

STATE OF FLORIDA'S PLAN UPDATE

FOR:

THE DISPLACED HOMEMAKER PROGRAM

AS REQUIRED BY:

Chapter 446.50, Florida Statutes



STATE OF FLORIDA



January 2009

Executive Summary

The Florida Legislature established the Displaced Homemaker Program in 1976. Over the years, the program has been administered by the Florida Department of Health and Rehabilitative Services, the Florida Department of Education's Division of Community Colleges, and, now the Agency for Workforce . The Displaced Homemaker Program is designed to address the job training and educational needs of Florida citizens who:

- are 35 years of age or older;
- have worked in the home providing unpaid household services for family members;
- are not adequately employed (as determined by local Regional Workforce Board's approved definition of self-sufficiency); will have difficulty securing adequate employment; and,
- have been dependent on the income of another family member but is no longer supported by such income, or have been dependent on federal assistance.

The goal of the Displaced Homemaker Program is to assist program participants in attaining independence, economic security and self-sufficiency.

Within the State's strategy for developing educated and skilled workers for Florida's employers developed by Workforce Florida, Inc, the Displaced Homemaker Program is part of the strategic component, Better Jobs/Better Wages. Through a competitive procurement process, the Agency for Workforce Innovation contracts with service providers to deliver services to displaced homemakers statewide via performance-based contracts.

Program service components include job counseling, job training, employment assistance, financial management development, educational services, and outreach and information services. The focus of the program is to upgrade displaced homemakers' skills using job training/education curricula that are tied to employment opportunities that are in demand occupational areas.

The State Treasury maintains the Displaced Homemaker Trust Fund with revenue received from fees generated from marriage licenses and petitions for dissolution of marriages. Service providers must secure a 25 percent match of their total funding from local, municipal, county or nonprofit private sources in order to receive funding from the program's trust fund.

Success in the Program is measured by the attainment of contractual performance goals related to enrollment and completion of course work and/or training, and placement of participants into employment. The Displaced Homemaker Program has moved away from a manual performance reporting and tracking system to the State's web-based management information system to submit monthly performance data, which negates the need for mid-term reporting that had been required in previous years. This requirement has been removed from the Plan.



I. Program History and Development

The Florida Legislature established the Displaced Homemaker Program in 1976. The program was implemented and operated by the Florida Department of Health and Rehabilitative Services until 1995 when the Legislature transferred oversight of the program to the Florida Department of Education, Division of Community Colleges. Additional changes to the program were made during the 2000 legislative session as part of the refinement to the State's workforce development strategy. Current legislation, Chapter 446, Florida Statutes, provides for the Agency for Workforce Innovation to administer, operate, and exercise oversight of the Displaced Homemaker Program.

The legislative intent for this program is the establishment of service delivery programs that provide the necessary and appropriate employment counseling, job training and education, and job search assistance that results in employment for people displaced as homemakers. The goal of the program is to assist displaced homemakers to make the transition from being a homemaker to a viable member of the State's workforce so that they may be economically self-sufficient and a contributing member of society.

II. Program Design

Florida has taken a proactive approach to ensuring better employment opportunities for its citizens by creating a vibrant business climate in which private enterprise can flourish in today's global market and economy. This approach serves the dual purpose of preparing people for employment in good paying jobs and providing a dependable supply of educated, trained and skilled workers for the State's employers.

The Strategic Five-Year State Workforce Investment Plan for Florida's workforce investment system is built on strategies for improvement. Within the State's workforce development system, many special categories are identified in order to target assistance that will meet special needs. One of those categories is the homemaker who is leaving the home where she/he has been an unpaid worker, searching for adequate, paid employment in order to achieve independence and economic self-sufficiency. It is in the interest of the community at large and beneficial to the person needing to secure out-of-the-home employment to assist them in the transition to the workplace. Specific programs help the homemaker identify what skills they have acquired in maintaining a household and those that are transferable to the workplace, as well as identifying additional knowledge and skills needed to be successful in securing employment.

The Agency for Workforce Innovation, through a request-for-proposal (RFP) solicitation, awards performance-based contracts to public and non-profit private entities throughout the State to establish multipurpose service delivery programs for displaced

homemakers. The program now operates in 15 of the 24 designated workforce regions providing eligible citizens access to displaced homemaker services in most of Florida's counties. Potential service providers may participate in the Displaced Homemaker Program by submitting proposals in response to the Request for Proposal to the Agency for Workforce Innovation. Beginning July 1, 2006, services providers were awarded three-year contracts ending on June 30, 2009.

The Displaced Homemaker Program requires each program service provider to receive at least 25 percent of its funding from one or more local, municipal, county or nonprofit private sources. In-kind contributions are allowed to meet the required local match. The Agency for Workforce Innovation evaluates in-kind contributions for their appropriateness in meeting the local funding requirement.

Service providers funded to operate Displaced Homemaker Programs are required to collect, maintain and report in the State's management information system performance data necessary to track participants' progress in the activities of the program, outcomes, employment, and job retention. Such data includes the number of people served, the activities and services provided, designated participant-specific information including intake and outcome information, costs associated with specific services and program administration, total program revenues by source and other appropriate financial data.

The local programs for displaced homemakers must include these services:

- Job Counseling, by professionals and peers, specifically designed for a person entering the job market after a number of years as a homemaker.
- Job Training and placement services that take into account the skills and job experiences of a homemaker, as well as the awareness of jobs that are in demand in the public and private sectors.
- Employment Assistance through the one-stop delivery system, using the services of the State's public employment service to assist program participants in locating employment opportunities.
- Financial Management/Development through the provision of information and assistance with respect to financial matters including but not limited to, life, health, home, and automobile insurance, taxes, estate and probate problems, mortgages, loans and other related financial matters.
- Educational Services, including preparation for and attainment of a certificate of equivalency for a high school degree (GED) and such other courses that would be of interest and benefit to displaced homemakers.
- Outreach and Information Services with respect to federal and State government employment, education, health, and unemployment assistance programs that are determined to be of interest and benefit displaced homemakers.

All Displaced Homemaker Program contracts are monitored at least annually. The reviews are either on-site or in-house reviews using the State's electronic management information system. The scope of the quality assurance review is not limited to a review of participant data in the State's management information system but also includes a

review of the following: local program management and operational processes; invoices and supporting documentation approved for payment; an on-site physical review of participant case files and an in-house desk review of participant case files via the electronic data system; program eligibility determination and source documentation/verification processes; participant case file content for evidence of participation in/receipt of contracted services; coordination/referral of participants to the local One-Stop for services; participation in and completion of job training/occupational skills training; attainment of certificates/degrees; placement into employment; inventory of property purchased with contract funds; and receipt of match funds. All noncompliance issues are noted and recommendations for corrective action are made. Staff may conduct corrective action follow-up, when appropriate, to assure that noncompliance issues have been satisfactorily resolved. Technical assistance and or program-specific training are provided on an as needed basis or as requested. The quality assurance report, which includes corrective action plans, is reviewed as part of the consideration for future contracting with the Agency for Workforce Innovation.

III. STATE VISION AND PROGRAM GOALS

Under the direction of Workforce Florida, Incorporated, the Agency for Workforce Innovation in its oversight responsibility of the Displaced Homemaker Program, has established the following key goals for the program:

- Upgrading displaced homemakers' skills to succeed in today's workplace.
- Using job training/education curricula to ensure employment training connected to employment opportunities in demand occupations.
- Monitoring program expenditures and continually improving service delivery through measurement of program successes and failures based on job placement and attainment of stated objectives.
- The final goal of all programs is to enable program participants to attain economic self-sufficiency and security.

IV. Performance Outcomes and Goals

A. Program Services - Outcomes

The Displaced Homemaker service providers are compensated for the following deliverables after verification of each in the State's One-Stop Management Information System:

* Enrollments – Agency for Workforce Innovation will pay the contractor up to 45 percent of the total award amount for enrollments.

* Completions – Agency for Workforce Innovation will pay the contractor up to 25 percent of the total award amount for program completions.

* Placements – Agency for Workforce Innovation will pay the contractor up to 30 percent of the total award amount for placements.

B. Program Performance

Displaced Homemaker Program contractors that are awarded contracts as a result of a solicitation will be required to provide the following deliverables:

- A. Monthly Performance Reports will include enrollments, services/training completion, and job placement information. The report will include the name, SSN, type of services/training, date of enrollment, completion date, and job placement information (employer name, date entered employment, job title, and hourly wage). The reports are to be submitted to the Agency for Workforce Innovation by the 10th of each month.
- B. Performance Data Entry in the State's MIS - Beginning with the first full month after AWI has executed a contract for this program and every month thereafter, the contractor shall input into the Management Information System the names and Social Security Numbers of participants enrolled in the project, along with project services – assessments, training enrollments (listing the type of training and date participant began), training completions (date of enrollment completion) and job placements (employer name, date of employment, job title and hourly wage) as they occur.
- C. Final Program Report, including the Match Report, is due to the Agency for Workforce Innovation within 60 days after the end of the fiscal year (on or before August 31) or in the event of termination, within 60 days of that date.

V. **Expenditure of Funds**

The State Legislature has created a funding source for the Displaced Homemaker Program by establishing within the State Treasury a Displaced Homemaker Trust Fund (See Attachment One). The Agency for Workforce Innovation uses this fund to administer the Displaced Homemaker Program and to fund Displaced Homemaker Service Programs as described in this State Plan.

The Displaced Homemaker Program service providers at the local level are funded through competitively procured performance-based contracts utilizing funds from the Displaced Homemaker Trust Fund and from local match. The local source or sources must account for at least 25 percent of the total funds used to operate a local/regional service delivery program.

The Florida Workforce Innovation Act of 2000 requires that 90 percent of all workforce development expenditures be for direct customer service. Consistent with all workforce development programs (those funded with federal funds, or State funds, or a combination of both), the State limits administrative costs of the Displaced Homemaker

Program to ten percent. This limitation also extends to local Displaced Homemaker Program service providers.

The Agency for Workforce Innovation maintains a website on this program that includes this plan, reports, technical assistance guides and training tools. The website address is: http://www.floridajobs.org/PDG/displ_home.html

ATTACHMENTS

Attachment One.....Displaced Homemaker Trust Fund

Attachment Two Annual Program Report

VII. Director's signature for the Agency for Workforce Innovation

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Cynthia R. Lorenzo, Interim Director	Date of Signature
The Agency for Workforce Innovation	