated worker formula funds to provide incumbent worker training. The USDOL has provided definitions and guidance on the appropriate use of this waiver in TEGs 26-09 and 30-09.

1. Describe the process to be used by the RWB to provide LAIWT through the use of the waiver. If the RWB does not intend to use the LAIWT program, please indicate: “Does not operate a LAIWT program.”
2. Describe the RWBs layoff aversion strategy, including a description of how the potential for layoff aversion will be determined, such as:
 - The likelihood of future layoffs without training
 - The business circumstances surrounding the probable layoff and how the training will prevent or reduce the magnitude of the layoff
 - The specific skills to be provided to the workers that will help avert the layoff

- How employers will be identified, and how local partners will contribute to this process
 - Targeted industries and economic sectors
3. Describe how the RWB will operationalize “Layoff Aversion” as defined in TEGL 30-09.
 4. Describe how the RWB will determine the eligibility of workers to participate in LAIWT. (See TEGL 26-09, 7.A.ii.)
 5. Describe how the skills training will contribute either to the maintenance of employment or increased employment security. (See TEGL 26-09, 7.A.iii.)

Youth Programs

The [Strengthening Youth Partnerships](#) will continue to provide all RWBs with the framework necessary to carryout the strategic imperatives articulated in the federal [Shared Youth Vision](#). Florida has recognized the following youth program goals as being critical to implementing the federal vision throughout the state workforce investment system:

- To build consensus for a policy on the preparation of youth for employment in targeted demand occupations
 - To develop regional alliances among workforce, education, state agencies serving the most at-risk youth, economic development, housing, faith and community-based organizations, and transportation stakeholders to better meet the needs of businesses within a region by creating a pipeline of youth who have the hard and soft skills to enter targeted demand occupations
 - To create a blueprint for state-level stakeholders to facilitate the creation and growth of state/regional/local alliances
 - To provide a forum for local, regional, and state level stakeholders to exchange information and ideas on new initiatives, cross-agency planning, promising practices and data-based decision making
1. Based on the evaluation of Local Labor Market Need outlined in Section 1., describe and assess the type and availability of employment and training related youth activities in the region, including an identification of successful providers of such activities. [Regulations Section 661.350(a) (7); WIA Section 118(b)(6)].
 2. Describe the current and planned *recruitment* strategies to expand and market services to out-of-school youth. Describe current and planned *retention* strategies to ensure seamless, year-round services to out-of-school youth despite possible gaps caused by expiration of provider contracts.
 3. Describe the current and planned strategies to expand and market services to Younger Youth and In-school Youth in order to foster a relationship that allows them access to one-stop services throughout their academic and professional careers.
 4. Describe service strategies (current and planned) for assuring that youth found deficient in basic reading/writing and math, remediate before post-testing.
 5. Describe the assessment strategy and the procedure for ensuring post-testing occurs within one year of the first youth service or prior to exit.
 6. Describe service strategies (current and planned) for increasing the number of participants who earn their high school diploma or GED after enrolling in the Youth program.
 7. Describe assessment and service strategies (current and planned) for placing youth into employment or enrolling youth in post-secondary education and/or advanced training/occupational skills (including apprenticeship, apprenticeship preparation, OJT, work readiness skills training, etc.

Youth Council

Provide information about the composition and membership of the Youth Council and its function within the local board. Please provide a list of the Youth Council members and indicate whether the members are voting or nonvoting members of the local board.

1. Describe the membership of the local Youth Council and the process used to determine the appointments. Identify the responsibilities of this council. Specify if this includes recommending eligible youth service providers and conducting oversight with respect to eligible providers of youth activities. A current Youth Council membership list is a required attachment of the final Local Plan.
2. Provide information on the process used by the Youth Council to assess the type and availability of youth activities in the local workforce region and how the information gathered as part of this process is made available to the One-Stop and Youth Service Providers to ensure that youth clients have access to a wide array of services in the area.
3. Describe the process for the competitive selection of eligible providers of youth activities. Specifically, discuss the role of the Youth Council in making recommendations to the board regarding the final decision to award grants or contracts and/or provide direct youth services by the board.
4. Provide a list of youth services providers thus selected.
5. Describe how the Youth Council will share “best practices” with Workforce Florida and the Department of Economic Opportunity so that the State may disseminate that information throughout the workforce system.
6. Describe how the four strategic goals outlined in the *Youth Program* section above will be implemented for youth in the region.
7. Describe the procedures that will be implemented to target and provide workforce services to youth with the following barriers: aged out of foster care; youthful offenders; out-of-school youth; basic skills deficient, etc.

Veterans Program

1. How will the State Veterans Program Plan of Service will be implemented in the One-Stop Career Center(s).
2. How outreach and organizational visits for veterans are conducted?
3. How the Disabled Veterans Outreach Program specialists and Local Veterans Employment Representatives staff are fulfilling their required roles and responsibilities as indicated in the State Veterans plan at: <http://www.floridajobs.org/pdg/vets/Fy07StVetsSrvPlan080706.pdf>; how technical assistance and best practices can be provided to improve services to veterans.
4. Local operating procedures required; please include as an attachment to plan.

Assurances

Section III

Assurances require RWBs to affirm that key obligations in the law have been met. A number of plan elements that were previously a part of the narrative are now among the assurances and are vitally important as a commitment to upholding the requirements in the law and regulations. The assurances may form a basis for local Board-monitoring of these requirements and for DEO's monitoring of the regions. Many of the assurances affect the required process for developing local Workforce Services Plans, such as the requirements for stakeholder consultation, public comment and various policies which RWBs must have in place.

Assurances

The following section delineates the formal assurances related to statutory compliance, program integration, universal access, customer choice, reporting, veterans' priority of service, performance, quality assurance and other program and administrative elements to which each Regional Workforce Investment Board agrees, ensuring the systemic foundation of the Florida workforce investment system. By signing the Local Workforce Services Plan the Board and CEO certify that the operators and partners of the local One-Stop Career Center delivery system will adhere to these assurances and comply with all Federal, State, County and local statutes, regulations and policies relevant to the delivery of services within the context and meaning of the local plan.

1. **GOVERNANCE** The Board agrees to perform in accordance with governing federal and state law; any and all requirements set forth in the Grantee-Subgrantee Agreement (and relevant attachments); Florida, Inc., policies, and other agreements in which the Board has received a Notice of Fund Availability.
2. **DISABILITY ACT**
The certifies compliance with the section 504 of Rehabilitation Act of 1973 and the American Disabilities Act of 1990
3. **CUSTOMER CHOICE**
The Board assures that local One-Stop Career Center System Operators and partners will adhere to the principles of customer choice as outlined in provisions of the WIA.
4. **SUNSHINE PROVISIONS**
The Board certifies, that it will adhere to provisions of the Sunshine Act as described in the WIA and Florida Statute.
5. **FINANCIAL RECORDKEEPING, COST PRINCIPLES AND COST ALLOCATION**
The Board agrees to maintain all financial records, and to develop and follow cost allocation procedures that are in compliance with GAAP, Federal Cost Principles, all applicable OMB Circulars, and policies issued by the State of Florida. These include, but are not limited to, the following OMB Circulars:
 - A-21, Cost Principles for Educational Institutions (5/10/2004); relocated to 2 CFR, Part 220
 - A-87, Cost Principles for State and Local Governments (5/10/2004); relocated to 2 CFR, Part 225
 - A-122, Cost Principles for Non-Profit Organizations (5/10/2004); relocated to 2 CFR, Part 230
 - A-102, Grants and Cooperative Agreements with State and Local Governments (10/7/94, amended 8/29/97)
 - A-110, Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations (11/19/93, amended 9/30/99); relocated to 2 CFR, Part 215
 - A-133, Audits of States, Local Governments, and Non-Profit Organizations (6/24/97, Revised 6/27/2003 and 6/27/2007)
 - USDOL Compliance Supplement (complement to A-133)
6. **FOREIGN LABOR CERTIFICATION - AGRICULTURAL & NON-AGRICULTURAL**
The Board assures that the local One-Stop Career Center (OSCC) Operators (in accordance with all relevant state policies and procedures, and the requirements set forth at 20 CFR Parts 655 and 656) will assist the DEO to determine the availability of U.S. workers and the potential adverse effect on wages and working conditions that the admission of foreign workers might have on similarly employed U.S. workers. With regards to H-2B Program activities under the Foreign Labor Certification Program, the Board assures that OSCCs will facilitate the referral of qualified and eligible (meaning that the individual is not an unauthorized

alien with respect to that employment) job seekers and to assist employers throughout the recruitment process. For both visa programs, the Board also agrees that OSCCs may be required to generate, process and conduct follow-up activities on H-2A / B related job orders in accordance with the requirements set forth at 20 CFR 655 & 656 of federal regulations.

7. FUNCTIONAL GUIDANCE OF DEO STAFF

The Board assures that One-Stop Career Center Operators and their management and supervisory employees will provide a level of functional guidance to DEO staff assigned to the local area's One-Stop Career Center(s) sufficient to assure an integrated and seamless delivery of services. Non-state agency managers and supervisors may provide functional guidance to DEO staff assigned to provide services in the local career center with the exercise of supervisory authority for all personnel matters, including compensation, personnel actions, terms and conditions of employment, performance appraisals, and accountability, retained by DEO supervision and guidance of DEO staff assigned to the One-Stop Career Center(s) will be carried out by the respective parties with an expectation of mutual cooperation by the Operator, DEO and all partner organizations, and a focus on achieving the performance goals established for the One-Stop Career Center System.

8. FUNDS OF LAST RESORT

The Board assures that One-Stop Career Center System Operators shall take sufficient actions to assure that WIA programs will not be charged when other assistance is available. Local operators shall be responsible for ensuring the filing of applications for Pell Grant or Supplemental Education Opportunity Grant (SEOG) assistance or any other assistance available for each participant enrolled in a Pell Grant or SEOG approved course and upon receipt of such grant the portion received by a training participant for the cost of tuition, fees and books shall be applied to replace the WIA funds used to cover such costs.

If the Pell Grant is received after the termination of training paid with WIA funds, the portion to be applied for the cost of tuition, fees and books shall be remitted to the Career Center operator.

No compensation shall be earned or deemed payable for services provided to a WIA program participant to the extent that any such services are paid for, directly or indirectly, through a Pell Grant (or Supplemental Education Opportunity Grant (SEOG)) by Trade, or by any other source.

9. GRIEVANCE PROCEDURE POLICY

The Board assures that the local One-Stop Career Center Operators will implement and maintain a formal complaint system consistent with State policy and Federal regulations promulgated at 20CFR §658.400-418 and 658.500-504 and §667.600-667.640 relevant to the Workforce Investment Act of 1998 and the Wagner-Peyser Act, as amended.

10. HEALTH AND SAFETY

The Board agrees all services provided to participants under the programs covered under this plan will take place in an environment where appropriate standards for health, safety and comfort are maintained. Participants in on-the-job training operated with WIA funds as defined in 20 CFR Part 663.700, are subject to the same health and safety standards established under State and Federal law which are applicable to similarly employed employees, of the same employer, who are not participants in programs under WIA. Facilities will be adequately heated and ventilated; with adequate toilet, rest and lunch areas; easy access to potable water; and separate and clearly delineated smoking areas.

11. MIGRANT AND SEASONAL FARMWORKERS - MSFWs

The Board assures that the local One-Stop Career Center (OSCC) Operators will ensure (in accordance with all relevant state policies and procedures and as required under 20 CFR Parts 651, 653 and 658) that Migrant and Seasonal Farm Workers (MSFWs) receive the full array of workforce development services, benefits and protections in a non-discriminatory manner and the services provided to MSFWs are “qualitatively equivalent and quantitatively proportionate” to the services provided to other jobseekers. OSCC will identify Migrant and Seasonal Farmworkers (MSFWs); refer such identified customers to appropriate job openings, training opportunities, career guidance and any other workforce investment services as needed; conduct appropriate follow-up with employers and other applicable service providers; and report all relevant activities through OSCC will continue to provide service to agricultural employers and implement systems and strategies to enhance and integrate service delivery to both MSFWs and agricultural employers.

12. NEPOTISM

The Board assures that no recipient of funds covered under this plan will hire a person in an On-The-Job Training position, administrative capacity or consultant position funded under WIA if the individual or a member of his/her immediate family is employed in an administrative capacity of the USDOL, DEO, the State of Florida or the recipient. The Board agrees to inform Workforce Florida Inc. (WFI) of potential violation of the nepotism restriction. Additionally, no individual may be placed in a WIA employment activity if a member of that person’s immediate family is directly supervised by or directly supervises that individual.

13. NONDISCRIMINATION EMPLOYMENT & EQUAL OPPORTUNITY

The Board assures that the local One-Stop Career Center Operator will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs. The Board also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the operation of the WIA Title I financially assisted program or activity, and to all agreements made to carry out the WIA Title I financially assisted program or activity. The Board understands that the United States, the State of Florida and the DEO have the right to seek judicial enforcement of this assurance. The Board also assures that the local One-Stop Career Center Operator will appoint an Equal Opportunity Officer to ensure compliance with the regulatory requirements cited above.

14. NONPARTICIPATION IN SECTARIAN ACTIVITIES

The Board assures that WIA Title I funds will not be expended on the employment or training of participants in sectarian activities. Participants must not be employed under Title I of WIA to carry out the construction, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place of religious worship. However, WIA funds may be used for the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship if the organization operating the facility is part of a program or activity providing services to WIA participants.

15. PERFORMANCE

The Board agrees that for purposes of this plan, performance will be measured in a manner that is consistent with all appropriate federal and/or state statutes, regulations, and policies.

16. POLITICAL ACTIVITIES, LOBBYING PROHIBITION

The Board assures that WIA Title I funds and none of the services provided with said funds may be used for any partisan or non-partisan political activity or to further the election or defeat of any candidate for public office. The Board also agrees to comply, where applicable, with the provisions of the Hatch Act, which limits the political activity of certain State and Local government employees, along with contractors, subcontractors and participants funded through the use of WIA funds. The Board shall comply with 29 CFR 93 regarding the restrictions on lobbying and the Certification and Disclosure requirements pursuant to Section 319 of Public Law 101-12.

17. PROGRAM INTEGRATION

The Board assures that the One-Stop Career Center delivery system will fully integrate all programs covered under this local plan into the full range of available workforce development services.

The Board agrees that DVOP and LVER staff will be responsible for case management of veterans' service delivery, and where feasible, provide direct services or assist one-stop delivery system staff in the provision of priority services for veteran customers.

The Board assures that One-Stop Career Center System Operators will coordinate with local Rapid Response staff related to outreach, intake and registration of workers covered by a certification under the Trade Adjustment Assistance Act.

18. QUALITY ASSURANCE (GENERAL)

The Board assures the local One-Stop Career Center Operator will carry out all activities relevant to the provision of each program covered under this plan in accordance with all Federal/State policies and procedures. The Board further assures that a schedule for the monitoring of local One-Stop Career Center activities will be developed and agreed upon in concert with the Department of Economic Opportunity. Additionally, the Board assures that DEO shall have full access to all One-Stop Career Center staff, records, systems, data, books, accounts, correspondence and other documentation necessary to carry out its program evaluation responsibilities as authorized by statute and/or regulation. The Board also agrees that DEO, in order to effectively carry out its responsibilities, may conduct on-site evaluation activity that is either with, or without, advance notice. The Board also assures that local staff training relevant to the delivery of services covered under this plan will be developed and agreed upon in concert with DEO.

19. RAPID RESPONSE SERVICES

The Board assures that local One-Stop Career Center Operators and other workforce development staff will coordinate/support Rapid Response service delivery in accordance with all established Federal and State policies and procedures.

20. REPORTING

The Board assures that the local One-Stop Career Center delivery system (in accordance with all relevant Federal and State policies and procedures) will collect data on customer characteristics, service/activity participation, and outcomes consistent with the requirements of the State's management information system so as to ensure the integrity of all federal and state reporting requirements.

21. TAA PROGRAM COORDINATION

The Board assures the local TAA Coordinator at the regional level is a merit employee and that local One-Stop Career Center Operators will provide timely and appropriate services for any customer wishing to apply for benefits under TAA. The Board also assures that local One-Stop Career Center Operators will conform to all policies and regulations of the program. The Board also assures that local One-Stop Career Center Operators will cooperate with any hearings requirements related to TAA services. 20 CFR Part 618

22. STATUTORY COMPLIANCE

The Board agrees to comply with the Workforce Investment Act of 1998, the Wagner-Peyser Act, as amended, the Trade Act of 1974, as amended, the Trade Reform Act of 2002, the Trade and Globalization Adjustment Assistance Act of 2009, the Jobs for Veterans Act and all related statutory requirements and implementing regulations. The Board also agrees to comply with policies issued by DEO related to the administration, delivery, and performance of all programs covered by this local plan.

23. UI INFORMATION (ACCESS TO)

The Board assures that local One-Stop Career Center Operators will use any information received from the UI system related to claimants solely for the purpose of providing reemployment services to UI claimants. The Board further assures that all information on UI claimants received by the One-Stop Career Center Operators will be used in a manner that is consistent with state and federal confidentiality statutes and policies.

24. UNIONIZATION AND ANTI-UNIONIZATION

The Board assures that no funds covered by this plan shall in any way be used to either promote or oppose unionization.

25. UNIVERSAL ACCESS

The Board assures that the local One-Stop Career Center delivery system [as described in 20 CFR 662.100(b) of the Workforce Investment Act and in accordance with all relevant state policies and procedures] will provide services to all customers consistent with the principles of universal access. The Board also assures that core and applicable intensive services, including staff-assisted services, will be provided in at least one physical career center in the workforce investment area.

The Board assures that LVER and/or DVOP staff assigned to the local One-Stop Career Centers, consistent with the principle of universal access, will also provide outreach services to veterans at Service Delivery Points (SDPs) such as Veterans Administration Hospitals, veterans' shelters and military installations for which no LVER or DVOP is assigned. The Board also assures that DVOP and LVER staff will also conduct outreach to employers, community agencies, veterans' organizations, etc. and that they will share information gained from these contacts with staff of the One-Stop Career Centers and SDPs.

26. VETERANS PRIORITY OF SERVICE

The Board agrees that One-Stop Career Center Operators will assure priority of services for veterans and other eligible persons (under the Federal umbrella designation of “covered persons” 20 CFR Part 1010.110 RIN 1293-AA15) for all employment and training services funded with Federal resources. The Board also assures that it will encourage and promote the provision of maximum employment and training opportunities to veterans by all service program providers participating in the local workforce investment system. To promote informed choice for veteran customers, the Board agrees that One-Stop Career Center System Operators will provide information at the point of program access that advises covered persons of the priority of service and the advantages of registration to access special programs and services for veterans and the availability of DVOP or LVER staff to assist with these veteran services and with employment issues. .

Federal Contractors and Federal Agencies will be provided with recruitment assistance in accordance with their obligation for Affirmative Action and veterans’ preference requirements pursuant to 38 U.S.C., Chapter 42.

The Board agrees that LVER and DVOP staff will provide training and technical assistance to One-Stop Career Center staff relative to Federal employment opportunities for veterans, the Federal Contractor Job Listing Program and the customer complaint process as it relates to veterans.

The Board agrees that under this plan LVER and DVOP staff can receive functional guidance from the One-Stop Operator. However, compensation, personnel actions and terms and conditions of employment, including performance appraisals and accountability of merit-staff employees will remain under the authority of DEO.

The Board will demonstrate through policy, procedure and action that veterans receive priority of service for all programs funded by DOL sources; and that no local policy shall restrict services to veterans regardless of residency or other local constraints.

27. WORK OPPORTUNITY TAX CREDIT

The Board assures that the local One-Stop Career Center Operators will assist in determining the eligibility of interested customers as members of targeted groups; and assist interested customers and employers to complete related documentation including IRS Form 8850 Work Opportunity Credit Pre-screening Notice and Certification Request, and DOL Form ETA-9061 (Individual Characteristics Form) or DOL Form ETA-9062 (Conditional Certification). Issuance of final certifications will remain a central administrative responsibility of DEO. There are no reporting requirements applicable to this section.

28. WORKER PROFILING PROGRAM and REEMPLOYMENT SERVICES

The Board assures that local One-Stop Career Center Operators will continue to provide reemployment services to a sub-set of individuals who are enrolled in reemployment services (RES) to assist in accelerating their return to work. Board further assures that the local One-Stop Career Center operator(s) will collect data on claimant service/activity participation, outcomes and results, including conformance with the work search plan activities.

ATTACHMENTS

The documents reference below must be completed and attached to the Workforce Services Plan.

- Current Membership – Regional Workforce Board
- Fiscal Agent Design/Administrative Entity/One-Stop Operator
- Inter-local Agreement(s)
- List of One-Stop MOUs (Board and One-Stop Partners)
- Local Operating Procedures Referenced in the Local Workforce Services Plan
- Public Comments on Local Workforce Services Plan
- All WT/TANF Local Operating Procedure
- TAA Cooperative Agreement between the State of Florida and USDOL
- All WIA Local Operating Procedure