Executive Summary

I. Local Plan Process

WIA Section 118 requires that each local Board, in partnership with the appropriate chief elected officials, develop and submit a comprehensive one 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.

The public, including partners, must have an opportunity for public comment and input into the development of the local Workforce Services Plan prior to its submission to the WFI. The opportunity for public comment must include the following:

- Make copies of the proposed local Workforce Services Plan available to the public (through such means as public hearings and local news media);
- Include an opportunity for comment by members of the local Board and members of the public, including representatives of business and labor organizations;
- Provide at least a 30-day period for comment, beginning on the date the proposed plan is made available, prior to its submission to WFI (**Note: The comment period can extend beyond the due date of the plan**.);
- Be consistent with the requirement in WIA Section 117(c), which requires that the local Board make information about the plan available to the public on a regular basis through open meetings (public hearings) and local news media; and
- Submit all comments received that express disagreement with the local Workforce Services Plan to the WFI, along with the local plan.

A. Description of Workforce Plan Development Process: Collaboration with Partners for WIA, Wagner-Peyser, WT/TANF, and FSET Programs

I.A1.	Describe the process used to ensure public comment on and input into the development of the local Workforce Services Plan. Include a description of specific steps taken to include input from members of the local Board and members of businesses and labor organizations. RWBs that are designated as significant MSFW areas must ensure individuals/organizations serving the MSFWs are informed of the plan and are provided the opportunity to comment on the local Workforce Services Plan.

WORKFORCE *plus* provided an opportunity for comments related to the local Workforce Services Plan through the use of the organizational website, promotion through social media and direct contact with the Board of Directors and Local Elected Officials in the three county area. The Plan was provided to each Local Elected Official two weeks prior to the actual approval date. The Plan was provided to the **WORK**FORCE *plus* Board of Directors prior to submittal and a review and comments were requested. The Board of Directors are representative of private businesses, business lead organizations such as the Chambers of Commerce and Economic Development Councils, educational providers, community based organizations and local labor organization representatives. Additionally, the Plan was posted on the organization's web site for 30 days. As an added measure, notice of posting on the website was sent out via the organizational Twitter and Facebook account.

To address the MSFW population in Gadsden County, a direct letter was sent to the Panhandle Area Education Consortium – Migrant Program to inform them on the availability of the plan on the organizational website and to request comments at their earliest convenience.

I.A.2.	Describe how comments were considered in the local Workforce Services Plan development process.

At this time, comments have not been received for the local Workforce Services Plan. However, should comments be received, each one will be evaluated and changes/comments will be incorporated into the Plan. Any changes made to the local Plan will be submitted to the Local Elected Officials for their information.

B. Description of Process for Providing Public Comments

I.B.	Summarize and include as an attachment any comments that express disagreement with the plan. Comments received after submission of the local Workforce Services Plan that express disagreement with the plan should also be forwarded to WFI at the address previously indicated in the introduction section above.
Not Applicable	

II. Local Vision and Goals

Florida's vision and strategic goals have been established in the State Workforce Investment Plan that was recently modified under the direction of Governor Scott. Florida's broad strategic economic and workforce development goals are also set forth in the Workforce Florida Act and Enterprise Florida's 2010-2015 Strategic Plan for Workforce Development and its January 1, 2011 Update. The vision and goals will continue to be refined by the Florida State Legislature and State Workforce Board.

II.A.1. Review/ Update Required	Describe the local workforce vision and goals reflecting all workforce programs including WT/TANF and FSET that were developed in response to the vision and goals expressed in Sections I and II of the State Workforce Investment Plan. The vision, goals and objectives of these programs should support and complement the vision, goals and objectives identified in the 2010-2015 Strategic Plan for Workforce Development.

WORKFORCE *plus* has a strong, clear vision for local workforce development that has primarily developed in parallel with its vision for economic development. **WORK**FORCE *plus* has set forth goals consistent with those of the state and federal guidance. Additionally, we have worked to incorporate goals that are specific to the local region as we are tasked with continuing to ensure progress. Our primary goal is geared to meeting the employer's immediate and emerging skill needs while preparing the available workforce to provide the solution to employment needs. Some key goals and guiding principles to meet our regional needs are 1) Continue to build strong, focused partnerships with the business and educational community throughout all aspects of the service delivery process. 2) Align the local workforce development system with local economic development initiatives. 3) Continue to pursue partnerships and grants that create alternative sources of revenue that will enhance workforce development. 4) Continue to expand and improve upon the integrated approach to marketing and branding initiatives that will increase awareness of the services provided and enhance the image of **WORK**FORCE *plus* within the community. 5) Create new value added partnerships and strengthen existing partnerships with community organizations that will enhance workforce development. 6) Attract and retain top talent.These goals were created/implemented with the intent of enhancing the services and outcomes for all programs operated by **WORK**FORCE *plus* which include but are not limited to WIA, Welfare Transition, Wagner-Peyser, and other programs as well as partner goals. The Region has continued to build strong partnerships with the education and training institutions in the area as these are key players in the overall success of our customers. Our system has been greatly improved with the development and implementation of the Employ Florida Marketplace (EFM), which creates both a self-assisted and staff-assisted approach to providing services. **WORK**FORCE *plus* has created a focused approach to the delivery of workforce services to youth. The program, First Connect, focuses on the connection to job skills, education, careers, local businesses, and learning more about themselves. First Connect serves as the first connection between education and employment for many youth. Connecting to job skills will enable the youth to learn new skills that will prepare them to gain employment at a job they like. Connecting to education will assist the youth in gaining the confidence while they are employed to complete a high school diploma or earn a GED and to pursue post secondary education opportunities. The youth will learn about many careers that will give them the opportunity to grow and earn money. Learning about themselves, likes and dislikes, how they think, traits they possess, will allow them to learn what they have to offer on the workplace. Connecting to local businesses and learning how to market their skills and discovering what skills and talents the employers are seeking will enable the youth to gain employment and be productive employees. The vision, goals and objectives of the region's programs both support and complement the vision, goals and objectives identified in the Workforce Florida Strategic Plan 2010-2015.

II.A.2. Review/Update Required	Please describe the economic development goals for the RWB and how they will be aligned with the workforce system.
The economic goals for **WORK**FORCE *plus* are: 1) Support the development of a trained and skilled workforce that has the skills needed to attract new businesses to the area. 2) Provide customized training that will enable existing businesses to expand. 3) Focus on high growth, in demand occupations that will add value to the local economy. This would include industries such as health care and social assistance; leisure and hospitality; trade; transportation; and utilities. 4) **WORK**FORCE *plus* will continue to work closely with the economic development community in Gadsden, Leon, and Wakulla counties to communicate all matters relating to workforce development. 5) Work collaboratively with local educational institutions to ensure that we create the dynamics necessary to retain the talent being produced among the institutions. 6) Ensure that initiatives are in place that will meet the individual needs of Gadsden, Leon, and Wakulla counties. **WORK**FORCE *plus* has not only aligned but intertwined the goals of economic development within the workforce system. The region works with educational partners, economic development partners, and the employers to ensure that the area continues to identify the needs of the workforce and improve the skill levels of the workforce which help to ensure the region maintains its competitiveness in the global market.	

B. Provide a Brief Overview of the Process for Attaining the Local Board's Workforce Goals

II.B Review/Update Required	Describe the process used to attain the local Board's Workforce Service Plan, including a brief overview of the process used in developing strategies that describe current and future plans to improve and deliver services for the WIA, TAA, Wagner-Peyser, Job Corps, MSFW, Veteran, WT/TANF and FSET programs.
Our regional workforce, employers, and economic development partners will work together to identify and upgrade the workforce skills that will be necessary to prepare the workforce to be successful in the forecasted areas of growth (demand occupations). **WORK**FORCE *plus* promotes job creation and economic growth by providing employers with current information concerning tax incentives and training opportunities that include programs such as On-the-Job-Training (OJT), and Employed/Incumbent Worker Training programs. These training programs enable the employers to retain employees with up to date skills and maintain a quality workforce. Specific job training programs identified through our local employers and in concert with Workforce Florida, Inc. (WFI) will be supported by **WORK**FORCE *plus*' workforce delivery system. Strong coordination with state and local partners will encourage economic growth, skilled workers, and career advancement. Job placement and job retention is critical to our region's success and will be measured against the established performance standards and reported on the Balanced Score Card (BSC) report. Our workforce system will provide access to the full continuum of workforce development services, using a variety of delivery systems and methods, and will serve as the hub for all workforce activities. Additionally, **WORK**FORCE *plus* will continue to coordinate services between all programs to eliminate unwarranted duplication. This will result in a seamless system that is efficient, effective and accountable. Job placement, job retention, and return-on-investment will serve to direct workforce development expenditures and be a part of the measure used to measure ongoing successful attainment of goals established by **WORK**FORCE *plus*. **WORK**FORCE *plus* will be the major source of information distribution to Welfare Transition applicants, recipients and former recipients, Veterans, MSFWs and Wagner-Peyser customers. The RWB has implemented a yearly strategic planning session that includes all stakeholders within the community. The goal of this meeting is to formulate strategies that address the needs of all programs. Priorities formulated include: 1) Build strong partnerships with the business and educational community throughout all aspects of the service delivery process. a) Continue to create new relationships within the employer and educational communities in Gadsden, Leon, and Wakulla counties. b) Implement a demand driven model based on the needs of the employer community. c) Identify the areas where there are differences between the skills of the existing workforce and the requirements of the employer community. Provide customized training that will eliminate the gap and meet the needs of the business community. d) Tailor screening processes to meet the needs of individual employers to ensure that only qualified applicants are referred. e) Promote job retention through just in time training to incumbent workers that will ensure that they have the skills needed to keep pace with the needs of employers. f) Create partnerships and programs with the education community that will help ensure that the future workforce is job ready. g) Actively involve the employer and education community as a true partner in the development of new initiatives. 2) Align the local workforce development system with local economic development initiatives. a) Support the development of a trained and skilled workforce that has the skills needed to attract new businesses to the area. b) Provide customized training that will enable	

existing businesses to expand. c) Focus on high growth, in demand occupations that will add value to the local economy This would include industries such as healthcare and social assistance; leisure and hospitality; trade; transportation; and utilities. d) Work closely with the economic development community in Gadsden, Leon, and Wakulla counties to maintain open lines of communication in all matters relating to workforce development. e) Ensure that initiatives are in place that will meet the individual needs of Gadsden, Leon, and Wakulla counties.

III. Assessment of Labor Market Needs (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.

A. Identification of Workforce Needs of Area

III.A Review/Update Required	Describe the process used to identify the workforce needs of the businesses, job seekers and workers in the local area.
Within **WORK**FORCE *plus*' service area, all employers (to include state agencies), job seekers, and employed workers help to identify workforce needs. Needs of Businesses: 1) Quality employees who are dependable, ethical, skilled, motivated and computer literate. 2) Work readiness and customized training for employers. 3) Opportunities for the existing workforce to obtain skill upgrades. 4) Knowledge of and access to available employer services through the **WORK**FORCE *plus* Center for Business & Employer Services. 5) Reliable public transportation that is employment focused, providing schedules and routes to urban and rural employers. 6) Reliable childcare that is affordable and employment focused (i.e. non-traditional hours, weekends etc.). Needs of Job Seekers: 1) Reliable public transportation that is employment focused, providing schedules and routes to urban and rural employment opportunities. 2) Knowledge of and access to job vacancies/opportunities. 3) Knowledge of and access to available training/education program opportunities. 4) Knowledge of the jobs that will meet their skill level. 5) Childcare that is affordable, accessible, and available throughout the region, including services provided on the job site. 6) Knowledge of and access to available supportive and transitional services. 7) Knowledge of and access to services available through the **WORK**FORCE *plus* offices Employer Services unit including those services that increase earnings capacity. Needs of Workers: 1) Reliable public transportation that is employment focused, providing schedules and routes to urban and rural employers. 2) Childcare that is affordable, accessible and available throughout the region, including services provided on the job site. 3) A benefit package that includes adequate medical coverage and retirement. 4) Knowledge of and access to available training/education program opportunities that are inclusive of skills upgrade opportunities. 5) Knowledge of and access to available supportive and transitional services. 6) Knowledge of and access to services available through the **WORK**FORCE *plus* offices Employer Services unit including those services that increase earnings capacity. Our regional workforce, employers, and economic development partners will work together to identify and upgrade the workforce skills that will be necessary to prepare the workforce to be successful in the forecasted areas of growth (demand occupations). Specific job training programs identified through our local employers and in concert with Workforce Florida Inc. and other appropriate state agencies will be developed through or supported by **WORK**FORCE *plus*' One-Stop delivery system. Coordination with state and local partners will encourage economic growth, skilled workers, and promote career advancement. Job placement and job retention is critical to our region's success and will be measured against the established performance standards and reported on the Balanced Score Card (BSC) report. Our workforce system will provide access to the full continuum of workforce development services, using a variety of delivery systems and methods, and will serve as the hub for all workforce activities. **WORK**FORCE *plus* will continue to coordinate services between all programs to eliminate unwarranted duplication. This will result in a seamless system that is efficient, effective and accountable. Job placement, job retention, and return-on-investment will control workforce development expenditures and be a part of the measure for **WORK**FORCE *plus*' success.	

B. Identification of Current and Projected Employment Opportunities

III.B. Review/Update Required	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.

According to the Florida Research and Economic Database (FRED) – Labor Market Information, **WORK**FORCE *plus'* (Region 5) statistics for July 2011 show that the unemployment rate was 9.0% representing a labor force of 187,674, employed 170,738, and unemployed 16,936. The State of Florida's unemployment rate during the same time period was 11%, representing a 9,290,000 labor force, 8,271,000 employed, and 1,019,000 who are unemployed. The 2010 population of **WORK**FORCE *plus'* operating area (Gadsden, Leon, and Wakulla counties) was estimated at 352,652. This represents a 14.7 percent increase from 2000. The most recent statistics show an average weekly wage in the 3rd Quarter 2010 was $744. This would be equivalent to $18.60 per hour or $38,688 per year, assuming a 40-hour week worked the year around. In comparison, Florida's average weekly wage was $780 and the United States' overall average weekly wage was $870. The largest major industry sector was Public Administration, with 22 percent of the employment, followed by Health Care and Social Assistance with 13 percent, and Education Services with 11 percent. The largest major occupation group was Office and Administrative Support Occupations with 17 percent followed by Business and Financial Operations Occupations with 11 percent. **WORK**FORCE *plus* will compete nationally and internationally for business recruitment and economic development, particularly in fields of high wage/high skill occupations to include emerging industries such as clean energy, aviation, aerospace, homeland security and defense, and life sciences. Emphasis will be placed on producing skilled workers through appropriate education and training coupled with economic development and encourage opportunities to diversify by recognizing and promoting these emerging industries. According to 3rd Quarter 2010 Labor Market Information, the following was recognized as top industries in the **WORK**FORCE *plus'* operating area based on the number of establishments and employees:

Industry Group	Establishments	Employees
Public Administration	326	34532
Health Care and Social Assistance	741	20170
Education Services	146	17723
Retail Trade	1248	16714
Accommodation and Food Services	722	14083
Professional, Scientific & Technical Service	1523	10330
Admin., Support, Waste Mgmt, Remediation	562	6276
Other Services (except Public Admin.)	1130	6106
Construction	1029	5974
Finance and Insurance	517	4792
Manufacturing	162	3684
Information	195	3167
Wholesale Trade	328	2924
Transportation and Warehousing	127	2054
Real Estate and Rental & Leasing	436	2022
Agriculture, Forestry, Fishing & Hunting	65	1629
Arts, Entertainment, and Recreation	116	1480
Management of Companies & Enterprises	42	473
Mining	7	165

C. Description of Necessary Job Skills

III.C.	Describe the job skills necessary for participants to obtain employment based on current and projected job opportunities in the region.

Employment opportunities in the **WORK**FORCE *plus* service area require basic educational reading and math skills. The Ready to Work (RTW) credentialing is a new employee credentialing program that tests and scores Applied Mathematics, Reading for Information, and Locating Information. Earning this nationally recognized credential gives jobseekers a competitive edge – a Credential that proves to employers that they have the right skills for the job. For employers, it takes the guesswork out of hiring, saving time and money. Florida Ready to Work is sponsored by the State of Florida; there is no cost for employers or jobseekers to participate in the program. **WORK**FORCE *plus* promotes the use of the RTW program to employers and job seekers, during the program year 2010/2011 835- job seekers earned the Ready to Work credential (Gold-122, Silver-411, Bronze-302). For job seekers who require remediation, the WIN courseware is available to improve their scores. Also, due to the prevalence of college graduates, competition for jobs leading to economic self-sufficiency is keen. A prime example includes service-related jobs that will require stronger and/or enhanced customer service skills that indicate the continued need for job preparedness and employability skills. **WORK**FORCE *plus* provides numerous workshops to improve employability skills to include, among others, resume writing, dress for success, interviewing techniques, and the Training Academy that provides Microsoft Office program training. All of these workshops provide job seekers skills required to give them a competitive edge in the job market while providing employers a skilled and work mature pool of job seekers. Some employment opportunities will require formal training and state certifications. Specialized and specific skills will continue to be developed through On-the-Job Training (OJT) contracts and customized training opportunities where appropriate. Labor Market Research is constantly evaluated to identify emerging industries and in demand occupations for Region 5. This activity coupled with Business Services Unit and the Local Veteran Employment Representative (LVER) contact with employers to identify the skills needed by job seekers to gain employment. Assessment tools such as Prove IT are used by employers to identify job seekers who possess required skill competencies to perform the job. As job seekers register in Employ Florida Marketplace and update their registration staff emphasize the importance of updating their skill sets. This improves the job seekers chances of matching job orders requiring their specific skills.

D. Targeted Occupations

III.D. Review/Update Required	Describe the process used to identify local targeted occupations for providing occupational skills training. To ensure that your local pocess is consistent with State Targeted Occuplation List Process, please refer to the Labor Market Statistics website at http://www.labormarketinfo.com/wec/0910/wec_tolprocess.pdf

After the Agency for Workforce Innovation (AWI) and Labor Market Statistics (LMS) meet at the Workforce Estimating Conference (WEC) the industry and occupational employment projections to include occupational wage estimates are created. The WEC makes decisions on the criteria that will be used to define high skill/high wage occupations and approves the Statewide Occupational Demand List. Workforce Florida, Inc. (WFI) decides on the criteria that will be used to define high skill/high wage occupations for all regions. LMS then adjust the statewide occupational demand list wage criteria by the Florida Price Level index for each region and prepares the preliminary Regional Targeted Occupations Lists (TOL). **WORK**FORCE *plus* reviews the TOL. WFI announces the release of the preliminary TOLs with a specified due date to request additions or deletions to the list. We review the list and use the Florida Research and Economic Database (FRED) to ensure the occupations on the list are still in demand and show the potential for future job vacancies. Wage data is also verified to ensure the occupations meet the Lower Living Standard Income Level (LLSIL). For occupations that are in decline the request is made to remove them from the TOL. Emerging industries are also identified, if the occupations are in demand and growth potential is identified a request to add these occupations to the TOL is made. Once WFI receives the Regional TOL they conduct a review and obtain additional input from LMS and the Florida Department of Education (DOE). WFI may request supporting documentation to be reviewed. Upon reviewing the supporting documentation and receiving input from LMS and DOE the final recommendation is made. WFI then submits the final recommendations for changes to the WFI Task Force for final approval. The recommendations are based on statistical analysis of our local data and policies established by WFI. The final TOL is approved by WFI and is posted to the internet for Regional Workforce Boards to use as well as other partner agencies.

IV. Local System Infrastructure

IV.A. Review/Update Required	Please provide the following information for your local plan: 1. Current Membership – Regional Workforce Board – Attachment 1 2. Fiscal Agent Design/Administrative Entity/One-Stop Operator – Attachment 2
See Attachment 1 and 2 for current Board membership and the infrastructure design.	

IV.B.	Describe the process for selecting service providers for all workforce programs including but not limited to WIA, TAA, Wagner-Peyser, Job Corps, Veteran, MSFW, WT/TANF, and FSET.

Service providers will be selected competitively in accordance with applicable federal, state, and local regulations. Non-competitive, or sole source procurement shall be minimized, but may be authorized if justified and documented in compliance with applicable federal, state, and local regulations. When procuring services by a competitive solicitation over $50,000, **WORK**FORCE *plus* will use a Request for Proposal (RFP) process. Public notice of the RFP will be provided through newspaper advertising, and a notice will be mailed to all agencies or individuals on the current bidders list, including minority organizations. Upon receipt of proposals by the published deadline, **WORK**FORCE *plus'* Planning Committee will review, rate, and make recommendations to the Executive Committee, prior to approval by full **WORK**FORCE *plus* Board of Directors, which will vote on the matter. When possible, state approved contracts may be utilized for the purchase of equipment, goods, and services. The primary consideration in the selection of service providers shall be the effectiveness of the agency or organization in delivering comparable or related services based on demonstrated performance, in terms of the likelihood of meeting performance goals, cost, quality of training and characteristics of participants. In addition, consideration shall be given to demonstrated performance in making available appropriate supportive services including childcare. Special consideration shall be given to proposals submitted by public educational agencies and community based and minority organizations; however, this consideration shall in no way prevent **WORK**FORCE *plus* from choosing alternative organizations to provide services. Where applicable, factors used in the proposal evaluation process will include, but not be limited to include demonstrated ability, a satisfactory record of past performance, organizational experience, programmatic design, and reasonableness of cost. The Requests for Proposals will contain detailed specifications for program activities to be funded. Staff is appointed by the Chief Executive Officer to serve in the selection process. The Planning committee consists of Board members who have been appointed to the Planning Committee position. Selected Board staff will review each proposal for completeness, ratings are totaled and the staff recommendation is presented to the Planning Committee. The Planning Committee will evaluate service provider proposals based on criteria, which includes the feasibility, value, and appropriateness of proposed activities to customers. Once the Planning Committee has reviewed the proposals they are presented to the Executive Committee. Upon approval from the Executive Committee and the Board of Directors the recommendation is brought before the quarterly Board meeting for approval. A contract or vendor agreement will be executed with each service provider recommended by the Board of Directors for funding and who have successfully completed contract negotiations. Each contract will include a statement of work detailing services to be provided under the contract.

V. One-Stop Delivery System/Services

Section 118(b)(2) of the WIA requires the following: a description of the one-stop delivery system to be established or designated in the local area including: (A) a description of how the local Board will ensure the continuous improvement of eligible providers of services through the system and that such providers meet the employment needs of local employers and participants; and (B) a list of each Memorandum of Understanding (MOU) described in Section 121(c) between the local Board and each of the one-stop partners concerning the operation of the one-stop delivery system in the local area.

The description of the local one-stop system must include at least one comprehensive physical center that must provide the core services specified in WIA Section 134(d)(2) and must provide access to other programs and activities carried out by the one-stop partners. The local system may include additional comprehensive centers, a network of affiliated one-stop sites, and specialized centers that address specific needs. Please refer to the Workforce Florida Act that mandates additional partners other than those mandated by the USDOL. Please provide the following information in the RWB's local Workforce Services Plan:

A. Description of the Local One-Stop System

V.A.1.	A brief description of the local one-stop system established for the region
The Workforce Investment Act of 1998 provided a continuum opportunity for **WORK**FORCE *plus* to operationalize its strategic vision by creating a demand-driven workforce system where services can be provided that prepare workers to take advantage of new and increasing job opportunities in high growth/high demand and economically vital industries and sectors of the area's economy. The foundation of this effort is the workforce development system that must serve as a catalyst that links employers, economic development organizations, public agencies, and the education community to build and deliver innovative answers to workforce challenges. Becoming demand-driven represents a major transformation for this system, which for more than forty years has been primarily supply-side driven. The goals, objectives, and core performance measures establish common outcome objectives to drive concerted planning and coordinating activities among employers, education, training, employment and support service providers. The local system is designed with the thought that each county needs a workforce presence in their community. Therefore, there are three (3) full service workforce offices where customers can access services in person or they may seek services for job search and employment needs at EFM (www.employflorida.com). Additionally, the **WORK**FORCE *plus* Executive Center affords professional job seeker candidates an opportunity to meet their employment objectives by linking them with high skill/high wage opportunities. These workforces offices are located at: Gadsden Location - 1140 W. Clark Street Quincy, Florida 32351 at (850) 875-4040; Leon Location - 2525 S. Monroe Street, Suite 3ATallahassee, Florida 32301 at (850) 922-0023; Wakulla Location - 3278 Crawfordville Hwy Unit G, Crawfordville, Florida 32327 at (850) 926-0980; Executive Center - 325 John Knox Road, B100 Tallahassee, Florida 32303 at (850) 414-6085. A range of services support the workforce development system within the **WORK**FORCE *plus* service area. These services are available to adults, youth, and dislocated workers. The range of services available to any eligible applicant is based on an assessment of the individual's needs and individual service strategies. Specific activities incorporated into the **WORK**FORCE *plus* system include: JOB SEEKER SERVICES - Orientation to services; Job Search Resource Room – resources include up-to-date job listings, on-line job search, resume development and resume posting; Career Exploration and Assessment; Resume Writing and other job training seminars; Linkages to job banks; Information on training provider performance and costs; Referral to training and education providers to include occupational skills training, OJT, adult education and literacy, and post-secondary and technical training; local and state labor market information including forecasting data from CIDS, FRED, OIS, ALMIS, OSMIS, EFM, and LMI; Information on and referral to supportive services such as child care, transportation and domestic violence, from partner agencies and other community-based organizations; Procedures for unemployment insurance registration; Referral to potential employment opportunities; Determination of eligibility for federal workforce programs; Data regarding Region 5's WIA Performance Standards; Comprehensive skill assessment and service needs; Case Management; ITA's for training; Veteran's Employment Assistance Information; Older Worker Program information; Migrant and Seasonal Farm Worker information and counseling in both English and Spanish; Welfare Transition Program information and counseling; Counseling and referral for individuals with disabilities; Information regarding HUD training programs; Career Management; IRP development; Wagner-Peyser services, to include pre-employment services; Food Stamp Employment and Training (FSET) program; Training opportunities provided through specific grants awarded to **WORK**FORCE *plus*; Universal workshops designed to address a variety of workforce issues. EMPLOYER SERVICES - Receipt, posting and filling of job orders; Employed Worker Programs; Screening and referral of qualified candidates for employment; Verification of basic skills, occupational skills and work experience; Assistance in accessing state and national job banks and automated labor market information; Providing current local labor market data and FAWI projection data including occupational growth Welfare Transition rates and wage rates; Information regarding training incentives and programs, tax incentive programs and other economic development programs offering assistance for new and/or expanded business; General and updated information regarding unemployment, insurance, and worker's compensation; Customized recruitment, qualification and assessment screening of applicants; Rapid Response and/or Outplacement services for downsizing companies; Development of On-the-Job-Training programs; Assistance with business expansion and relocation; Human Resource Management services which may	

include assistance with developing policies, compensation and benefits administration, and affirmative action activities ; Customized training; Specialized assessment; "In the Spotlight" series; "Power Hour" Lunch and Learn seminars. The following resources will be pooled within the One-Stop System to provide services: 1) Workforce Investment Act Funds 2) Welfare Transition Program Funds 3) Wagner-Peyser Funds 4) Food Stamp Employment & Training Funds 5) Unemployment Compensation Funds 6) DVOP Funds 7) LVER Funds 8) Other appropriate funds. WIA funds will be expended for Core, Intensive and Training services. Workforce funds will be expended for the set-up of the offices as well as on-going services to keep the offices running efficiently and funds will be expended primarily for intensive services. Wagner-Peyser funds may be expended for Core and Intensive services.

WORKFORCE *plus* under the mandate of CS/SB 252 has accepted the transfer of Wagner-Peyser funds and required services to its authority. Increased effort has been taken to encourage the involvement of faith-based and community-based groups to collaborate in a shared focus of serving out-of-school and at-risk youth. The designated comprehensive workforce offices in Region 5 were a result of a competitive selection process. When procuring services by a competitive solicitation over $50,000, **WORK**FORCE *plus* uses a Request for Proposal (RFP) process. Public notice of the RFP is provided through our website, newspaper advertisements, and a notice mailed to all agencies/individuals on the current bidders list, including minority organizations. **WORK**FORCE *plus*' comprehensive workforce system integrates the services of MSFW, TAA, WT/TANF, FSET, Veterans, and Wagner-Peyser programs. These services are provided through physical and electronic linkages and are handled via referrals from one partner to another as appropriate depending on (A) service needs, education and literacy, and post-secondary and technical training (B) Local and state labor market information including forecasting data from CIDS, FRED, OIS, ALMIS, OSMIS, EFM, and LMI (C) Information on and referral to supportive services such as child care, transportation and domestic violence, from partner agencies and other community-based organizations (D) Procedures for unemployment insurance registration (E) Referral to potential employment opportunities (F) Determination of eligibility for federal workforce programs (G) Data regarding Region 5's WIA Performance Standards (H) Comprehensive skill assessment and service needs (I) Case Management (J) ITA's for training (K) Veteran's Employment Assistance Information (L) Older Worker Program information (M) Migrant and Seasonal Farm Worker information and counseling in both English and Spanish (N) Welfare Transition Program information and counseling (O) Counseling and referral for individuals with disabilities (P) Information regarding HUD training programs (R) Career Management (S) IRP development (T) Wagner-Peyser services, to include pre-employment services. Food Stamp Employment and Training (FSET) program (U) Training opportunities provided through specific grants awarded to **WORK**FORCE *plus* (V) Universal workshops designed to address a variety of workforce issues. EMPLOYER SERVICES – 1) Receipt, posting and filling of job orders 2) Employed Worker Programs 3) Screening and referral of qualified candidates for employment 4) Verification of basic skills, occupational skills and work experience 5) Assistance in accessing state and national job banks and automated labor market information 6) Providing current local labor market data and FAWI projection data including occupational growth Welfare Transition rates and wage rates 7) Information regarding training incentives and programs, tax incentive programs and other economic development programs offering assistance for new and/or expanded business 8) General and updated information regarding unemployment, insurance, and worker's compensation 9) Customized recruitment, qualification and assessment screening of applicants 10) Rapid Response and/or Outplacement services for downsizing companies 11) Development of On-the-Job-Training programs 12) Assistance with business expansion and relocation 13) Human Resource Management services which may include assistance with developing policies, compensation and benefits administration, and affirmative action activities 14) Customized training 15) Specialized assessment 16) "In the Spotlight" series 17) "Power Hour" Lunch and Learn seminars.

V.A.2.	A description of how available resources (WIA, TAA, Wagner-Peyser, and others) will be pooled within the one-stop system to provide core and intensive services;

Available resources from the Workforce Investment Act, Welfare Transition, Wagner-Peyser, Food Stamp Employment & Training, Unemployment Compensation, DVOP, LVER, and other appropriate funding streams will be pooled and allocated based upon our service provider's percentage of direct staffing, or (FTE) basis. Intensive services are treated as direct costs and are specifically assigned to the resource in which the participant has been declared eligible to receive services from.

V.A.3.	Identify whether the designated comprehensive one-stop center(s) was a result of a competitive selection or an agreement between the local Board and a consortium of at least three or more of the mandatory one-stop partners. Identify whether this designation is the result of a prior decision made by the local Board and the chief elected official. Any designation must meet the requirements of WIA Section 121(e); and
The designated comprehensive workforce offices in Region 5 were a result of a competitive selection process. The current one-stop centers in Region 5 have been in place since approximately 2001. Selections of the locations were based upon the total cost to occupy the space, vicinity to largest amount of customers and Board input. The leases at all three locations have been extended and/or resigned over the last ten years after a minimum of three quotes were received for comparable locations. The Board provides direction on the amount of rent that can be budgeted and staff is instructed to pursue locations that either meet that amount or are below.	

V.A.4.	The process for integrating the Job Corps, MSFW, TAA, WT/TANF, FSET (if applicable), Veterans, and Wagner-Peyser programs, in the one-stop system.
WORKFORCE *plus'* comprehensive workforce system integrates the services of MSFW, TAA, WT/TANF, FSET, Veterans, and Wagner-Peyser programs. These services are provided through physical and electronic linkages and are handled via referrals from one partner to another as appropriate depending on service needs.	

B. Process of Maintaining Eligible Training Provider List

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. The statewide list and performance information will be maintained on the Internet, on local computer networks, and on computer terminals that will be accessible throughout the one-stop system. Hard copies will be printed and given broad distribution throughout the one-stop system and its partner agencies, as well as being available on request to the State agency.

V.B.1.	Please describe the process for maintaining/updating an eligible training provider list and attach a copy of the local operation procedures.
In order to promote informative choices on the part of customers, **WORK**FORCE *plus* has established its procedure for maintaining an eligible provider list incorporating guidance from the US Department of Labor and appropriate parties in the State of Florida. Through a formal public solicitation, training providers make application for approval by **WORK**FORCE *plus*. **WORK**FORCE *plus* evaluates individual programs for program cost, completion rate, entered employment rate, entered related employment rate, and wage at entered employment. All training providers will complete an application. In order to adequately identify eligible training providers for our customers, **WORK**FORCE *plus* has adopted the following procedures: an invitation to submit an application is advertised by way of **WORK**FORCE *plus'* website, or written correspondence; once the responses have been received, the Board's review committee, or Planning Committee meets to evaluate the responses utilizing the following criteria: 1) Certification/Accreditation 2) Performance Report 3) Training in Targeted Occupations 4) Placement in unsubsidized and subsidized employment rate 5) Program cost 6) FETPIP Data 7) Licensure Passage Rate 8) Completers of program 9) Average Wage earned. Once the committee has evaluated and determined which submittals are deemed responses, recommendations are made to the Executive Committee and then to **WORK**FORCE *plus* for their approval. Providers are then notified of their acceptance or non-acceptance through a certified letter. Each accepted provider is then placed on the Regional list and provided a copy of the state application to register as a provider on the State list.	

C. Process for ensuring Continuous Education/Training of Eligible Service Providers, Assessment of Strength and Opportunities, Use of Performance Incentives, Awarding Bonuses to Participants, Use of Individual Training Accounts (ITAs), and Achievement of Performance Goals

Describe how the following processes will be performed in the local one-stop service system:

V.C.1.	Continuous education and training of eligible service providers through the system and to ensure that the providers meet the employment needs of local employers and participants
All new employees of the service provider, who are considered front-line staff, are required to complete the Dynamic Works Tier I Certification process within three (3) months of hire date. All Board staff is also required to complete the Tier I Certification in order to ensure that employees are familiar with programs and services. Subsequently, all front-line staff must receive 15 hours of continuous education annually. These hours may be attained through the attendance of local, state, or federal trainings and or conferences. The One-Stop operator is responsible for insuring that training and certification is received timely and the records maintained for submission to the RWB for their records. **WORK**FORCE *plus* uses a database tracking system called TrainTrack to store information for each staff person. TrainTrack maintains information that includes the type of training, training dates, and how many training hours have been completed. Coordination between the Board staff and training provider is maintained to identify training needs and to schedule training. The Training Unit serves as a clearinghouse for all training and development opportunities.	

V.C.2.	Assessment of the strengths and opportunities of service providers available in the local one-stop service system;
The strengths and opportunities of service providers in the local area are evaluated in part through the Request for Proposal (RFP) process. The provider(s) selected to deliver services will also be assessed to determine strengths. To ensure the strengths of the staff, all staff is required to complete the assessment process that customers are required to complete. This serves a two-fold purpose. One, it ensures the competency of the staff, and two, the staff are fully aware of the testing elements and therefore, are more capable of appropriate customer referrals for assessment purposes. The service providers meet the employment needs of local employers and job seekers through an appropriate screening and service referral process. The timely and continuous review of service provider results is the key to assessing that the needs are being addressed as planned.	

V.C.3.	Performance incentives to service providers;
All contracts with our service provider are cost reimbursement based and offer the opportunity for the service providers to earn funds for high rankings in performance. Our current model requires a 20% performance holdback that is linked to achievement of the performance goals established in the contract. Invoices that are submitted by the contractor are minus 20%, these funds will be paid after 80% of the contract value has been earned. The contractor may invoice the Board 10% for the July – December time period and 10% for January through May. **WORK**FORCE *plus* does not pay incentives or any bonus to service providers.	

V.C.4.	Bonuses to participants; and
WORKFORCE *plus* customers can earn incentives based on the program they are enrolled. The WIA customers may earn an incentive for completion of the training program in which they were enrolled and an incentive for obtaining employment in the field of training. Additionally, there are incentives for WIA Youth for attaining a high school diploma/GED, completion of workshops, satisfactory attendance, completion of assessments, and placement. A completion incentive of $25 may be paid to Youth in the form of a gift card for completing occupational skills training. A placement incentive of $50 gift card may be paid to the customer for obtaining employment in a training-related field. Training-related is defined as entering employment in a field related to the content of their training	

program. Youth that obtain their high school diploma may receive $50 and an additional gift card in the amount of $25 for satisfactory school attendance and grades. Youth participate in workshops for $25 gift cards. If the workshop is considered a series, incentives are awarded at the established mid-point. Each workshop within the series counts as an individual workshop towards the maximum 18 workshop limit per program year. Youth can also receive $25 gift cards for participation in educational enrichment labs, receiving certificates for Digital Literacy, employability skills and Training Academy courses. Staff is required to enter the appropriate WIA activity code in EFM to identify what type of support service was provided. Furthermore, a case note will be entered providing the specifics of the support issued. Welfare Transition customers are not provided bonuses or incentives.

V.C.5.	Use of ITAs.
Individual Training Accounts (ITAs) can be used by individuals who have been determined eligible by **WORK**FORCE *plus'* staff to receive approved training through Workforce Investment Act (WIA) programs. The amount of each individual ITA will be based on the approved program area and average placement after training. It is the policy of **WORK**FORCE *plus* to limit individual ITA's to a lifetime maximum of $5,000 for programs that are less than two years in duration. An ITA cannot be issued to individuals identified by the training institution as "out-of-state" due to the high cost of attendance. If training lasts more than one semester, any subsequent ITA's may only be issued after the student has presented proof of satisfactory progress and attendance. ITA's are to be authorized on a semester-by semester basis only. If the ITA is approved, the participant must acknowledge and agree to the use of the federal financial assistance as the primary funding source for targeted education with the ITA being secondary.	

D. The Memorandum of Understanding Process

Provide a list of updated MOUs as described in Section 121(c) of WIA between the RWB and each of the mandatory and/or optional one-stop partners. Each MOU must address the following points:

- How services will be provided through the one-stop system;
- How the costs of the services and the costs of operating the system will be funded;
- Performance incentives to service providers;
- What is the duration of the MOU; and
- What are the procedures for amending the MOU.
-

E. The following is a list of mandatory and optional one-stop programs and activities as described in Section 121(b) of WIA and additional partners required by the Workforce Innovation Act of 2000:

1. Mandatory Partner Programs

1) Programs authorized under Title I of WIA, serving:
   i. Adults;
   ii. Dislocated Workers;
   iii. Youth;
   iv. Job Corps;
   v. Native American Programs;
   vi. Migrant and Seasonal Farmworkers Programs; and
   vii. Veterans Workforce Programs;
2) Programs authorized under the Wagner Peyser Act;
3) Adult education and literacy activities authorized under title II of WIA;
4) Programs authorized under parts A and B of title I of the Rehabilitation Act;

5) Welfare to Work programs;
6) Senior Community Service employment activities;
7) Postsecondary vocational education activities under the Carl D. Perkins Vocational and Applied Technology Education Act;
8) Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974;
9) Activities authorized under chapter 41 of title 38, U.S.C. (local veterans' employment representatives and disabled veterans outreach programs);
10) Employment and Training activities carried out under the Community Services Block Grant;
11) Employment and training activities carried out by the Department of Housing and Urban Development;
12) Programs authorized under State unemployment compensation law in accordance with Federal law.

2. Optional Partner Programs

Other appropriate federal, State, or local programs providing services such as transportation, child care, services offered by community colleges and economic development Boards.

3. Partnership Involvement

V.E.3.	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.
WORKFORCE *plus* partners with several community based agencies to provide services to their customers and leverage resources. One of the partners is the Department of Juvenile Justice. The Youth Career Specialists actively recruit and enroll at risk youth in an effort to steer them on a positive path towards education and employment opportunities. Other partners include the Adult Education Programs in Gadsden, Leon and Wakulla counties which afford our customers the ability to obtain General Education Diplomas (GED) such as Adult and Community Education, Lively Technical Center, Gadsden Technical Institute, Wakulla Adult Education and Tallahassee Community College. We also recruit and participate in Career Fairs at local educational institutions in an effort to increase the awareness of **WORK**FORCE *plus* services and engage individuals in our system. The WT Program continues to partner with Forward March to provide life and coping skills in addition to employment services as required through their contract deliverables. Additionally, several faith based and community based organizations are contracted with and recruited to provide work experience to WT and FSET participants. Other organizations housed in our one stops include Refuge House which provides domestic violence counseling and other services, Big Bend Cares provides HIV/AIDS services and the Early Learning Coalition also provides childcare resource and referral services to our customers. We are pursuing a partnership through Appalachee Mental Health to provide more services to persons with mental disabilities and Vocational Rehabilitation continues to maintain their presence in our offices to work with individuals identified by staff that can benefit from the services they provide. We've recently begun partnering with Department of Corrections to train potential employees for Corrections positions.	

F. Selection Process of One-Stop Operator(s)

V.F. Review/Update Required if RWB operates 1-Stop	Describe the process for selecting One-Stop Operator(s). Attach a copy of the selection process. If you are a direct service provider, describe your process for determining to become a direct service provider.
To the extent possible, service providers are selected competitively in accordance with applicable federal, state, and local regulations. When procuring services by a competitive solicitation over $50,000, **WORK**FORCE *plus* will use a Request for Proposal (RFP) process. Public notices of the RFP are provided through a host of methods in order to reach multiple populations. Upon receipt of proposals by the published deadline, the **WORK**FORCE *plus* Planning Committee will	

review, rate, and make recommendations to the Executive Committee, prior to approval by the full **WORK**FORCE *plus* Board of Directors, which will vote on the matter. A competitive procurement process was used in the selection of the One-Stop Operator. A Request for Proposal was issued and bids were accepted. Proposals that were deemed responsive were reviewed by both, Board staff and the Planning Committee and a recommendation made to the Executive Committee, prior to approval of the full **WORK**FORCE *plus* Board.

G. **Mandatory One-Stop Partners' Employment and Training Program Activities and Services including Faith-Based and Community-Based Organization Initiatives.**

Workforce Programs

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.

Provide a description of the one-stop partners' processes for operating the following employment and training programs and for providing workforce activities and services. Attach a copy of local operating procedures when requested.

1. 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.

V.G.1.a.	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.
The local offices will match job seekers and employers utilizing the EFM system as well with local employers through outreach and job development. The EFM system creates an opportunity to become proactive in identifying job seekers who possess the skills that employers are looking for. This system has the ability to match the skill levels of registered job seekers to the needs of registered employers. The staff of the local offices will utilize EFM system to the maximum of its potential in this area. Core Services Offered: Determination of eligibility to receive assistance; Outreach, intake, and orientation to workforce; Initial assessment of skill levels, aptitudes, and abilities; Career counseling , job search, and placement assistance; Provision of employment statistics information; Provision of	

performance information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of dislocated worker education activities, post-secondary education activities, and vocational rehabilitation program activities; Provision of accurate information relating to the availability of supportive services; Provision of information regarding filing claims for unemployment compensation; Assistance in establishing eligibility for programs of financial aid for training and education that is not funded under the WIA; and Follow-up services for participants who are placed in unsubsidized employment for not less than 12 months. The **WORK**FORCE *plus* model for its Workforce Offices holds that there are two customers: the employer and the job seeker. Through the **WORK**FORCE *plus* offices, employers have a single point of contact providing the information that is necessary for their success. Information concerning current and future skills, job openings, wage data and the availability of a job-ready pool of applicants are just a few of the services provided to employers through the Workforce Offices. Job seekers also find a wide array of services available to them. This information includes but is not limited to an assessments of skills, aptitudes and support services needed, information concerning education and training providers, assistance in filing claims and eligibility determination for intensive and training services, up-to-date labor market information about both local, regional and national employment trends and job-search assistance. **WORK**FORCE *plus*' One-Stop System provides direct services or access to services to customers through the physical and electronic network of partners. **WORK**FORCE *plus*' One-Stop System serves to consolidate and streamline services that include but are not limited to the following: JOB SEEKER SERVICES - Orientation to services; Resource Room – resources include up-to-date job listings, on-line job search, resume development and resume posting; Career Exploration and Assessment; Resume Writing and other job training seminars; Access to various job banks; Information on training provider performance and costs; Referral to training and education providers to include occupational skills training, OJT, adult education and literacy, and post-secondary and technical training; Local and state labor market information including forecasting data from FRED, EFM and LMI; Information on and referral to supportive services such as child care, transportation and domestic violence, from partner agencies and other community-based organizations; Procedures for unemployment insurance registration; Referral to potential employment opportunities; Determination of eligibility for federal workforce programs; Comprehensive skill assessment and service needs; Case Management; ITA's for training; Veteran's Employment Assistance Information; Older Worker Program information; Migrant and Seasonal Farm Worker information and counseling in both English and Spanish; Welfare Transition Program information and counseling; Counseling and referral for individuals with disabilities; Information regarding HUD training programs; Career Management; IRP development; Wagner-Peyser services, to include pre-employment services; Food Stamp Employment and Training (FSET) program; and training opportunities provided through specific grants awarded to **WORK**FORCE *plus*. EMPLOYER SERVICES - Receipt, posting and filling of job orders; Employed Worker Programs; Screening and referral of qualified candidates for employment; Verification of basic skills, occupational skills and work experience; Assistance in accessing state and national job banks and automated labor market information; Providing current local labor market data and the Florida Agency for Workforce Innovation projection data including occupational growth Welfare Transition rates and wage rates; Information regarding training incentives and programs, tax incentive programs and other economic development programs offering assistance for new and/or expanded business; General and updated information regarding unemployment, insurance, and worker's compensation; Customized recruitment, qualification and assessment screening of applicants; Rapid Response and/or Outplacement services for downsizing companies; Development of On-the-Job-Training programs; Florida's Ready to Work Credential; Assistance with business expansion and relocation; Human Resource Management services which may include assistance with developing policies, compensation and benefits administration, and affirmative action activities; Customized training; Specialized assessment; "In the Spotlight" series; and "Power Hour" Lunch and Learn Seminars. The following resources will be pooled within the One-Stop System to provide services: Workforce Investment Act Funds; Welfare Transition Program Funds; Wagner-Peyser Funds; Food Stamp Employment & Training Funds; Unemployment Compensation Funds; DVOP Funds; LVER Funds; and other appropriate funds. WIA funds will be expended for Core, Intensive and Training services. Workforce Center funds will be expended for the set-up of the centers as well as on-going services to keep the center running efficiently and funds will be expended primarily for Intensive services. Wagner-Peyser funds may be expended for Core and Intensive services. **WORK**FORCE *plus* under the mandate of CS/SB 252 has accepted the transfer of Wagner-Peyser funds and required services to its authority.

V.G.1. b.	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. Notice of the strike or lockout is required for applicants who are referred to positions that are not affected by the strike.

WORKFORCE *plus'* Business Services Unit will ensure that job referrals are not made to companies on strike or in a lockout status. Since this is the primary unit responsible for coordination of referrals, all issues associated with companies on strike/lockout status will be noted in the EFM comments section so that staff will easily be able to identify there are issues with the company and thus avoid making referrals. The Code of Federal Regulation 20 CFR 652.9 states that State agencies shall make no job referral on job orders which will aid directly or indirectly in the filling of a job opening which is vacant because the former occupant is on strike, or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage. 1) Written notification shall be provided to all job seekers referred to jobs not at issue in the labor dispute that a labor dispute exists in the employing establishment and that the job to which the job seeker is being referred is not at issue in the dispute. 2) When a job order is received from an employer reportedly involved in a labor dispute involving a work stoppage, state agencies shall: a) Verify the existence of the labor dispute and determine its significance with respect to each vacancy involved in the job order; and b) Notify all potentially affected staff concerning the labor dispute. 3) State agencies shall resume full referral services when they have been notified of, and verified with the employer and workers' representative(s), that the labor dispute has been terminated.

V.G.1. c.	Describe the procedures to ensure that applicants referred to private employment agencies will not be charged a fee. 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).

The procedure used to ensure that applicants who are referred to a private employment agency will not be charged a fee is to clearly state in the job order "Position offered by a no-fee agency." **WORK**FORCE *plus* staff will not refer job seekers to private employment/staffing agencies who charge a fee. Job Order Control or Business Services staff will follow-up with employers to ensure no fees are charged when inputting the job order into the EFM system. **WORK**FORCE *plus* adheres to the Agency for Workforce Innovation's Job Orders From Private Agencies Memorandum dated July 31, 2007. Which states: According to the Wagner-Peyser Act of 1933, as amended by the Workforce Innovation Act of 1998, the employment service is not to accept any job order from a company that charges a fee to obtain the job. Specifically, Section 13 (a) states, "The Secretary is authorized to establish performance standards for activities under this Act which shall take into account the differences in priorities reflected in State plans. (b)(1) Nothing in this Act shall be construed to prohibit the referral of any applicant to private agencies as long as the applicant is not charged a fee." In order to comply with the law, it is necessary for a one-stop staff person who inputs or reviews a private employment agency job order to assure that no fee is being charged to the job seeker. Employers generally contract with private employment agencies for temporary services; therefore, private employment agencies that charge the employer a fee and list a job in EFM are acceptable. The employer also has the option to list job orders in EFM without a fee. Each private employment agency job order needs to have this statement included in the job order description, "Position offered by no-fee agency."

V.G.1. d.	Describe the procedures to ensure that the One-Stop Career Center will seek prior approval from the AWI to advertise hard-to-fill job openings which pay over $50,000 per year. 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).

Wagner-Peyser Act, Section 13(b)(2) states "No funds paid under this Act may be used by any State for advertising in newspapers for high paying jobs unless such State submits an annual report to the Secretary beginning in December 1984 concerning such advertising and the justifications therefore, and the justification may include that such jobs are part of a State industrial development effort." **WORK**FORCE *plus* does not use the newspaper to advertise hard to fill positions.

V.G.1. e.	Describe the placement services planned through the One-Stop Career Center summer youth program. Include private sector involvement planned and identify the types of services to be provided.

WORKFORCE *plus* First Connect program assists youth in preparing for employment and is accomplished through several components. The primary options are through classes, workshops, or group sessions. These are conducted on a regularly scheduled basis at designated sites at different intervals. The purpose of the classes or workshops is to empower participants with skills necessary to identify and eliminate employment barriers, to develop life skills, to identify their strengths, to understand the value of stepping stone job opportunities. First Connect assists youth in creating their own career and life goals, and to learn how to retain employment while learning career advancement skills. Classes/workshops address a range of prevocational (pre-employment), work maturity, and life skill topics such as 1)Prevocational skills include: career decisions, applications, resumes, cover letters, thank-you letters, interviewing skills jobs sources and leads, and developing a job search plan. 2) Work maturity skills include: attendance and punctuality, employer expectations, communication skills, positive attitudes, task completion, teamwork, and diversity training. 3) Life skills include: leadership skills, problem solving skills, decision-making skills, conflict resolution, time management, money management, goal setting, self-esteem issues and stress management. Operation of a summer youth program is based on availability of funding. When operable, the summer youth worksites are established for youth to learn work skills. Younger youth complete a work experience/job shadowing component which they are paid a stipend for completion. Older Youth benefit from connections to employers who are looking to hire individuals. Worksites and work experience sites are both private and public sector.

V.G.1. f.	Describe the reemployment services that will be provided to unemployment insurance claimants, the Priority Reemployment Planning and Reemployment and Eligibility Assessment (if applicable) services that are provided in the One-Stop Career Centers.

WORKFORCE *plus* follows the process as outlined in Priority Re-Employment Planning (P.R.E.P) and Re-Employment Services, State of Florida, Agency for Workforce innovation, UC Services (revised 8/1/06) The procedure is as follows. 1) Identification - The first objective is to identify those claimants most likely to exhaust U.C. benefits. Specifically, those individuals who may have barriers to employment and may benefit from re-employment services 2) Selection and Referral - Utilizing the PREP Scheduler Screen in the MIS each week, our career specialists use the OSMIS/MIS application to view the number of claimants identified. PREP identifies a large number of potential UC candidates that potentially may have barriers to employment. In order to serve the claimants most likely to exhaust benefits, a large number of claimants are scheduled to attend orientation and provided with career management if necessary. 3) Re-employment Services - The Orientation includes the availability and benefits of re-employment services. **WORK**FORCE *plus* PREP Process: Record attendance, explain the program of re-employment services, provide an overview of workforce services provided in the **WORK**FORCE *plus* offices, identify those candidates who have been incorrectly selected and referred, and enter the services scheduled and completed into the MIS System. Immediately following the orientation session, each candidate not eligible for exemption is scheduled for a career assessment interview with staff. This interview provides the candidate with an analysis of their strengths and weaknesses relative to securing career opportunities based on education level, work history, vocational skills, and identification of any barriers to employment. Once the assessment is complete our career specialists are able to identify potential barriers to employment and apply the full array of resources available at **WORK**FORCE *plus* to assist the customers in securing employment. **WORK**FORCE *plus* does not operate a Reemployment Eligibility Assessment program.

V.G.1. g. Review/Update Required	Describe how the RWB will use the scores obtained from the initial skills review to provide employment and training services to unemployment compensation claimants.

A query will be used to extract a list of Initial Skills Review scores for claimants in the region. Customers that do not attain a three or better on the skills review will be engaged for remediation in order to increase their potential to find employment. Customers will be engaged based upon the approved calendar of activities (Unemployment Compensation Skills Enhancement Program Calendar of Activities) depending on the servicing location. Activities can include workshops, additional assessments, career guidance, coaching, job clubs, etc. Unemployment Compensation claimants who score greater than a three in all categories of the Initial Skills Review are only required to complete either five job searches per week or receive a service from **WORK**FORCE *plus* staff. Staff providing services to UC claimants is required to document the service(s)/activities via EFM. Claimants will be referred for additional services as needed.

V.G.1.h. Review/Update Required	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. Include how the RWB plans to serve claimants seeking to fulfill the weekly work search requirement by meeting with One-Stop Career Center staff.

Unemployment Compensation customers will complete the skills review after applying for UC benefits. The staff person working with the UC customer will check in the EFM system under the assessment menu to review the customer's scores. If the customer scores below a level 3 in any of the categories and the customers elects to meet with **WORK**FORCE *plus* staff for reemployment services in lieu of completing the weekly five job searches they will be required to follow the guidelines of the UC plan. This plan incorporates a series of workshops and basic skills remediation to better prepare the customer to reenter the job market. All claimants that attend Priority Reemployment Planning Program (PREP) orientation may take credit for the staff assisted service during the week they completed orientation. Staff will provide the UC claimant their first and last name, job title, services provided, location, and dates of service. The claimant will be instructed to document this information on their work search form. This information is important as it will be reported to UC when the claimant claims benefit weeks. Any staff person providing a service will enter the applicable services into EFM supported by a case note. If a UC claimant refuses job referrals, employment offers, or fails to report as directed they will be reported to Unemployment Compensation via internet at http://intra.awi.state.fl.us/onestop/RemServ.asp

V.G.1. i.	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;

Employment counseling within the **WORK**FORCE *plus* offices is the process when a Career Consultant and Job Seeker meet to discuss barriers to employment to include employment changes, choices, and adjustments. Counseling can take place in a group or individual setting. Counseling services will be conducted depending on the needs of the customer. The services will be one-on-one developing and Employability Development Plan (EDP) that will be kept in a file for future references. The Career Consultant will enter a case note to document the services provided. The services will include but not limited to: resume development, assessment, workshops, and if needed, community referrals both private and public.

V.G.1. j.	Identify the screening process for referrals to job openings on suppressed job orders; and

When a job seeker is interested in job orders where specific employer information is not available, the job seeker can obtain such information at any **WORK**FORCE *plus* location in the region or the job seeker can select self-referral to the job order on-line in EFM. If the job seeker selects a suppressed job order through self-referral, the job seeker will receive a message that they "will be contacted within 48 hours" regarding the suppressed job order. The job seeker will be contacted by a Career Specialist and specific employer information will be provided, if the job seeker meets the qualifications the employer has identified. Customers that opt to visit a **WORK**FORCE *plus* location will sit with a Career Specialist to perform an assessment of their work history via resume. This process will help determine the suitability and the appropriateness of referring customers to job openings and suppressed job orders.

V.G.1. k.	The process the One-Stop Career Center uses in conducting recruiting agreements and job fairs.

Employer Recruitments - Recruiting agreements are on-going arrangements with employers for their applicants to be sent to the **WORK**FORCE *plus* offices for prescreening and subsequent referrals to the employer as job openings occur. Recruiting agreements may cover all of a company's jobs or only selected occupations. When processing recruiting agreements, **WORK**FORCE *plus*' Business Consultants make an assessment of the employers needs. This may include the development of job orders or the provision of customized training. Upon completion of this assessment the Business Consultant team outlines the expectations and responsibilities of both parties under this agreement. With recruiting agreements, **WORK**FORCE *plus* may also maintain the employers' applications collected from job seekers for employment. The recruiting agreement process is as follows: 1) A Business Consultant is assigned to the employer according to industry sector 2) The Business Consultant meets with employer to assess employer needs, customize recruiting to fit the employer's needs, determining applicants' potential eligibility for tax incentive programs, and complete the Employer Contact Form which includes pertinent information about the company. 3) The recruiting agreement is developed and outlines both parties' expectations and responsibilities. The recruitment must meet the federal definition for placements. 4) A determination is made with the employer regarding how applications will be taken (via fax, phone, email, etc.). 5) Job orders are entered into EFM before the recruitment begins. 6) Business consultants also perform follow-up every two weeks with the employer to assess changes and progress of the job order.

Job Fairs - **WORK**FORCE *plus* is hosts three major job fairs per program year; one that specifically targets youth, job seekers that reside in North Florida and a final one in our rural community of Gadsden County. Throughout the year **WORK**FORCE *plus* hosts "In the Spotlight" events that bring employers and job seekers together. The job seekers provide an introduction of themselves and provide a short presentation of their skills and background. Employers will contact the job seekers for interviews if they are interested in their qualifications and skills. The In the Spotlight events have been very successful bringing employers and job seekers together. **WORK**FORCE *plus* also hosts employer recruitment events. Employer recruitments are conducted for employers that are expanding or are new to the area. Employer recruitments help the employer fill critical vacancies in a short period of time and provides access to an active pool of quality job seekers. The objectives of the job fairs are to attract employers from all targeted industry areas for the purpose of providing a wide variety of employers for job seekers to engage. All Job Fair and recruitments are posted on the **WORK**FORCE *plus* website, and radio announcement and television commercials are created to increase public awareness of the event. The Business Consultant Unit works one on one with employers to develop any agreement for recruitment regarding job fairs. Through our varying levels of sponsorships, we are able to provide the job fairs as a no-cost event for employers and community partners. The Business Consultants maintain a close relationship with the employer(s) in order to process the outcomes as a result of the Job Fair. An employer follow-up plan is developed to assist with maintaining communication with the employers. Written or electronic communication as to hiring outcomes is exchanged between the employer(s) and the Business Consultants.

2. **Veterans Program**
Provide a description of the process for the following Veteran program services and attach a copy of the local operating procedures:

V.G.2. a.	How the State Veterans Program Plan of Service will be implemented in the One-Stop Career Center(s);
Veterans' grant provision includes assurances that full-time Local Veterans' Employment Representatives (LVER) and Disabled Veterans' Outreach Program (DVOP) staff will exclusively serve veterans and other eligible persons. However, all Wagner Peyser staff are also required to provide services to veterans'. When **WORK**FORCE *plus* staff makes referrals of qualified job seekers to job openings and training opportunities, the following order of priority shall be: (1) special disabled veterans, (2) disabled veterans, (3) all other Veterans and eligible persons.	

V.G.2. b.	How outreach and organizational visits for veterans are conducted;
Outreach and organizational visits are included in the role and duties of the LVERs and DVOPs. These activities are conducted in person and by phone to organizations who serve Veterans. Contacts may also be made during such events such as job fairs, In the Spot Light, and career expos. Veteran staff is required to actively perform such activities and record actions in EFM. Such outreach and organizational visits to promote services and employment of veterans may include, but are not limited to employers, unions, apprenticeship programs, veterans' service organizations, federal contractors, educational institutions, community organizations etc. Veteran outreach and organizational visit process is as follows: -Targeting Veterans Outreach - Stay in constant communication with Veteran services in the communities such as; Veteran service officers and counselors, outpatient clinic, Readjustments counseling center, homeless coordinators Educational institutions, ROTC units, Military units, reserve components, recruiters and Social Service Organizations; Family support groups such as National Guard Crisis intervention, homeless shelters, spouse employment; Veteran organizations, American Legion, Purple Heart association, Disabled Veterans, Veteran of Foreign Wars (VFW). These outreach organizations continually meet with Veterans, and families members, a close relationship with each	

ultimately helps our veterans within the communities and gives us insight into each program area. -Employer Visits- Target military friendly organizations, Home Depot, Coca Cola, AMWAT; Meet employers that are Veterans, tour facilities to get a clear picture of employer needs and job requirements solicit posting jobs; Target long term career opportunities, skilled trades such as Electrical, Computer Programming, and Welders. Targeting these trades affords on the job training for veterans and ultimately on to a hirer paying career as a journeyman and or certifications; Reviewing Job orders on employment data bases, Peoples first, Employ Florida, look for military transferable skills, example: electronics, soldering, management. The Veteran staff contact employers to set an appointment to tour the facility; build employer relationship; stay in contact with hired Veterans, some may be responsible for hiring employees, and maintaining a list of Veteran owned business in the region; Network, Chamber of Commerce industry roundtables, job fairs all create opportunities for Veterans to remain engaged and to stay in contact; and Building Relationships with employers leads to greater awareness of the employer community and for opportunities to highlight the vital role target group serves.

V.G.2. c.	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;

LVER and DVOP staff provides enhanced services to veterans. LVER and DVOP staff also facilitates priority workforce services to veterans and other targeted veterans such as the homeless population in the following order: 1)Special Disabled Veterans 2) Disabled Veterans 3) All other Veterans and eligible persons. Both LVERs and DVOPs conduct services on behalf of all job seekers and those who are seeking to upgrade their jobs. Services provided are: 1) Marketing to employers 2) Conducting job search workshops 3) Providing job development and job referrals 4) Assisting with career and vocational guidance 5) Providing labor market information 6) Providing Veterans' program training to center partners and staff 7) Conducting File Searches to find appropriate candidates for employment. The staff also interacts with military reserve components and serve as a conduit to all military services within the community. All the veterans' staff activities promote services to veterans'.

V.G.2.d	How technical assistance and best practices can be provided to improve services to veterans.

WORKFORCE *plus* Veteran staff participate in annual Veteran training that discusses best practices to serve Veterans. The LVER and DVOP's will continue to be trained and tasked to identify veterans to ensure that the necessary services are provided. LVER and DVOP staff will also continue to be cross-trained in all programs to better serve veterans. Veteran staff also accesses the best practices link provided by the Agency for Workforce Innovation to learn of other ways to better serve the Veteran population. Additionally, the Veteran Staff is required to provide training to all staff quarterly. This training includes topics such as priority of service, roles and responsibilities, performance and productivity, and integrating Veteran services into the one stop delivery system. Veteran staff meet monthly in a forum called the United Veterans Luncheon to discuss partner needs, available community services, process changes and brainstorm on how to make a better one-stop service delivery system.

3. Migrant and Seasonal Farm Workers

Review required for significant MSFW One-Stop Career Centers. Specific planning requirements for services to MSFWs are contained in 20 Code of Federal Regulations (CFR), Part IV 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.

a. List of 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

b. MSFW Outreach Plan format
Using the format below, please develop the MSFW Outreach Plan. Attach copies of the local operating processes and or procedures for the MSFW program.

V.G.3. b. 1.	Assessment of Need;
Region 5 is a designated MSFW significant location and is responsible for providing support to the MSFW population that migrate to our region to work. The regional area has a significant population of migrant and seasonal farmworkers seeking work in agricultural jobs. Many of the workers employed in this area have language barriers and low basic skills. The Outreach Specialist is required to be in the field 80% of the work day during the season to identify the needs of the agricultural workers. Needs can be 1) Employment (agricultural/non-agricultural) 2) Employability workshops 3) Education 4) Childcare 5) Career Guidance 6) Other support services to retain or stabilize employment. The needs assessment is conducted in a language the MSFW can understand and provide helpful information to the Outreach Specialist to ensure they receive adequate services to support their goals.	

V.G.3. b. 2.	Assessment of Available Resources;
The Outreach Specialist's primary responsibility is to visit MSFW's and their families and inform them of the services and resources available at the One Stop by providing the 511N. MSFWs are also made aware of other resources such as: Referrals to Agricultural and non-Agricultural employment; Information about the complaint system and farm workers rights; Labor Market Information; Registering and Navigating through the EFM system; and Available Community Resources. Once a determination is made regarding the eligibility of the Migrant Seasonal Farm Worker, a one on one assessment is performed to assess the need of the customer such as assistance on completing applications, referrals to specific job, to supportive services for which the individual or a family member may be eligible; assisting in referrals to an appropriate agencies, documenting a complaint etc. Other eligibility questions are asked to determine if the customer is an MSFW such as: 1) Do you travel to different cities to work in any type of agricultural work? 2) Do you stay in town year round but work in agricultural work? 3) Have you worked more than 25 days or more in agriculture? 4) Have you worked in agricultural in the past year? 5) Have you earned at least half of your income in agricultural work? The region has developed a list of available resources for the MSFWs, and is currently developing partnerships with other agencies that serve the migrant population. The list includes an extensive network of organizations such as faith based groups, social agencies, etc. Also follow up services to crew leaders, and other employers are offered to determine labor needs, job referral assistance are provided to agricultural workers. Below is a list of available services offered to the MSFW. a. Catholic Social 850-627-4371 27 North Shadow St., Quincy FL 32351 b. RCMA 850-442-4141 1292 Greensboro Hwy, Greensboro, FL 32330	

c. North Florida Legal Services 850-875-9881
8 W Jefferson ST., Quincy, FL 32351

d. Gadsden Medical 850-875-9500
278 Lasalle Lefall Dr., Quincy, FL 32351

e. Gadsden County Public Health 850-875-7200
278 Lasalle Lefall Dr., Quincy, FL 32351

f. PAEC Migrant Education 850-875-3806
500 W King ST., Quincy, Fl 32351

g. Children and Families 850-627-7666
6 South Key ST., Quincy, FL 32351

h. Women, Infant and Children (WIC) 850-875-7200
278 Lasalle Lefall Dr., Quincy, FL 32351

i. Pre-K Program 850-627-3861
523 W King ST., Quincy, FL 32351

j. Gadsden Technical Institute 850-627-6775
201 M L King Jr Blvd., Quincy, FL 32351

k. Triple Oaks/ Omega Villas 850-875-2109
1500 Strong RD., Quincy 32351

l. Big Bend Transit 850-627-9958
305 B W Crawford ST., Quincy, FL 32351

m. Gadsden Community Action 850-875-4250
104 N Adams ST., Quincy, FL 32351

n. Consol Of Mexico 407-422-0514
100 W Washington ST., Orlando Fl 32801

o. IRS 850-942-8995
227 N Bronough ST., Quincy, Fl 32351

p. Big Bend Transit 850-627-9958
305 B W Crawford ST., Quincy, FL 32351

q. Department Of Hwy Safety 850-627-3497
18290 Blue Star Hwy, Quincy, Fl 32351

r. Red Cross Of Tallahassee 850-878-6080
187 Office Plaza, Tallahassee, Fl

s. Unemployment 1866-778-7356

t. USCIS 1800-375-5283 1800-767-183

V.G.3. b. 3.	Proposed Outreach Activities Note: 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.

All MSFWs receive a reportable service which is documented in the Management Information System. A log of daily outreach activities is completed as instructed, summarized and compiled to the Log Review Form to be mailed along with 1301 & 1659 Forms to the State Monitor Advocate at the end of each month. The Outreach worker is very visible in the community, therefore is able to meet the needs of that community. The Outreach worker's role is to provide Migrant and Seasonal Farm Workers information concerning all employment opportunities that are available. Additional information provided includes agriculture and non-agriculture; referrals to available educational opportunities, information that protect the rights of the MSFW from dangerous and low paying jobs; and information of all services, benefits, and protections authorized by law. All services to both candidate and employer are annotated in the State reporting system EFM.

V.G.3. b. 4. Review/Update Required	Complete the MSFW Outreach Plan (following). The targeted number of MSFW outreach contacts per significant office will be forthcoming within the next week to allow you to complete your outreach plan.

MSFW Outreach Plan

ACTIVITY	July	Aug	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June
	Estimated Hours (include preparation, follow-up and travel)											
FOCUS ON FARMWORKERS												
Visits to MSFWs at labor camps, work sites, gathering areas, etc.	50	53	51	51	50	50	51	51	52	51	52	51

Presentations to groups of likely MSFWs (migrant ed/head start parents' meeting, ESL class, church, et.)	30	30	30	30	30	30	30	30	30	30	30	30
Visits to staff/staff meetings at organizations which serve MSFWs	13	15	14	14	13	13	14	14	15	14	15	14
Attending MSFW interagency "councils"	4	4	4	4	4	4	4	4	4	4	4	4
Regular outstation visiting/intake	30	33	31	31	30	30	31	31	30	31	32	31
"Job Show" or other work with Sp/Eng radio/TV	0	0	0	0	0	0	8	0	0	0	0	8
Distributing posters/flyers on ED service	10	11	10	10	10	10	10	10	11	10	11	10
Other MSFW outreach activities*	8	8	8	8	8	8	8	8	8	8	8	8
FOCUS ON EMPLOYERS <u>TO PROMOTE HIRING MSFWs</u>												
Visits to ag businesses	5	5	5	5	5	5	5	5	5	5	5	5
Visits to Spanish-speaking non-ag businesses	3	3	3	3	3	3	3	3	3	3	3	3
Visits to English-speaking non-ag businesses	2	2	2	2	2	2	2	2	2	2	2	2
Presentations to meetings/groups of employers	0	0	0	0	0	0	0	0	0	0	0	0
Other employer focused activities to promote hiring SFWs**	1	1	1	1	1	1	1	1	1	1	1	1
Estimated outreach **hours** in month	156	165	159	159	156	156	167	159	161	159	163	167
	Estimated Number of Outreach Contacts with MSFWs^											
Estimated number of MSFW outreach **contacts^** by month	110	110	110	110	75	75	100	100	100	100	110	110

* Please identify: job fairs, festivals and other unscheduled special events

* Please identify: Dept. of Ag. Employer meetings or training, job fairs, and other unscheduled special events.

^Outreach Contact estimates are the number of potential MSFWs spoken to through/during outreach (e.g., workers talked to at a camp; people who heard our presentation at migrant head start parent meeting; etc.); not estimated number of registered MSFWs.

Estimated total outreach time for the 12 months:	1927											
Estimated total outreach contacts for the 12 months:	1210											
Number of individual staff estimated to participate in outreach for the 12 months:	1	1	1	1	1	1	1	1	1	1	1	1

Estimated July 1, 2011 - June 30, 2012 : Ag Listings: <u>2</u>

Ag Openings: 100 Ag Openings Filled: 100

V.G.3. b.5.	Affirmative Action Plan

WORKFORCE *plus* supportsthe 2007 Florida Statutes that address Affirmative Action by reaching out to a broad spectrum of job seekers across the entire region. The 2007 Florida statutes addressing Affirmative Action supported by **WORK**FORCE *plus* is stated below: 110.112 Affirmative action; equal employment opportunity.-- (1) It shall be the policy of the state to assist in providing the assurance of equal employment opportunity through programs of affirmative and positive action that will allow full utilization of women and minorities. (2)(a) The head of each executive agency shall develop and implement an affirmative action plan in accordance with rules adopted by the department and approved by a majority vote of the Administration Commission before their adoption. (b) Each executive agency shall establish annual goals for ensuring full utilization of groups underrepresented in its workforce as compared to the relevant labor market, as defined by the agency. Each executive agency shall design its affirmative action plan to meet its established goals. (c) An affirmative action-equal employment opportunity officer shall be appointed by the head of each executive agency. The affirmative action-equal employment opportunity officer's responsibilities must include determining annual goals, monitoring agency compliance, and providing consultation to managers regarding progress, deficiencies, and appropriate corrective action. (d) The department shall report information in its annual workforce report relating to the implementation, continuance, updating, and results of each executive agency's affirmative action plan for the previous fiscal year. (e) The department shall provide to all supervisory personnel of the executive agencies training in the principles of equal employment opportunity and affirmative action, the development and implementation of affirmative action plans, and the establishment of annual affirmative action goals. The department may contract for training services, and each participating agency shall reimburse the department for costs incurred through such contract. After the department approves the contents of the training program for the agencies, the department may delegate this training to the executive agencies. (3) Each state attorney and public defender shall: (a) Develop and implement an affirmative action plan. (b) Establish annual goals for ensuring full utilization of groups underrepresented in its workforce as compared to the relevant labor market in this state. The state attorneys' and public defenders' affirmative action plans must be designed to meet the established goals. (c) Appoint an affirmative action-equal employment opportunity officer. (d) Report annually to the Justice Administrative Commission on the implementation, continuance, updating, and results of his or her affirmative action program for the previous fiscal year. (4) The state, its agencies and officers shall ensure freedom from discrimination in employment as provided by the Florida Civil Rights Act of 1992, by s. 112.044, and by this chapter. (5) Any individual claiming to be aggrieved by an unlawful employment practice may file a complaint with the Florida Commission on Human Relations as provided by s. 760.11. (6) The department shall review and monitor executive agency actions in carrying out the rules adopted by the department pursuant to this section.

~~V.G.3. b.6.~~	~~Bilingual Office Plan~~

V.G.3.c.	Describe the process for providing the required services and activities, such as employer job orders, outreach to the Agricultural Employers, and the MSFWs.

WORKFORCE *plus* does not currently have established agreements with any Agricultural Employers. However, the Outreach Specialist performs visits to maintain communication with the agriculture employers or labor contractors to learn about the type of crops that will be planted, beginning of plantation/season, when harvest activities will begin, amount of workers needed and to offer services such as placing a job order. These visits also serve as a means to determine the needs of MSFW's in Gadsden County. In addition to visiting the employers, the Outreach Specialist spends the majority of her time engaging the MSFW population through visits to farms, housing quarters, agencies that provide services to MSFWs, and other gathering sites. The Outreach Specialist will make referrals for supportive services, distribute brochures to community agencies, promote WORKFORCE plus services, determine if there are complaints and log them as required on the Wagner Peyser Complaint Log, refer MSFWs to non-agricultural jobs, document services via MIS and submit monthly logs to Monitor Advocate. Logged complaints will be forwarded to the appropriate person and/or agency for resolution based on the type of complaint received.

<table>
<tr><td>V.G.3. d.
Review/Update Required</td><td>Describe the process for meeting the Equity Ratio Indicators and Minimum Service Level Indicators (see the EFM System at https://www.employflorida.com/).
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 jobs</td></tr>
<tr><td colspan="2">The minimum service level and Equity Ratio Indicators refers to having sufficient staff to provide an equitable level of service to the migrant seasonal farm workers and non-migrant seasonal farm workers. This is determined by having sufficient bilingual (English/Spanish) speakers available at the WORKFORCE plus offices so that all services are provided to Agriculture and non-Agricultural job seekers. The capability of the MSFW Outreach Specialist being bi-lingual is mandatory in order to reach the migrant seasonal farm worker community. The minimum service level indicators will be met through job developments, referrals to job order, and outreach at gathering sites. The Equity Ratio Indicators will be met by performing outreach and ensuring that participants are being referred to employment, supportive services, receiving staff assisted services and career guidance. All efforts performed in the field will be documented on the Outreach Daily log and entered in the MIS and captured on mandatory reporting tools.</td></tr>
</table>

4. 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.

Rapid Response Dislocated Worker Unit Organizational Structure

The WIA requires each State to establish a rapid response dislocated worker unit to carry out statewide rapid response activities. WIA 2000 authorizes Workforce Florida, Inc., to expend Title I WIA funds for rapid response and designates the AWI as the administrative entity for rapid response activities. The rapid response unit is the state's focal point in dealing with the dislocation of Florida's workers. The unit has the capacity and capability to carry out the specific rapid response duties and responsibilities mandated by the WIA.

i. Describe the procedures for the following rapid response activities and attach a copy of the local operating procedures for the rapid response activities below.

V.G.4.a.	Describe the process for meeting the minimum service level and Equity Ratio Indicators (see the Employ Florida Market Place System at https://www.employflorida.com/). 1. Arranging on-site employer/employee visits and informational sessions; 2. Developing rapid response visit reports; 3. Administering employee surveys; 4. Developing event response plans; 5. Coordinating reemployment services with One-Stop Career Centers; 6. Reporting the employment situation of State employees; 7. Rapid response-related performance measures and goals; 8. Rapid response dislocated worker unit staffing; and 9. Public awareness.

The Worker Adjustment and Retraining Notification Act (WARN) was enacted on August 4, 1988 and became effective on February 4, 1989. WARN offers protection to workers, their families and communities by requiring employers to provide notice 60 days in advance of covered plant closings and covered mass layoffs. This notice must be provided to either affected workers or their representatives (e.g., a labor union); to the State dislocated worker unit; and to the appropriate unit of local government. When there are less than 50 affected workers, the state dislocated worker unit will immediately notify the workforce office and/or regional workforce Board to coordinate services to workers and employees in an expeditious manner. However, **WORK**FORCE *plus* may respond to dislocation within small and medium sized companies under the 50 affected workers threshold for rapid response where such dislocation constitutes a substantial proportion of the state and local economic base. When **WORK**FORCE *plus* is notified of business closures with an identified need for rapid response activities, the Business Services Unit will contact the employer to arrange an on-site employer/employee visits to provide an informational session. The on-site rapid response team includes partner agencies that provide information that may be considered valuable to the customer (staff to assist with unemployment claims filing, educational/training institutions, WIA staff, child care assistance for job search activities, etc.). As part of the informational sessions, employee surveys will be given to all affected employees and at the conclusion of the session, the surveys will be gathered. Based on the assessment of need, a determination will be made as to the number of on-site informational visits that will be provided. As a result of the request for rapid response activities and the subsequent delivery of services, a rapid response visit report will be developed by the Business Services Unit and furnished to the CEO of **WORK**FORCE *plus.* This report will outline services offered and the needs of the individuals/employers. If it is determined there is a need for WIA training services, these individuals will also be included in the WIA performance measures (Adult, Dislocated Worker, and/or Youth). **WORK**FORCE *plus*' approach to providing Rapid Response services in the service area ensures a seamless transition to workforce activities offered in the various offices. The constant on each Rapid Response Team is a specialist from the WIA Dislocated Worker team, ensuring continuity across the service area. The remaining members all represent partners from the appropriate local area: Wagner-Peyser, Unemployment, TAA (as appropriate) and Training Providers, as appropriate. The Rapid Response team encourages utilization of workforce services prior to actual separation. All information the team obtains from the employer, as well as worker surveys, is shared with local partners. The worker survey is designed to collect the characteristics, work history, interests and needs of workers to assist with continued service delivery (e.g., workshops, basic skills upgrading or GED prep, computer literacy, occupational retraining, etc.). The survey is also designed to accommodate job registration through the EFM, to facilitate matching affected workers with job openings as quickly as possible. The WorkKeys assessment will also be provided as a Rapid Response service. This will better equip One-Stop staff with information needed for job development or retraining considerations. **WORK**FORCE *plus* approaches Rapid Response as a business service. The team partners with state and local economic development staff to ensure that rapid response services are linked to the State's business retention and expansion services.

V.G.4. b.	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 the workers for whom a petition for TAA has been filed.

During the rapid response event when the employees are identified as a Trade affected workers, **WORK**FORCE *plus* staff will provide core and intensive services. These services may be provided by a Workforce Investment Act Career Specialist if the TA customer is dual enrolled or by Wagner-Peyser staff. The TAA Specialist will provide core services by completing TAA intake documentation and by providing case management.

NOTIFICATION PROCESS:
The process is initiated by the employer notifying the Department of Economic Opportunity (DEO) of the pending layoff/closure. The DEO REACT Unit is responsible for providing the **WORK**FORCE *plus* REACT Coordinator with an electronic version of the Worker Adjustment & Retraining Notification (WARN) concerning the pending layoff. The WARN notice is a electronic copy of the official notification from the employer of the pending action, along with a REACT file number which is assigned by the state REACT unit. Upon receipt of the WARN notice the REACT Coordinator will proceed in accordance to the following steps:

1. REACT Coordinator will provide a copy of the WARN Notice via email to the following staff members: **WORK**FORCE *plus* CEO, **WORK**FORCE *plus* Performance Unit Manager, Provider Director of Operations, WIA Program Manager, and assigned Employer Account Manager.

- If the WARN Notice indicates that the company closure and/or layoffs is due to reasons, such as work being outsourced to overseas labor force, the WORKFORCE *plus* Trade Adjustment Act (TAA) Program Coordinator should be included in the staff notification email.

2. The REACT Coordinator will contact the employer representative regarding the pending layoff action. The REACT Coordinator will then need to verify the number of affected workers, types of positions being affected and the layoff effective date. REACT Coordinator will schedule an initial meeting with the employer representative to provide an overview of services available through WORKFORCE *plus* and coordinate a REACT visit with the soon-to-be affected employees. During the meeting, with employer representative and REACT Coordinator should request copies of resumes and/or applications for the affected employees which would provide information concerning work & education history and associated skills of each individual.

- In the event that information is received directly from a company, participating job seeker, staff member notification, etc., regarding an upcoming layoff action and/or company closure, all available information concerning the pending action should be forwarded via email to the REACT Coordinator. The REACT Coordinator will initiate the REACT process by directly contacting the employer regarding the proposed action.

3. Immediately following the initial visit with the employer, REACT Coordinator should provide details of the meeting and all associated information that was obtained from the employer to the WIA Program Manager.

PREPARING FOR THE REACT VISIT:

1. In reference to the various skill sets of the affected workers, the REACT Coordinator will review employer and job order listings within Employ Florida Marketplace (EFM) for potential job matches and contact the employers regarding the availability of the matching positions and gauge their interest in reviewing the employment information (i.e. resumes, completed applications, etc.) from any of the affected employees.
2. In preparation for the REACT visit with the affected employees, the WIA Program Manager will assemble REACT packets for distribution to the employee. Each packet will contain the following items:

- REACT Employee Survey Form
- EFM Job Seeker Fact Sheet
- FL Ready to Work Credential Fact Sheet
- Prove It Fact Sheet

- Regional Assessment Calendar
- WORKFORCE *plus* Approved Training List/Programs
- State of Florida Unemployment Booklet
- Business Card for WIA Representative

REACT Visit:

1. During the meeting with the affected employees, the REACT Coordinator and the WIA Program Manager and/or designated representative will provide introductions and an overview of the services that WORKFORCE *plus* offers to soon-to-be dislocated workers. Each employee will be asked to complete the REACT Employee Survey to provide to WORKFORCE *plus* staff at conclusion of the meeting. During the meeting, employees will need to be engaged regarding their immediate plans (i.e. search for employment, entering into training school/course, etc.) once current employment is scheduled to end. Efforts should be made to encourage workers to schedule one-on-one visits with the WIA staff members to further discuss their employment and/or training interests.

REACT FOLLOW UP PROCEDURES:

2. Immediately following the REACT visit a summary report should be compiled and forwarded to the following staff personnel for review:

- WORKFORCE *plus* CEO
- WORKFORCE *plus* Performance Unit Manager
- Provider Director of Operations
- WIA Program Manager

5. Trade Adjustment Assistance (TAA)

The Trade Act program for workers was created in 1974. The Trade Act has been amended several times since its initial enactment. Recent changes expanded the program's coverage and provided an opportunity 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.

V.G.5.a Review/Update Required	Describe the process for ensuring that the TAA program staff at the regional level are merit employees.
WORKFORCE *plus* utilizes a State of Florida employee as the merit staff person to operate the TAA program on a day-to-day basis. This staff member is also supervised by an office manager that is a State employee. The Board Performance Unit Manager is responsible at the regional level for the oversight of the program.	

V.G.5.b Review/Update Required	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 provision of information sessions to affected employees.
The local procedures to ensure timely responses to trade-affected dislocations include a Rapid Response team that ensures a seamless transition to workforce activities offered in the various offices. The constant on each Rapid Response Team is a specialist from the WIA Dislocated Worker team, ensuring continuity across the service area. The remaining members all represent partners from the appropriate local area: Wagner-Peyser, Unemployment, TAA and Training Providers, as appropriate. The Rapid Response team encourages utilization of workforce services prior to actual separation. All information the team obtains from the employer, as well as worker surveys, is shared with local partners. The worker survey is designed to collect the characteristics, work history, interests and needs of workers to assist with continued service delivery (e.g., workshops, basic skills upgrading or GED prep, computer literacy, occupational retraining, etc.). The team provides informational presentations to market Rapid Response services. **WORK**FORCE *plus* is notified in advance of impending State layoffs. All efforts are made to match the skills of the dislocated workers to the needs of employers in the service area. The affected workers can receive assistance with upgrading their Resumes to include all current skills prior to job application for new positions. Trade Adjustment affected workers may receive assistance with filing a petition if the Company Official, Union Official, or other authorized representative has not filed a petition. The TAA Specialist will ensure that the petition submitted to the Agency for Workforce Innovation for an eligibility determination. When the TAA Specialist receives notification of eligibility (certification) the employee is contacted to complete enrollment worksheet. Core and intensive services as described in Section 134 of the WIA act will be made available to workers covered under a certified petition. Historically **WORK**FORCE *plus* has only provided services to TAA customer who have relocated to this area, but we are prepared to handle a TAA rapid response.	

V.G.5.c Review/Update Required	Describe local procedures to ensure timely service to trade-affected workers to ensure eligible workers receive all TAA services and benefits for which they qualify.
The local procedure to ensure timely service to trade-affected workers to ensure eligible workers receive all TAA services and benefits for which they qualify starts with AWI notifying **WORK**FORCE *plus* of TAA affected employees. AWI will send each affected employee a TAA/Trade Readjustment Allowance Notification packet which outlines the available services and benefits. The customer will complete an application and submit the document to the One Stop Centers for review by a TAA career specialist. Once the review is completed, the application will be forwarded to AWI for an eligibility determination. When the TAA specialist receives notification of eligibility the employee is contacted to complete enrollment worksheet. The timely provision of core and intensive services to TAA customers is paramount. Strict deadlines must be met if individuals are to take full advantage of the Trade Act benefits and services. Most trade-impacted workers meet the dislocated worker eligibility criteria, these individuals are provided Core and Intensive services through the WIA program. TAA customers are also provided a full array of services through other programs to include Wagner-Peyser. The following services are available for the TAA customer immediately following the announcement of a layoff. • Orientation • Needs and Initial Skills Assessment • Labor Market Information • Job Search Assistance • Work Readiness Workshops • Aptitude and Ability testing • Referrals to partner agencies • Rapid Response Assistance • Employment and Case Management Services • Reemployment Services	

V.G.5.d Review/Update Required	Describe coordination with the Agency for Workforce Innovation's (AWI) Special Payment Unit, Wagner Peyser and WIA for the provision of job services and case management to trade-affected workers. Note how TAA funds will be used first for clients who qualify both as trade-affected workers and dislocated workers.

Case Management for TAA customers is handled by the TAA Specialist (AWI Merit Staff) and if they are dual enrolled in WIA the WIA Career Specialist. Wagner-Peyser services are provided by the TAA Specialist, Wagner-Peyser Staff, and the WIA Career Specialist. In instances where the TAA customers qualifies for both TAA and WIA, funds for all services will be provided from the TAA funding stream first. The TAA Specialist coordinates with the Special Pay Unit. The Special Pay Unit approves the application, waivers, and services. Coordination with the Special Pay unit occur monthly:

- Each 30-day review is recorded under a waiver entry.
- The Waiver of TAA Training Requirement must be submitted to the Special Payment Unit each month.

Coordination with the Special Pay Unit is also made to process the Heath Coverage Tax Credit (HCTC) Program Kit that includes the Monthly HCTC Registration Form, the customer will first need to be approved to receive TRA, ATAA, or RTAA benefits by the State's Special Payment Unit. The Special Payment Unit transmits information about eligible workers to the IRS which then sends the program kit to the customer. After the employer provides DEO with a list of affected workers covered under the certified petition, the Special Pay Unit sends the notification packet to the customers. TAA customers will be provided all available services from all programs available at **WORK**FORCE *plus*. This includes job search assistance, Labor Market Information, work readiness workshops, assessments, referrals to partner agencies, Rapid Response Assistance, and reemployment services.

V.G.5.e. Review/Update Required	Describe the process for using partner program funds to provide training services to trade-affected workers.

WORKFORCE *plus* encourages partner programs to serve Trade Adjustment Assistance (TAA) program participants. While co-enrollment into the Workforce Investment Act (WIA) is no longer required **WORK**FORCE *plus* will continue to co-enroll TAA customers when the customer is suitable for the WIA program. Being dual enrolled in the WIA program will enable the customer to receive Core and Intensive levels of services such as support services, case management, workshops, job placement and follow-up services that will better prepare them for placement upon completion of training. WIA can also assist the TAA customer with Adult Basic Education (ABE), General Equivalency Diploma (GED), and English as a second language (ESL), and adult literacy assistance.

V.G.5.f Review/Update Required	Describe the process for ensuring that the WIA-funded training activities provided for trade-affected workers are those that are stipulated in Section 236 of the Trade Act and related federal policies and procedures.

To ensure that the WIA funded training activities for TAA are those stipulated in Section 236 of the Trade Act, staff will review and become familiar with the Trade Adjustment Act of 1974. Staff will also attend TAA annual training to stay proficient with the program. Prior to entering a WIA funded activity staff will verify if the activity meets the stipulations in Section 236 of 19 U.S.C. 2296. WIA funds may be used for services not covered under the TAA program. For all activities and services that can be paid using TAA funding those funds will be used first. The process used is the TAA customer is dual enrolled into the WIA program. The Core activity is the Initial Assessment, the customer is then is entered into Intensive services by completing the Individual Employment Plan. Other Intensive services such as comprehensive assessments, career planning, and counseling may also be completed under the WIA program. The training activity that is entered such as Skills Upgrade and Retraining, IWT, etc.

6. Job Corps

Job Corps is the nation's largest residential education and training program for low-income youth between the ages of 16 and 24 years of age. The Job Corps' mission is to help low-income youth become responsible, employable and productive citizens by providing training that will assist students in accessing technology and developing skills needed for successful participation in the workplace.

V.G.6. Review/Update Required	Describe the relationship of the One-Stop Career Center with Job Corps and the manner in which referrals are made.
WORKFORCE *plus* does not have a Job Corps representative co-located in the service centers. Staff provides interested persons the necessary information to contact a Job Corps representative for information or services.	

7. **Youth Programs**

The Strengthening Youth Partnerships will continue to be the vehicle by which the federal Shared Youth Vision will be implemented in all participating state agencies and organizations. The following goals have been identified as being appropriate:

- 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.

V.G.7. a.	Describe how the above strategic goals for youth will be implemented in the region.
To build consensus for a policy on the preparation of youth for employment in targeted demand occupations. **WORK**FORCE *plus* works with the secondary and postsecondary schools in Gadsden, Leon, and Wakulla counties to provide Labor Market Information that informs the educational institutions and students about demand occupations. Youth are made aware of the requirements to enter into these demand occupations, they are also provided soft skills training to better prepare them for the workforce. **WORK**FORCE *plus* works with partner agencies to identify at risk youth to provide job search assistance and placement activities. Our newly enhanced focused approach to youth service delivery is able to meet the customer and economic needs of youth, primarily because the workforce system has a history of collaboration with partner agencies such as, vocational rehabilitation, secondary and post-secondary education, adult education, and vocational education. This collaboration is made possible because of the positive working partnerships that have been developed and maintained between **WORK**FORCE *plus* and local agencies and organizations. Partnerships that have evolved enable the exchange of information and ideas to improve services to our youth while reducing duplication. **WORK**FORCE *plus* First Connect continues to design service strategies for youth under the WIA. These strategies support the vision for youth programming which is: 1) To expand educational choices available to students and parents 2) To ensure career preparation is an integral part of our educational system 3) To increase involvement of the private sector and other community organizations 4) To establish a system of accountability to ensure consistent high quality, and 5) To provide technical and work-behavior skills for success in a career of choice and lifelong learning. Implementing a program design that embodies this vision is critical to the region. Promoting education/job training partnerships designed to increase the number of youth entering the labor market who are able to demonstrate basic academic and personal skills required for workforce success is imperative. To attain these goals, **WORK**FORCE *plus* is committed to the following: 1) To work with employers, educational institutions, and other agencies to ensure that skills attained by youth, as a result of participation in employment and training programs, are consistent with the requirements of employers for workforce success. 2) Increase the role of private employers in the planning, development, and evaluation of publicly funded education and employment training programs. 3) **WORK**FORCE *plus* and partners will review data to deliver expanded services to target groups, while ensuring that basic services are available to all eligible persons. Strategies will be developed to address deficiencies.	

V.G.7. b.	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.
WORKFORCE *plus*, through its service providers, target special at-risk populations such as youth who have aged out of foster care, youthful offenders, out-of-school youth, basic skills deficient youth, etc. **WORK**FORCE *plus* has partnered with the Department of Juvenile Justice to identify youth offenders and coordination is made to provide services to assist the youth in overcoming employment barriers. The school Boards are contacted to obtain a dropout list. Students on the dropout list are contacted to identify barriers, and ways to overcome them. Adult education programs refer youth who are basic skills deficient as well as school guidance counselors. An Individual Service Strategy is developed with each WIA youth customer to detail a plan that will assist the youth in overcoming barriers to employment, education, and basic skills. The plan is updated and revised as goals are attained and new barriers arise.	

c. Provide the local definitions for the following youth programmatic elements:

V.G.7. c.i Review/Update Required	Provide the local definition for youth requiring additional assistance to complete an educational program or to secure and hold employment. Definitions 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.
The **WORK**FORCE *plus* First Connect definition for a youth who requires assistance to complete an educational program or to secure and hold employment is: 1) Is the child of a person who was a teen parent or from a single parent family 2) has been held back one or more grade levels 3) is disabled or attests that he/she has left a job due to lack of basic skills or substance abuse problems (will be verified through independent means such as school counselor, medical practitioner, employer, etc. self-attestation may be used as a last resort in limited cases) 4) resides in a rural county or an Enterprise Zone 5) resides in a region in which the birth to teen mothers rate is above the state average.	

V.G.7. c.ii Review/Update Required	Provide the definition for locally identified "additional barriers to employment" for youth who are not low income as referenced in 20 CFR 664.220. Definitions should be descriptive and verifiable. Operating procedures should further identify criteria that apply to each definition as well as appropriate verification sources.
WORKFORCE *plus* First Connect defines "serious barriers to employment" as youth who reside in any of the three counties served within the region in which the birth to teen mother's rate is above the state identified average.	

8. 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.

a. Applicant Services

1. Please describe the regional WT/TANF work registration process. Please ensure that the process includes the following in your description:

V.G.8.a.1. Review/Update Required	a. When and how applicants are advised of WT/TANF program rights and responsibilities; i. Including grievance processes ii.Including application of anti-discrimination laws b. When and how applicants are engaged in a work activity; c. When and how applicants with limited abilities are provided exceptions to the work activity requirements; d. How applicants are assessed for diversions to cash assistance during work registration; e. When participation in the work registration process and program engagement is entered in the data entry system.

The Workforce Offices will be the major source of information distribution to Welfare Transition applicants, recipients and former recipients. All applicants that seek public assistance from DCF are directed to a **WORK**FORCE *plus* office to register for work, unless an exemption is met. Eligibility for public assistance (TANF) cannot be made by DCF unless the applicant has first registered for work at **WORK**FORCE *plus*. During the work registration process an overview of the Welfare Transition Program Overview will be provided through verbal discussion, written correspondence and visual aids to applicants and former recipients. Registration services will be provided at all **WORK**FORCE *plus* Offices. The work first approach will be enhanced through introduction of early job preparation screening and improved job development and job referral services. The specific services that will be provided include one-on-one orientation, Florida's Ready to Work Credentialing, resume writing workshops, labor market information, and both individualized and one-on-one job search assistance. The maximum length of these activities will not exceed ten (10) days and can be accomplished in a shorter time frame. All work registration information will be entered into the state's MIS system. All customers referred to the Welfare Transition Program shall attend an orientation on designated days and times, which will be conducted by service provider staff. The orientation will take place during the eligibility and work registration process. In addition to the legal requirement regarding participation and time limits, orientation will be expanded to include identification of, grievance process, application of anti-discrimination laws, access to labor market information, work opportunities, child care and other support service options. In addition, helpful information about community and other resources will be disseminated. Applicants that disclose limitations for completing the work registration process are instructed to submit supporting documentation. The documentation is reviewed and a determination is made whether the customer meets exemption from completing the work registration process. Applicants are given ample opportunity to disclose any existing impediments prior to and during orientation. All applicants that complete the program orientation sign documentation confirming they have been informed of all the topics listed above. This documentation is retained in the applicant's file and entered as a case note in the One Stop Service Tracking (OSST) system. After program orientation, the Career Specialist performs an intake and assessment for each and every applicant in order to identify all the formal and informal service needs of the applicant to include diversion services.

2. Please describe the RWB's Up-Front Diversion review process:

V.G.8.a.2. Review/Update Required	a. Describe how the Up-Front Diversion process is incorporated in the work registration process; and b. If the RWB provides Up-Front Diversion services to applicants through TANF formula funds, please describe the type of support services.

Many applicants do not need ongoing TCA but due to an unexpected circumstance or an emergency require some immediate assistance to secure or retain employment or child support. The immediate needs may include a shelter or utility payment, car repairs to continue employment or other services to alleviate the emergency and allow the person to focus on obtaining or continuing employment. These immediate needs may be met through Up-Front Diversion. Up-Front diversion is not discussed during work registration unless the customer has questions regarding this service. If a question is posed, the customer is directed to the Program Manager for a response and possible assistance. Before an applicant can receive Up-Front Diversion, the service provider staff will determine that all requirements of eligibility for diversion services would likely be met. This involves 1) Screening the applicant on a case-by-case basis for barriers to obtaining or retaining employment. The screening will identify barriers that, if corrected, would prevent the applicant from receiving TCA on a regular basis. 2) Providing assistance to correct barriers that may be in the form of assistance in finding employment, cash, vouchers, or in-kind benefits. Except for victims of domestic

violence, the applicant receiving any up-front diversion services must sign an agreement restricting him/her from applying for TCA for three months, unless an emergency is demonstrated to the service provider staff. Diversion payments are made by the Department of Children & Families using During the three-month period of TCA ineligibility, customers may access services with the service provider. Participants that receive diversion payments, are eligible to receive childcare services. When the service provider determines the family has a demonstrated emergency within the three-month period, including the month of the cash payment, the family is instructed to reapply for TCA. The provider will note on the AWI 0001 that the family has demonstrated an emergency and can apply for TCA and will forward the form to DCF. If approved for TCA, the amount of the diversion payment received shall be prorated over an eight-month period and deducted from any TCA for which the family is eligible. Applicants who are approved for and accept Up-front Diversion services are eligible for transitional child care and transportation services for up to two years, as long as the family's income does not exceed 200% of the federal poverty level and funds are available.

3. Does your region have a promising practice for the WT Work Registration process?

V.G.8.a.3.	a. If yes, please describe the promising practice for serving applicants. b. Please describe how the Up-Front Diversion process is incorporated in the WT Work Registration process.
WORKFORCE *plus'* work registration process consists of 1) Program orientation – provides an overview of the program requirements to include participation, sanctions, childcare, support services, grievance procedures, fair hearing procedures and a review of rights of applicable federal laws. Also the presentation explains the positive effect of work on the individual and their family by increased income and decreased dependence on public assistance. 2) Workshop Attendance – Customers are required to attend Interview Techniques, Dress for Success and Resume Writing Lab to assist in employability. 3) Assessments – Participants are administered E-Choices and Ready to Work assessments to determine work readiness and career interests. 4) EFM – Participants must complete a full registration in EFM to include building a resume and 5) Follow-Up – Customers return to submit all required documentation and complete their work registration process. It is our desire that providing these basic services will enhance the customer's abilitiy to gain employment and divert them from cash assistance. Any questions regarding Up-Front Diversion is forwarded to the Supervisor for discussion and possible review of eligibility. Completion of orientation, work registration process, and follow-up are documented in OSST; however, workshop attendance, assessment, and registration is documented in EFM.	

b. Mandatory Services

1. Describe the RWB's process for informing mandatory WT/TANF participants of their rights; how and when they are informed of the following:

V.G.8.b.1. Review/Update Required	a. The right to receive domestic violence services, mental health counseling and/or substance abuse counseling if eligible; b. The right and the process to have their case reviewed by a supervisor; c. The right to be treated equitably under the anti-discrimination laws; d. The right and the process to file a grievance; e. The right and the process to report good cause for failing to participate in a required activity; f. The ability to be excused from or rescheduled for an activity and the process to do so. If the RWB requires documentation to support missing activities or good cause, please describe what type of documentation is required, what failures require documentation to support good cause and when documentation is required to be submitted to the RWB/provider.
During the orientation and follow-up appointments customers are informed of the right to receive domestic violence services, mental health counseling, and/or substance abuse counseling; the right to have a supervisor review their case; the right to be treated equitably under the anti-discrimination laws; the right and the process to file a grievance; the right and the process to report good cause for failing to participate in a required activity; and the ability to be excused from or rescheduled for an activity and the process to do so. Customers are informed to contact his/her ongoing Career Specialist in the event they need to reschedule an appointment or if they are unable to attend their assigned activity. The process for rescheduling include (1) phone message (2) schedule an appointment (3) email	

or (4) office visit. Customers are informed that only 10 excused absences are allowed in a federal fiscal year. After the allowable absences have been exceeded, customers must submit documentation to establish good cause such as a physician note.

2. Describe the RWB's process for informing mandatory WT/TANF participants of their rights; how and when they are informed of the following:

V.G.8.b.2. Review/Update Required	a. The responsibility to work with career center staff; b. The responsibility to participate in assigned activities; c. The responsibility to document and submit participation hours; d. The responsibility to report employment; e. The responsibility to accept suitable employment; and f. The responsibility to retain employment.

During the orientation and assessment process, customers are informed of the following: The responsibility to work with career center staff; The responsibility to participate in assigned activities; The responsibility to document and submit participation hours; The responsibility to report employment; The responsibility to accept suitable employment; and the responsibility to retain employment. They are also reminded of their responsibilities during each appointment with their career specialists.

3. According to the Final Rule 45 CFR 261. et. al., Florida was required to list all activities and services offered under each of the 12 work categories. Based on federal law, the State is required to ensure that services and activities that the RWB receive credit for the participation hours must meet federal and State definitions. Please describe services and activities offered by the RWB and each provider to meet participation requirements under the following work categories:

V.G.8.b.3 Review/Update Required	a. Unsubsidized employment; b. Subsidized employment: i. Describe how the RWB will ensure that participants engaged in subsidized employment activities will be supervised on a daily basis. ii. Describe how the RWB will document hours actually completed and the party responsible for signing documentation to support hours of participation.

Employment is the ultimate goal for all programs whether it is unsubsidized or subsidized. Unsubsidized employment may include, but is not limited to, domestic work and childcare, and it may also include individuals that receive benefits for services rendered (i.e. rent). In order to earn participation credit for hours of self-employment, a participant must provide documentation that includes, but is not limited to gross income obtained minus business expenditures as substantiated by copies of Record of business expenses, Invoices for services rendered, or Receipt for payment of services. Using the documentation, the Career Specialist will calculate the number of hours worked per week. Gross income minus business expenses is divided by the applicable minimum wage. Example: Gross income = $300.00 – business expenses = $75.00 / minimum wage = $7.31 total = 31 hours. To ensure engagement, documentation such as Employment Verification, MSFW Verification of Earned Income, Pay stub (must indicate hours and wages), Signed Time Sheets, Record of business expenses (self-employed), Invoice, Receipt of payment, Copy of check (must indicate hours and wages), or letter from consumer (must indicate hours and wages) can be submitted. Subsidized Employment is employment for which the employer receives a subsidy from TANF or other public funds to offset some or all of the wages and costs of employing a participant. To ensure engagement, documentation such as employment verification, pay stub (must indicate hours and wages), or signed timesheets could be submitted. Employment verifications must include the contact information such as the employer's name; date contacted, phone number, employee work days/hours, wage rate, employment start date, and the name of the staff person who verified the employment/hours must be authorized on the worksite agreement. For subsidized employment, signed timesheets can be used to document engagement. Timesheets must have daily signatures from the supervisor. The Career Specialist will maintain regular communication with work site supervisor. The hours will be documented in each customer's hard file and in the MIS system.

V.G.8.b.3. Review/update required	c. Job Search and Job Readiness i. Job searches at the employer's place of business (on-site job search) are supervised on a daily basis. ii. Describe how the daily supervision is documented for "on-site" job searches and how each hour is accounted for. iii. Describe how participants completing job readiness activities and job searches in the One-Stop Career Center are supervised on a daily basis.

Job Search/Job Readiness is a core activity. In this activity, the customer is actively seeking or obtaining employment, preparing to seek or obtain employment, also includes life skills training and substance abuse treatment, mental health treatment or rehabilitation activities for those who are otherwise employable. Job Search performed without supervision (at the employer's job site) is not an allowable activity for Region 5. Customers have the opportunity to perform job search in the One-Stop Career Centers and can receive supervision via the Resource Room staff. Customers will receive credit for hours (hour for hour) spent participating in the activity. The Job Readiness (5 Steps to Rapid Employment) component is designed to improve an individual's job seeking and retention skills, and provide support for job-seeking activities. Customers will receive credit for hours spent (hour for hour) participating in the activity. The following activities are acceptable as in-house job readiness: workshops, resource room, in-house job fairs, class hours, or other career center activities. Each customer engaged in an job search activity must sign in prior to being engaged in any activities and will also be required to sign out with the designated staff person in order to receive credit for their participation. The hours will be documented in each customer's hard file and in the OSST system. All activities utilized under the "Job Search and Job Readiness" component will meet the federal definition based on the TANF Work Verfication Plan.

V.G.8.b.3. Review/update required	d. Community Service i. Assure the State that the community service worksites are conducted at not-for-profit agencies and for the benefit of the community. ii. Describe the worksite agreement process implemented by the RWB/provider. iii. Describe the information included in the worksite agreement. iv. Describe how the participants of the WT/TANF program are referred to the worksite provider to begin engagement. v. Describe how the RWB ensures that participants are supervised on a daily basis during worksite engagement. vi. Describe how the RWB will document hours actually completed and the party responsible for signing documentation to support hours of participation. vii. Describe the steps the RWB has taken to protect employees of the community service provider against displacement.

Community service agreements are developed with agencies wishing to become an approved community service work site. Each site will be evaluated no less than yearly to ensure quality regarding appropriate customer placements and the quality of the placement site. The agencies are public or not for profit. These agencies work with a customer on a temporary basis to provide training in work etiquette and basic job skills. Region 5 ensures that worksites provide work experience in fields that directly impact the community. The Job Developer meets with not-for-profit and public organization agencies to explain the program and its benefits, and determine whether or not the agency wishes to enter into a relationship with **WORK**FORCE *plus* to provide community service work experience. If the agency wishes to participate they enter into an agreement with the RWB by signing the Community Work Experience agreement. Customers become engaged through formal and informal assessments of the customer's employability skills and career goals. Once the staff determines readiness for work and work experience, based upon formal/informal assessments, they are assigned to worksites that best meet their needs, the needs of employers and provides the greatest benefit for the community. The customer is then given a work experience contract and referred to the site to begin engagement. The contract should be signed by the site supervisor and the customer and returned to the Career Specialist at their follow up appointment. Evaluation with the worksite will occur at 90 day intervals to ensure the customer is obtaining valuable skills and to redetermine their readiness for work. The worksite has a designated party responsible for daily supervision and completing customer's timesheet. These timesheets are submitted to and reviewed by the Career Specialists for accuracy and validity on a weekly or bi-weekly basis. Hours of participation are documented in the MIS based on documentation such as CWEP timesheet, Telephone Verification form and

Worksite timesheets/print outs submitted by the site supervisor. To protect the employer's current staff, the Community Service Work-Site Agreement; as part of the agreement the agency agrees not to displace current employees and replace them with a volunteer.

V.G.8.b.3. Review/update required	e. Job Skills Training i. Describe how the RWB will ensure that participants engaged in this activity will be supervised on a daily basis. ii. Describe how the RWB will document hours actually completed and the party responsible for signing documentation to support hours of participation.
Job skills training is education or training for job skills needed to obtain or maintain employment as determined by local employers. For Region 5, this activity mainly involves general training or education to prepare to move directly into employment upon completion. Through follow-up contact with the employer of those customers employed but still receiving cash assistance, a determination is made of skills needed to maintain or advance in their occupation. In addition, the resources for mounting a successful job search are readily available, i.e., job banks, computer software, assistance in completing applications, telephone, fax machines, etc. Computer based programs and written materials are available to provide instruction on several employability skills areas. Individual assistance is also available for customers. Customers are engaged in this activity based on their needs revealed during the initial assessment process in addition to the prior work experience or employment goals. With this information, it is determined what skills the customers are lacking and training/education is assigned accordingly. **WORK**FORCE *plus*' Career Specialists will collect attendance records on a bi-weekly basis to ensure customers are engaged in the activity and is supervised daily. The Career Specialist may contact the instructor directly if attendance records are not immediately available to verify the customers attendance. These records must be signed by an instructor or supervisor on a daily basis or every time customers receive job skills training. Once documentation is secured, **WORK**FORCE *plus*' Career Specialists will enter actual hours reported from attendance records on the JPR screen in the MIS system.	

V.G.8.b.3. Review/update required	f. Education directly related to employment i. Describe how the RWB will ensure that participants engaged in this activity will be supervised on a daily basis. ii. Describe how the RWB will document hours actually completed and the party responsible for signing documentation to support hours of participation. iii. Describe how the RWB/provider will verify the participant's satisfactory progress.
If a customer has not received a high school diploma or GED, the customer may receive credit for hours by participating in education related to specific occupation, job or job offer. This includes courses designed to provide the knowledge and skills for specific occupations or work settings, but may also include adult basic education and ESOL. Where required as pre-requisite for employment by employers or occupation, this activity may also include education leading to a General Education Development (GED) or high school equivalency diploma. Customers are required to provide school enrollment / class schedule. A daily attendance time sheet must be completed and signed by the instructor of the educational institution to verify customers engaged in this activity are supervised daily. Documentation is collected no less than biweekly and maintained in the customer's case file to validate the hours entered in the OSST JPR screen. Unsupervised/supervised homework time can be counted for each hour of class time. Supervised homework time hours are allowable if the hours of participation can be documented through supervision. Total homework time counted for participation will not exceed the hours required or advised by a particular educational program. Customers in this activity will be required to prove they have maintained satisfactory progress in order for hours to count towards participation. The following is acceptable documentation to prove satisfactory progress: TABE scores, Analysis of Student Progress Report; verification of progress (from training institution); periodic reassessment scores (at least every six months); certificate or diploma (as applicable). Staff must receive written verification of progress on a quarterly or semester basis or as established by the training institution. Customers must receive a periodic (at least every 6 months), reassessment of TABE scores for comparison and to be recorded as part of the "good or satisfactory progress" determination.	

V.G.8.b.3. Review/update required	g Satisfactory attendance at a secondary school or in a course of study leading to a General Equivalency Diploma (GED**)** i. Describe how the RWB will ensure that participants engaged in this activity will be supervised on a daily basis. ii. Describe how the RWB will document hours actually completed and the party responsible for signing documentation to support hours of participation. iii. Describe how the RWB/provider will verify the participant's satisfactory progress.

The Core Plus activity "Satisfactory Attendance" definition includes regular attendance at a secondary school or in a course of study leading to a certificate of general equivalence. The customer will be required to provide their initial assessment scores (TABE) and the school enrollment / class schedule to verify enrollment. A daily attendance timesheet must be completed and signed by the instructor of the educational institution. Attendance documentation must include the customer's name/signature, course, instructor's name/signature, hours completed and in what timeframe and have no white out or uninitialed strikethroughs. Attendance documentation must be collected at least bi-weekly and maintained in the case file. Customers in this activity will be required to prove they have maintained satisfactory progress in order for hours to count towards participation. The following is acceptable documentation to prove satisfactory progress: TABE scores, Analysis of Student Progress Report; verification of progress (from training institution); periodic reassessment scores (at least every six months); certificate or diploma (as applicable). Staff must receive written verification of progress on a quarterly or semester basis or as established by the training institution. Customers must receive a periodic (at least every 6 months), reassessment of TABE scores for comparison and to be recorded as part of the "good or satisfactory progress" determination.

V.G.8.b.3. Review/update required	h. Providing childcare services i. Describe how the RWB will ensure that participants engaged in this activity will be supervised on a daily basis. ii. Describe how the RWB will document hours actually completed and the party responsible for signing documentation to support hours of participation.

Due to the complexity with ensuring supervision occurs, Region 5 does not utilize this core activity at this time.

4. Provide the following assurances regarding work activity engagement:

V.G.8.b.4. Review/update required	a. Individuals will not be assigned more than 40 hours per week; b. Individuals will not be assigned for the month to a community service or work experience work site greater than the hours calculated based on cash assistance combined with food stamps divided by the state minimum wage; c. The RWB will record hours on the JPR screen for the activity completed. Hours will not be attributed to an activity unless the services or engagement meet the activity's definition; d. The RWB will ensure that unpaid work activities are supervised no less than daily by a responsible party outlined in local operating procedures.

To ensure that **WORK**FORCE *plus* is in compliance with Federal regulations, the following processes are in place regarding the engagement of work activities.Work Activities require daily supervision and cannot be assigned more than a maximum of 40 hours per week. An Employment Verification Form may be used to document hours worked by a customer when s(he) has not received their first pay stub as long as the hours worked are recorded on the verification form. If not, hours cannot be populated in the JPR screen until acceptable documentation of hours worked is submitted. Community service and work experience hours are assigned according to the benefit calculation (cash plus food stamps divided by the higher of the state or federal minimum wage divided by the number of weeks in a month equal the maximum hours that can be completed). Daily supervision must be ensured through Signed Time Sheets – with daily signatures and the career specialists must maintain regular communication with work site supervisor. The JPR screen must be updated to reflect actual hours completed.

V.G.8.b.5. Review/update required	Provide the assurances of documentation of work participation.

WORKFORCE *plus* will establish policies and procedures to assist in meeting the state-approved standards. To assure documentation of work participation is collected and verified for accuracy and authenticity, Career Specialists are required to collect, verify and retain monthly documentation for any participation hours entered into the OSST system. Hours will not be entered into OSST until they are received and verified as accurate and authentic. Through monthly internal monitoring, the service provider staff will ensure that all program standards are on target. If any standard appears to be in jeopardy, corrective action will be taken to ensure that program customers are meeting criteria established by the State. Program measures will be established by **WORK**FORCE *plus* and will be based on the ability to assist in reaching state-level performance measures. The Performance Unit reviews documentation, operating procedures, and practices relative to compliance guidelines established. The monitoring review consists of an on-site monitoring review, desk audit review and where necessary an impromptu monitoring review. Following the review, a report will be written reflecting the purpose and scope of the review. The report will identify all findings, systemic issues, and observations, and required corrective actions to be submitted to the Board staff. Written monitoring reports will be structured to assist the service provider by providing feedback regarding program, compliance, and performance issues. Technical Assistance training will also be available to service providers upon their request, new programs and initiatives, or as a result of minor deficiencies identified during monitoring visits, which may be resolved through additional training. Every effort will be made to submit reports to the service provider within 5 workdays of the exit debriefing. The service provider will be required to respond in writing to the findings, systemic issues and observations with a Corrective Action Plan, which must be provided with 10 workdays of the receipt of the report. Further, the response should state the process by which the issues cited are being tracked to ensure that there is no reoccurrence. These samples will be maintained as documentation of internal service provider monitoring for local/state/federal reviews**. WORK**FORCE *plus'* Performance Unit Manager or designee will review service providers internal Corrective Action Plans to ensure that appropriate corrective actions have been taken and are in full compliance with Workforce Development Programs and contract agreements. All financial records, reports, source documents and correspondence are retained until approved for destruction by appropriate State or Federal agencies.

V.G.8.b.6. Review/update required	Describe how the RWB will ensure that documentation to support hours in unpaid work activities is collected at minimum every two weeks. This includes participation in the TANF funded subsidized employment, OJTs and self-employment.

WORKFORCE *plus* will ensure that documentation for all activities are collected in a timely manner. Timesheets, attendance forms, work logs, check stubs, etc. are collected no less than weekly by the Career Specialist. Customers are given options to submit documentation through email, e-fax, fax, dropping off documentation to front-line staff or providing documentation at the time of appointment. The collection of documentation to support hours entered in OSST is the same for customers engaged in work activities (includes self-employment), OJT, and TANF funded subsidized employment. JPRs are completed by the Career Specialists no less than bi-weekly to ensure required hours are recorded within the timeframes set by the Management Information System and The Agency for Workforce Innovation. Documentation that supports the JPRs are filed in the customer hard copy file when received. In addition, all customers are assigned to forty hours of a countable activity and provided services to support their activity and involvement in the program. This process affords the customer an opportunity to engage in work activities at a level comparable to an actual full time job.

V.G.8.b.7. Review/update required	Describe how the RWB will inform front-line staff that documentation to support hours in unpaid work activities, OJTs, TANF funded subsidized employment and self-employment must be collected before entering Job Participation Rate (JPR) data in the workforce system.

Staff will be informed that documentation to support hours in unpaid work activities, OJTs, TANF funded subsidized employment and self employment must be collected before entering Job Participation Rata data in the MIS. Staff is trained on this policy by the program supervisor or quality assurance staff as needed. They are also referred to training provided by The Agency for Workforce Innovation or other relevant sources at the first opportunity. The program supervisors and quality assurance staff on a bi-annual basis provide training updates or whenever there is a policy change or a need for refresher training. Training is also provided to staff at the conclusion of program monitoring by the regional workforce Board, state, or federal staff, or if trends in errors are spotted by internal monitoring staff. **WORK**FORCE *plus* will conduct ongoing system reviews, desk reviews and on-site quality assurance reviews, and provides continuous written feedback to the service provider's management staff with recommendations for improvement. Additionally, the **WORK**FORCE *plus* requires that service provider staff participate in ongoing training that is documented and maintained at the Board level to ensure continuous staff development.

V.G.8.b.8. Review/update required	Describe how the RWB will ensure that front-line staff do not enter hours of participation for unpaid work activities, OJTs, TANF funded subsidized employment and self-employment until documentation is received.

WORKFORCE *plus* will conduct ongoing system reviews, desk reviews and on-site quality assurance reviews, and provides continuous written feedback to the service provider's management staff with recommendations for improvement. There are 3 levels of review conducted to ensure that front-line staff does not enter hours of participation for unpaid work activities, OJTs, TANF funded subsidized employment and self-employment until documentation is received. The levels of review includes staff, quality assurance and Board staff. **WORK**FORCE *plus* will establish policies and procedures to assist in meeting the participation standards. Tracking and detailed statistics will be kept on customers to assist in meeting each standard. Through weekly internal monitoring, the service provider staff will ensure that all program standards are on target. If any standard appears to be in jeopardy, corrective action will be taken on a weekly basis to ensure that program customers are meeting the established criteria.

V.G.8.b.9. Review/update required	Deferrals: a. If a participant reports limited abilities, what is the process of putting the participant in deferral status? b. What alternative requirements are included in the IRP? c. Is the individual required to complete vocational or other assessments? d. How are learning disabilities identified? e. If a participant has a learning disability, what other services are they offered?

The Welfare Transition Program, through an established referral process, refers customers to different programs depending upon the customer's needs. This assistance is given to the customer, at no cost to the individual, due to the commitment to serve thes customers. Some of the programs that are available to customers include Vocational Rehabilitation and Apalachee Center for Human Services. Each of these agencies offer a variety of services, directed towards the common goal of job placement. Customers are given information on available services during orientation. Deferrals: A. If a customer reports limited abilities, a collective process is used to determine customers who will be unable to participate regardless of length. Customers are given the required AWI medical form with the expected return date, not to exceed two (2) weeks, clearly outlined. The customer is expected to provide the completed form establishing the expected duration of the deferral. The MIS system is then updated to reflect information received and the follow-up period is noted.Welfare Transition customers that have been deferred are provided an array of services. Individuals depending on their limitations, that are deferred for medical reasons are provided a home study work readiness curriculum, or in instances where an individual does not have a GED or needs remediation then they are provided a home study curriculum geared toward improving their educational level. Medically deferred individuals who are unable to participate at any level will be assisted in the process of applying for SSI/SSDI. Referrals to Vocational Rehabilitation will also be viewed as an option in the deferment process. In all instances the Alternative Responsibility Plan (ARP) will serve as a roadmap for customers that have limited abilities. Individuals that are deferred for reasons other than medical will be addressed in the same like manner to insure that when possible all customers participate. Customers may be provided a full battery of assessments to determine if barriers exist or allow for a conversation regarding barriers. Customers are also given an opportunity to self-disclose disabilities such as a learning disability. In the event learning disabilities are noted either through testing or self-disclosure, the Disability Navigator will be contacted to provide resource information to the customer. The customer would be deferred for a short period of time in order to access the resources provided prior to being placed in an activitiy. During the period of deferment individuals will be afforded support services that will be prorated to coincide with their level of participation. B.

The process used to develop an ARP includes: identifying employment possibilities, limitation regarding participation in program activities, educational opportunities, release date where appropriate, and linkages to other agencies and/or programs if it determined that the deferral will be permanent. In addition, there are other opportunities created to engage deferred customers by and through home study assignments. Dependent upon the length stated in the initial documentation received from the physician, customers are provided a follow-up plan which outlines program expectations, inclusive of dates for which additional documentation is needed if it appears the customer will need an extension from the original end date of the deferral. C. Once customers are identified, resource options are reiterated and the referral process is explained. Multiple resources are available to clients. Clients are given a battery of assessment tools, which are reviewed by the customer and Career Specialist. At this point and through the duration of career management sessions, customers are continually assessed to determine the need of additional services. To those that need assistance with mental health issues, Apalachee Center for Human Services is available. Additionally, if the mental health issue is substance abuse related, Disc Village and Salvita are also accessible. Vocational Rehabilitation serves persons with multiple disabilities ranging from work related injury to physical and mental challenges. Leon Advocacy & Resource Center, also assist persons with disabilities through supported employment.

c. Other

V.G.8.c.1. Review/update required	Provide the relocation maximum allowable payment.
The relocation assistance payment amount is determined by the Career Specialist and is based on the estimated relocation budget not to exceed the maximum allowable payment of $2,000.	

V.G.8.c.2. Review/update required	Describe how the RWB ensures the confidentiality of program participants. a. Include assurances that domestic violence files are kept in a locked and separate location.
WORKFORCE *plus* takes every precaution to ensure the confidentiality of program customers. Whenever a customer discloses that he/she has a domestic violence issue or provides proof of a medical condition, the Career Specialist creates a confidential file. The local files of victims of domestic violence and those with medical concerns are held in the highest confidentiality. All files are kept under lock and key. No reference is made regarding the domestic violence/medical issue in the regular hard copy case file. The local process for communicating how to process and store files containing confidential information (domestic violence/medical conditions) are through continuous technical assistance and the development of instructional desk guides created by the service provider management staff.	

V.G.8.c.3. Review/update required	Other than Work Registration, describe when participants are notified of the opportunity to receive support services, counseling, etc. related to domestic violence. a. Briefly describe how applicants and participants who disclose a domestic violence issue are provided services specific to their needs. b. Describe how the RWB ensures that all domestic violence providers are trained and competent to provide such services.
All customers entering the program during orientation will be provided available contact numbers in their intake packet for domestic violence and made aware of the domestic violence issuers providers through an assessment tool and are identified and offered all available services. Domestic violence awareness is also included in the curriculum of the employability skills/job preparation component. If an applicant or customer discloses a domestic violence issue, they will be referred to the Refuge House for further assistance. A lethality checklist will be performed to determine degree of danger for the customer whereby law enforcement will be contacted to offer protection assistance if needed. **WORK**FORCE *plus* will coordinate with the Refuge House in determining transportation options that will insure maximum security for the customer as well as the minor dependents while participating to meet program. Law enforcement transportation assistance will be requested only if necessary. **WORK**FORCE *plus* ensures all Career Specialists are trained and competent to deal with domestic violence issues through ongoing training about how to assist victims of domestic violence and on available referral resources in the community.	

V.G.8.c.4. Review/update required	Describe the local Fair Hearing preparation and attendance process. a. Who attends DCF administrative fair hearings related to the WT/TANF program? b. Describe the process of a supervisory review. c. Describe the process for preparing documentation for the Fair Hearing. d. Include the type of documentation the RWB traditionally presents.
Department of Children and Families will have lead responsibility for following the current Fair Hearing process. The service provider, Supervisors and other staff as determined by **WORK**FORCE *plus* local operating procedure would be required to attend the hearing, provide documentation and testimony, and participate in the hearing process. To prepare for the hearing process, there is a supervisory review of the case for an evaluation of actions taken. During the review process, the supervisor examines the case and relevant issue verifying all policies and federal guidelines were followed as it relates to service delivery of TANF-funded work activities. At the conclusion of the supervisory review, the Welfare Transition Career Specialist must present the case to the service provider management team, as the means of proving that the actions requested were correct. Lastly, the Welfare Transition Career Specialist will adhere to the following procedures in preparation of the hearing: 1) Copies of the customer's case file are to be reproduced. The copies become exhibits during the presentation of the case. 2) WT career specialist collect all correspondence related to the adverse action (i.e., request for penalty, etc.) this includes all correspondence to and from the customer. 3) Directives and other written procedures are provided as they represent the basis for taking the action. Customers can request to have their cases reviewed by the supervisor at any time if they disagree with their Career Specialist's actions. Customers can make the request through the Career Specialist, Office Manager or front desk staff. The supervisor will be responsible for reviewing OSST and the hard copy case file prior to speaking with the customer. The supervisor will also speak with the Career Specialist and customer separately in an attempt to remain impartial with both parties. Once a determination has been made by the supervisor, the customer will be informed either in person, by phone, or in writing. Customers will be reminded of the Complaint & Grievance form signed during orientation and to refer to this document if the customer is not satisfied with the outcome of the supervisory review.	

V.G.8.c.5. Review/update required	Does the RWB use TANF funds for a locally developed special project? a. If yes, what population does the project serve? b. What TANF purpose does the project serve? c. Describe the eligibility requirements and documentation retained in the case file to support eligibility. Briefly describe the program.
Not Applicable	

V.G.8.c.6. Review/update required	Does the RWB have an Individual Development Account (IDA) program? a. If yes, what population does the IDA project serve? b. Briefly describe the program.
Due to limited funding, IDAs will not be established for customers within our region. However, when opportunities present themselves to partner with groups where funding is available, every effort will be made to do so.	

9. Food Stamp Employment and Training Program

For the FSET 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 an FSET program, indicate "does not operate an FSET program."

Local Operating Procedures
Please refer to the recently approved SNAP Program State Plan as a reference to assist in the preparation of the local plan (see the reference to the appropriate page number(s) in the State Plan). If a local policy exists which addresses any of the items below, refer to that local policy and include it as an attachment.

a. Program Operation

V.G.9.a.1 Review/update required	Describe the local staffing (case management) model used to serve participants.
The local staffing model includes a Program Manager, Supervisor and Career Specialists to serve customers. The Program Manager for the three One Stop Career Centers in the region provides oversight and direction for the FSET Program. Responsibilities include staff training and supervision, programmatic and process monitoring, and accumulating financial reports. The day-to-day operation of the FSET Program is closely observed by the manager to make certain that customers are afforded with opportunities for training, education, support services, and skills needed to become self-sufficient. The interaction of the manager is clearly demonstrated through communication with career managers and the Department of Children and Families (DCF). The manager also assists customers with needs that are particularly challenging. The FSET Supervisor's duties include monitoring system and customer files, maintenance of performance data, and assembling financial information required for monthly reports. The FSET case managers receive the alerts through the One Stop Service Tracking System (OSST) and manage all activities and services for eligible work registrants or Unemployment Compensation recipients aged 16-39 years of age. Persons aged 40-59 can request to participate in the FSET program as a volunteer and be manually added to OSST if a prior case does not exist. Career management responsibilities include correspondence to volunteers, facilitating Orientation, career management appointments, assignment of program activities, monitoring participation, collecting employment verifications, OSST data entry and maintenance, and following correct and timely follow-up procedures. Although other One Stop resource trainers may be utilized for Orientation and Soft Skills trainings, the FSET case manager is retained throughout the volunteer's FSET experience.	

V.G.9.a.2 Review/update required	Describe the local procedures for contacting participants after the referral has been received from DCF (through the overnight interface). Include the time frame involved and how this process is documented.
WORKFORCE *plus* utilizes the State's automation feature to begin correspondence with volunteers after being referred. Customers referred to the FSET program through the overnight interface between OSST and FLORIDA are mailed a notice for engagement from AWI within 24 hours. The State MIS is automatically updated to capture this process by adding services and a case note. The notice directs the customer to contact a **WORK**FORCE *plus* office if they are interested in participating. The customers are provided the schedules for orientation & assessment and/or the contact number of staff for further questions. Failure to participate with the program will trigger the MIS to close the volunteer's case for lack of activity for a span of 90 days. Prior to the 90th day, a percentage of customers are contacted via phone or email to attempt re-engagement. If the volunteer is not re-engaged, the case will close after the 90th day of inactivity.	

V.G.9.a.3 Review/update required	Describe procedures for notifying the participants of their rights and opportunities while participating in the FSET Program.
The ACCESS application for Food Stamps notifies applicants of their responsibilities and opportunities for the FSET program. The work registrant will be required to confirm that (s)he reviewed the materials before proceeding with the application process. Once the case is referred for participation, the work registrant is now considered a volunteer of the FSET program. Volunteers will attend Orientation and complete an assessment on the Internet or by going to the One Stop Centers. Additionally, throughout the FSET program experience the volunteer is reminded of their obligation to comply with their assigned work component, follow-up appointments, and subsequent correspondence concerning participation. Due to work registrants being considered volunteers with no time limits, sanctions will not be requested for failure to continue participation.	

b. Program Activities and Components

1. Orientation and Assessment

V.G.9.b.1 Review/update required	i. Describe the local approach for providing **orientation and assessment** in the FSET Program. Describe assessment tools that are used and when assessment is conducted. ii. Describe the local approach to integrate services for FSET clients with WIA, Wagner-Peyser, and other workforce programs available through the One-Stop Career Center.

Region 5 follows the state policy and requires Orientation attendance for new or reopened referrals, if the volunteer has not attended Orientation within the last 12 months. Orientation is also required if there have been significant program changes since the volunteer last attended, regardless of the time frame. With the new OSST automation process, volunteers will complete orientation on-line. Assessment will be conducted prior to the assignment of a countable activity. The State's Assessment tool will be utilized. Additional tools in the One Stop may be utilized if there is a need or request from the customer. During Orientation volunteers are presented with an overview of the FSET program requirements and benefits. Orientation will include the purpose and goals of the program, FSET activities, how to complete the Job Search Report form, Opportunities and Obligations form, Grievance & Fair Hearing Procedures, importance of program participation, identifying acceptable forms of participation documentation, transportation reimbursement, education & training, employment, labor market information, and services provided by the One Stop. The Orientation materials are presented in an environment that encourages success and staff clarifies any issues or questions to ensure customers fully understand requirements and opportunities. As the system is automated, Region 5 will utilize the OSST on-line orientation & assessment with further assistance to the customers as needed. Assessment activities are provided at the **WORK**FORCE *plus* offices for FSET customers. The assessment interview will determine the educational status, training and work history in order to assist the customer with the appropriate activity. The assessment appointment is not complete until the activity has been assigned and the customer understands the schedule, documentation requirement, and a follow-up appointment is scheduled. Assessment consists of gathering information, evaluating information, career planning and developing employment goals. Region 5 developed a process to integrate services and provide cross referrals to programs based on the needs of customers. During assessment, a customer will be screened to determine if there are other One Stop programs (WIA, WP, etc.) that could assist the customer in their goals of becoming employed. Referrals will be made to the other One Stop programs/activities as needed. As part of the OSST automation process customers will complete the on-line assessment. Assessment is required prior to placement into a component and may be utilized throughout the FSET experience as appropriate. For example, staff conduct employment assessments of customers to match them with the appropriate work experience slot. The decision of worksite placement will also be made during assessment activities to reduce specific barriers to self-sufficiency, such as criminal background. Some assessment activities may be conducted with a group of customers and followed-up with one-on-one assessment counseling. Assessment tools include academic (T.A.B.E.) and interest inventory as well as other tools available in the One Stop that assess work readiness and employability. These will be scheduled as appropriate to the customer's needs. Orientation and assessment are not stand-alone components; however they are qualifying activities and are considered part of the component to which the customer is initially assigned. Region 5 counts the Orientation and Assessment hours as hours worked when the customer is assigned to a FSET component.

2. Job Search and Job Search Training Component

V.G.9.b.2 Review/update required	Describe the local approach for determining when to assign a program volunteer to **Job Search** and when to assign a volunteer to **Job Search Training**.

Job Search is defined as seeking and applying for available jobs. Job Search Training is considered a program that provides meaningful assistance to the job seeker by helping to improve their ability to get a job or employability. Customers are assigned to job search at orientation for a time period of one week but no more than one month. This will allow the staff a chance to see whether the customer is using all available resources, whether the customer has basic job seeking skills, etc. Based on the initial interview and the customer's current ability to job search, the Career Specialist may determine that the customer needs more intensive assistance in order for them to gain employment. At this point, a determination will be made whether the customer would be best served by continuing their job search or assignment to job search training to increase their likelihood of becoming employed. If assigned to job search training, volunteers are must dedicate two weeks to complete the program curriculum. Customers may be assigned job search again during the program year, but only after some form of informal/formal

assessments. Job search will not last more than 30 days at any time and can be used up to three times per year. A customer can return to job search training as many times as deemed necessary by the customer and their Career Specialist.

3. Work Experience Component

V.G.9.b.3 Review/update required	Describe the local approach for developing **Work Experience** sites, including the procedure for securing signed worksite agreements.
The process for developing work experience sites and securing signed worksite agreements is the responsibility of the Job Developer. The Job Developer meets with not-for-profit agencies to explain the program and its benefits, and determine whether or not the agency wishes to enter into a relationship with **WORK**FORCE *plus* to provide community service work experience program customers. If the agency wishes to participate they enter into an agreement with the RWB by signing the Community Work Experience agreement. Customers become engaged through formal and informal assessments with the Career Specialist and Assessment Staff. Once the staff determines their readiness for work and work experience, based on that information they are assigned to worksites that best meet their needs and the needs of employers. At this point, the customer is assigned to the worksite and given a Job Description form with instructions to have the document completed by a designated staff person and returned prior to completing hours. The worksite will be required to complete monthly timesheets and provide an evaluation of the customer's progress while working. Worksites are also evaluated to ensure the customer has a quality experience. Evaluation withof the worksite will occur no less than 90 days after the placement of volunteers. Volunteers who still have not obtained employment within 180 days will be re-assessed and either placed at another site or into another activity based on their current needs and skill levels to increase the likelihood of self sufficiency.	

V.G.9.b.3.a Review/update required	Describe the local approach for ensuring that participants are assigned to Work Experience for the appropriated and allowable number of hours in this component each month.
Community service and work experience hours are assigned according to the benefit calculation (food stamps divided by the higher of the state or federal minimum wage divided by the number of weeks in a month equal the maximum hours that can be completed). Staff will calculate the maximum hours monthly to ensure volunteers are assigned to work experience for the appropriate and allowable number of hours. Customers are encouraged to only complete the number of hours they are assigned to by staff. Customers that complete more hours than requested will be counseled and instructed that the additional hours will not count towards participation for the month.	

V.G.9.b.3.b Review/update required	Describe the procedures for verifying and documenting participant engagement in **Work Experience**, including how the region will ensure that hours recorded for engagement in this component do not exceed the permissible hours based on the worksite calculation.
To verify and document engagement, the timesheets will be signed by designated staff and submitted no less than weekly to the Career Specialist. The career specialists will maintain regular communication with the work site supervisor. Career Specialists will verify the maximum allowable hours prior to entering hours of engagement. If hours completed are more than admissible, the MIS will be updated with the maximum number of hours only. A case note will be entered to explain the discrepancy in the number of hours the customer completed versus the number of hours credited for that month. Volunteers will be counseled and instructed that additional hours will not count towards participation for the month.	

4. Self-Initiated Work Experience Component

V.G.9.b.4 Review/update required	Describe the local approach for providing the **Self-Initiated Work Experience (SIWE)** component. a. Include in the description the process and criteria given to the participants for developing their own worksites. b. Describe procedures for obtaining signed contracts with the worksites.
Work Experience requires the matching of a volunteer with an employer based upon current or desired skills and goals of the employer. The intent is for the customer to receive on the job training under the supervision of the employer. In most cases, the customer is matched with an employer that **WORK**FORCE *plus* has a pre-existing relationship with. Volunteers may also develop their own worksites. Volunteers are educated on the criteria that must be met in order for a business to be considered a work experience site for the FSET program. Sites must be non-profit, provide valuable on the job training, be willing to serve as a work experience site and enter into an agreement with **WORK**FORCE *plus*. The worksite agreement will further explain the responsibilities of a worksite. Once the completed agreement is received, the Job Developer will be responsible for contacting the employer to ensure validity of the site and accuracy of the information. The Job Developer will meet with the employer to review requirements of being a worksite to include completing timesheets and supervision of customers. Additionally, (s)he will ensure that the agreement and subsequent job description is completed correctly.	

V.G.9.b.4.a Review/update required	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 based on the worksite calculation.
Daily supervision will be ensured and documented through signed time sheets. The timesheets will be signed by designated staff and submitted no less than weekly to the Career Specialist. The Career Specialists will maintain regular communication with the work site supervisor. Career Specialists will verify the maximum allowable hours prior to entering hours of engagement. If hours completed are more than admissible, the MIS will be updated with the maximum number of hours only. A case note will be entered explaining the discrepancy in the actual number of hours completed against the number of hours that the customer was credited with for that month. Volunteers will also be counseled and instructed to complete only the hours they have been assigned and that additional hours will not count towards participation for the month.	

V.G.9.c.4.b Review/update required	Describe the local approach for ensuring that participants are engaged in **SIWE** for the required number of hours each month (worksite calculation, documentation, etc.).
To verify and document engagement, timesheets will be signed by designated staff and submitted no less than weekly to the Career Specialist. Each month the Career Specialist will compute the benefit calculation to ensure the customer is assigned to the correct number of hours.	

5. Vocational Training and Education

V.G.9.b.5 Review/update required	Describe the local approach for providing the **Vocational Training** component (when it is assigned, documentation, etc.
Vocational training is training that provides program volunteers an opportunity to gain employment related skills. Although WORKFORCE does not directly provide or assist with Vocational Training, volunteers are provided information regarding WIA if they are interested in assistance with training. Vocational Training is assigned when a customer either is currently attending classes or becomes enrolled in Vocational Training while participating in the FSET program. Volunteers will document their participation time on timesheets, which must be signed by the appropriate instructor. If a volunteer is attending classes on the Internet and the school records the amount of time spent in the online-based classroom, a print out of hours completed could also be used. Volunteers may also turn in progress reports or other admissible documentation. Program volunteers should attend classes, sessions or labs at least 8 hours per week or 32 hours per month.	

V.G.9.b.5.a Review/update required	Describe the local approach for providing the **Education** component (when it is assigned, documentation, etc).
Volunteers may go to school and receive credit for the hours spent in classes or labs. The training code for "education" is 526. This activity can be assigned to	

volunteers who are looking to improve their basic skills or employment related skills. Volunteers may attend Adult Basic Education (ABE) classes, General Equivalency Diploma (GED) classes, classes to work towards a high school diploma, English proficiency classes or other classes that are needed to get a job. Volunteers must record the amount of time they spend in class. Volunteers will document their time on timesheets, which must be signed by designated staff or instructor. Volunteers may also turn in progress reports or other admissible documentation. If a volunteer is attending classes online and the school records the amount of time spent in the Internet-based classroom, the verification from system could also be used. Program volunteers should attend classes, sessions or labs at least 8 hours per week or 32 hours per month. This region does not provide funds to assist a volunteer in completing vocational training or education.

6. Workforce Investment Act (WIA) and Trade Adjustment Act (TAA) Component

V.G.9.b.6 Review/update required	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.
Program volunteers may be enrolled in a WIA and/or TAA program and FSET while receiving food stamps. This could include WIA/TAA funded training, OJT, subsidized employment, as well as other activities funded by the WIA and/or TAA program. Volunteers are enrolled in this activity if they are involved in a WIA and/or TAA program prior to becoming a FSET volunteer or they become enrolled in either program during their engagement with the FSET program. WIA program staff monitors engagement in the WIA/TAA program and enters participation in EFM. To avoid duplication of data entry, data associated with the FSET volunteers will be compared against EFM to verify program engagement for WIA/TAA. FSET staff will not be required to track participation hours for the activity.	

7. Serving Employed Participants

V.G.9.b.7 Review/update required	Describe the local approach for referring employed participants to activities.
WORKFORCE *plus* serves those customers that are considered employed. Those volunteers that have secured employment, provided the necessary documentation to verify employment and whose benefits are cancelled due to earned income, can be considered a program customer under the retention services activity. Volunteers may receive up to 90 days of reimbursement assistance with transportation while in the employment retention activity. The volunteer must have participated in one of the allowable activities prior to becoming employed in order to remain eligible for transportation reimbursements. The employment will not be considered the activity although it will be entered in the State MIS and tracked. Those volunteers who are employed yet still eligible to receive food stamps can receive services beyond the 90th day of employment if they participate in an allowable activity such as education or work experience. In this instance, the customer will be referred to a countable activity (job search, work experience, education, etc.) to be completed monthly in addition to their employment.	

c. Program Outreach

V.G.9.c. Review/update required	Describe the local approach for informing food stamp recipients who are not referred by the Department of Children and Families (DCF) via the FLORIDA/OSST system interface of the FSET program and their ability to volunteer in the program.
WORKFORCE *plus* uses all means to inform food stamp recipients who are not referred by the Department of Children & Families via the FLORIDA/OSST system interface of the FSET program and their ability to volunteer in the program. Staff attends one stop program orientations to provide a brief overview of the FSET program, announcements are made in the resource rooms during peak hours, and outreach is conducted to local churches, social service agencies, grocery stores and the like. Furthermore, promotional material is used within the **WORK**FORCE *plus* offices and provided to outreach sites to inform food stamp recipients about the FSET program to include basic information about program eligibility, services, and the engagement process.	

d. Program Monitoring

V.G.9.d. Review/update required	Describe the local approach for monitoring the FSET Program. Include information about reports or tools that are used to monitor the program.
The local approach to monitoring FSET cases is as follows: 1) Career Specialists self-monitor cases on a monthly basis to ensure compliance with local standards. 2) Program Managers are required to review a sample of cases from each Career Specialist monthly. 3) Quality Assurance staff also conducts a review of a sample of cases from each Career Specialist on a monthly basis. 4) The RWB conducts a bi-annual review of a sample of cases. A schedule is published at the beginning of each program year to inform the service provider what month the RWB will be conducting their monitoring review. The approved State monitoring tools are used to conduct the reviews. Any findings, systemic issues or observations must be addressed in a CAP and tracked until resolution using a locally developed tool. Once resolved, the Quality Assurance staff will determine if technical assistance, guidance or training is needed to ensure that noted issues are not repeated in future reviews. All reviews are maintained electronically and in hardcopy form.	

e. Participant Reimbursement

V.G.9.e.1. Review/update required	Describe the local procedures for requesting Food Stamp Reimbursements (FSRs) for eligible participants. Describe under what circumstances and for which activities FSRs are requested.
Any volunteer engaged in the FSET program is eligible to receive a reimbursement if they have participated in an activity, provided documentation of such and has documented costs associated with participation. The following procedures are followed monthly to request reimbursements. 1) Each month the Career Specialist must check the DCF MIS to determine if a customer received food stamp benefits prior to determining eligibility for an FSR. Hard copy documentation will be printed from the DCF MIS and placed in the customer's file to verify the customer was receiving food stamps for the month in question. 2) The customer will submit documentation that they participated in a countable activity such as a signed timesheet, school and attendance form, or job search form. The documentation must prove the hours of participation, weeks of participation, activity and location. The documentation requires the signature of the site supervisor, customer and Career Specialist in order to be considered valid. 3) The customer will also submit proof that there was a cost associated with participating in program activities such as a receipt for gas or purchase of a bus pass. If the customer does not have sufficient proof of expended funds for transportation, they may complete a locally designed self-attestation form to serve as documentation. 4) Once all documentation has been received and verified, the Career Specialist will electronically submit a request for reimbursement. Based on the assigned activity, there have been pre-determined maximum amounts provided via the State Plan. FSET customers are able to receive a reimbursement for Orientation and Assessment, Education and Training, Job Search, Job Search Training, WIA/TAA Engagement and Employment (for the first 90 days of employment only). The maximum that can be requested is $20 monthly.	

V.G.9.e.2. Review/update required	Describe the local procedures for ensuring that FSRs are requested for program volunteers engaged in components and expressed a need for transportation reimbursement.
Any volunteer engaged in the FSET program is eligible to receive a reimbursement if they have participated in an activity and has documented costs associated with participation. Local procedures will not allow staff to request FSRs unless 1) Volunteer submits documentation to verify participation in a program activity 2) Volunteer provides documentation of expenses 3) Volunteer expresses a need for transportation reimbursement.	

f. **Other**

V.G.9.f.1. Review/update required	Describe local procedures for linking participants to other services and funding streams as appropriate.
WORKFORCE *plus*' local procedures ensures customers are linked to other services and funding streams as appropriate. Customers are screened during initial assessment to determine if there are additional services or programs that would benefit the customer. If it is determined a customer could potentially be eligible to receive services within another program or funding stream, the customer is connected with the appropriate staff person to be screeneed for suitability and eligibility.	

V.G.9.f.2. Review/update required	Describe local procedures for ensuring that FSET Program staff are represented and proper documentation is provided at the DCF Administrative Fair Hearings.
Department of Children and Families will have lead responsibility based on the current Fair Hearing process. DCF will contact staff to notify of an upcoming fair hearing in addition to any relative information needed for preparation. **WORK**FORCE *plus*' local operating procedure dictates that program staff, supervisors or other designated staff would be required to attend the hearing, provide documentation and testimony, and participate in the hearing process. The supervisor reviews the case and relevant issue verifying all policies and federal guidelines were followed as it relates to service delivery. The Career Specialist must present the case to the service provider management team, as the means of proving that the actions requested were correct. The following procedures assist the Career Specialist in preparation for the hearing: 1) Copies of the customer's case file are to be reproduced. The copies become exhibits during the presentation of the case. 2) FSET career specialist photocopies all correspondence relative to the case which includes correspondence to and from the customer. 3) Directives and other written procedures are photocopied as they represent the basis for taking the action.	

V.G.9.f.3. Review/update required	Describe local efforts relative to developing jobs for FSET Program participants, assisting them with securing unsubsidized employment, and helping them become self-sufficient.
WORKFORCE *plus* utilizes a Job Developer in its efforts to develop jobs for FSET program customers, assist them with securing unsubsidized employment and helping them become self-sufficient. Additionally the Business Services unit seeks to develop employer relationships that will yield opportunities for every job seeker category to include FSET program customers. FSET program customers can participate in recruitment events such as "In the Spotlight". FSET Career Specialists are also engaged in assisting program customers with securing unsubsidized employment by conducting a search via EFM for possible referrals.	

10. Senior Community Services Employment Program

~~V.G.10~~	~~Describe the process for administering the Senior Community Services Employment Program (SCSEP), provided SCSEP funds are received.~~

11. Workforce Activities and Services

a. Core and Intensive Services

V.G.11.a.	Describe the process for providing core and intensive services to job seekers in the One-Stop Career Centers.
A wide range of services are available to Adults and Dislocated Workers. The process for providing core and intensive services to job seekers in the One-Stop Career centers and the range of services available to any eligible applicant are based on an assessment of the individual's needs and individual service strategy. The available core services are: 1) Eligibility Determination 2) Outreach, Intake, Orientation 3) Initial Assessment 4) Job Search, Placement Assistance, Career Counseling 5) Provision of Labor Market Information 6) Provision of Training/Educational Provider and Vendor Information 7) Provision of Performance Information for Region and Workforce Center 8) Provision of Supportive Service Information for the region and workforce center 9) Provision of UI Claims filing information 10) Assistance in determining eligibility for financial aid and 11) Follow-Up services. Individuals referred from Wagner-Peyser core services to	

WIA Assisted Core Services must meet certain eligibility criteria for the Adults or Dislocated Workers programs. Intensive services will be provided to eligible individuals who require more assistance in obtaining employment than is allowed for within core services alone. To be eligible for Intensive Services, an individual must have received at least one Assisted Core Service. Intensive services are considered 1) Assessment 2) Career Planning & Exploration 3) Development of Individual Employment Plan (IEP) 4) In-Depth Interview to Determine Barriers 5) Case Management 6) Employability/Life Skills Training and 7) Out of Area Job Search Assistance.

1. Assessment

V.G.11.a.1.a.	Describe the testing and assessment process(es) for the WIA, TAA, MSFW, Veterans, Wagner-Peyser, FSET and WT/TANF participants.
WORKFORCE *plus* has initiated specific testing and assessment processes through an operating procedure. The testing and assessment processes for program customers require an assessment of the customer's skills, knowledge and abilities prior to assigning a customer to activities. All **WORK**FORCE *plus* Region 5 Offices are to utilize the following assessment guidelines for determining which assessment instruments to use for specific customer groups. 1) Welfare Transition Customers (WT) – All customers will be assessed utilizing the Ready to Work placement test, E-Choices and contents in the Career Barrier folder. The TABE test will only be utilized for customers who are pursuing educational options (i.e. GED, vocational training, etc.) The sequence will proceed as follows: TABE Locator, then test at the indicated level utilizing the TABE Survey or TABE Complete Battery 2) Workforce Investment Act (WIA) Adult and Dislocated Worker Customers (WIA) - Utilize the TABE Level Advanced (A) Survey or Complete Battery for those individuals interested in pursuing vocational or postsecondary training. Also E-Choices will be utilized as an interest inventory to assist in determining suitability. Additional information: Other tests may be given to customer only by career specialist's request. 3) Year Round Youth Participants (WIA) – Utilize the TABE Level Advanced (A) Survey or TABE Complete Battery for those individuals interested in pursuing vocational or postsecondary training. For other youth participants, first, administer the TABE Locator, and then test at the indicated level utilizing the TABE Survey or TABE Complete Battery. Also E-Choices will be utilized as an interest inventory to assist in determining suitability. Additional information: Other tests may be given to customer only by career specialist's request. 4) Food Stamp Customers (FSET) –The TABE test will only be utilized for customers who are pursuing educational options (I.e. GED, vocational training, etc.) The sequence will proceed as follows; TABE Locator, then test at the indicated level utilizing the TABE Survey or TABE Complete Battery. Additional information: Other tests may be given to customer only by career specialist's request. 5) Veteran Services – Utilize the TABE Complete Battery if the customer is interested in pursuing educational options. (i.e. GED, vocational training, etc.) and WIN/WorkKeys for remediation. Additional information: Other tests may be given to customer only by career specialist's request. Important Note: If the TABE Survey or Complete Battery at either the E, M, or D levels is administered, and the individual being tested receives a score more than two years (2) above the content range for that test level, then the individual must be re-tested at the next level up. The publisher of the TABE test has indicated that test results more than two years outside of the content level are skewed, inaccurate results, due to the actual content of the test being too easy for the customer.	

V.G.11.a.1.b.	Describe the process and type of tools used to assess youth for assignment to the WIA mandated youth activities and services
Every youth is provided a TABE test to determine if they are basic skills deficient and E-Choices for a career interest inventory. Based on the results of assessments in addition to the initial interview with a Career Specialist, the youth will be assigned to an activity and needed services.	

For the Welfare/TANF program, please respond to the following items regarding assessments:

V.G.11.a.1.c.i	What tool does the RWB use to conduct the initial assessment of the participant's employability, skills, and prior work history? Describe the elements that meet the "employability" component of the initial assessment (i.e., what information does the RWB collect to secure employability information).

WORKFORCE *plus* has created an internal initial assessment tool used to conduct the initial assessment of the customer's employability, skills and prior work history. The elements that meet the "employability" component of the initial assessment are the knowledge, skills and abilities which are captured on the Initial Intake and Assessment Form. The tool summarizes prior employment information such as acquired skills, type of work, job title, length of job, wage and the reason for leaving the position. The information is discussed with the customer at the initial assessment appointment to assist in gauging the customer's work readiness. Customers will also utilize Florida's Ready to Work assessment as a tool to assess work readiness.

V.G.11.a.1.c.ii	When is the initial assessment conducted? 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?

The initial assessment is conducted within 30 days of receiving a referral from Department of Children & Families (DCF) for Welfare Transition customers. The initial assessment includes a review of the customer's goals, barriers, need for support services and the Initial Intake and Assessment form that was completed during the work registration process. The Initial Intake and Assessment form is reviewed with the customer to determine if updates are required. If updates are needed, the changes will be recorded by the Career Specialist. The Career Specialist and customer will sign and date the updated intake form confirming the changes. Based on the responses provided during the initial assessment, the customer will be assigned to an activity that relates to their career goals. Support services will also be offered to support participation.

V.G.11.a.1.c.iii	At what point does the RWB require the participant to complete other assessments? Attach an example of an initial assessment tool that is used by the RWB.

The overall goal of assessment is early identification and intervention to maximize the potential of each Welfare Transition customer to make effective use of time limits and to receive an appropriate continuum of services supporting their transition from welfare to work. Assessment begins at orientation and continues through the customer being placed in employment. Even after employment, additional assessment may be necessary. **WORK**FORCE *plus* may require additional assessments prior to the entry of training or work experience activities to ensure suitability. The need for other assessments will depend largely on the goals/interest of the client and the nature of the barriers identified during initial assessment and counseling sessions. The major areas for further assessment include, but are not limited to the following: Abilities, Interest/Values, Physical Capabilities, Experience/Work History, Leisure Activities, Education & Training Needs, Work Attitude/Personality, Life Situations, Family Problems/Domestic Violence, Transportation, and Economic & Financial Skills. These services are available in Gadsden, Leon and Wakulla counties.

V.G.11.a.1c.iv	At what point does the RWB require the participant to complete other assessments (e.g., prior to entry into a work experience or vocational training)?

WORKFORCE *plus* may require additional assessments prior to entry into training or work experience activities to ensure suitability. All customers will complete an initial battery of assessments to assist in the development of their Individual Responsibility Plan (IRP) or the Individual Service Strategy (ISS). Ongoing assessments will largely be dependent upon customer engagement in program activities or an identified need by the Career Specialist.

2. Individual Responsibility Plan (IRP)/Employability Development Plan (EDP)/ Individual Service Strategies (ISS)

V.G.11.a.2.a	Describe the procedure for developing IRPs/EDPs/ISSs for participants of the workforce service programs.

The procedure for developing Individual Responsibility Plan (IRP), Employability Development Plan (EDP) and Individual Service Strategies (ISS) begins with

the initial assessment between the Career Specialist and the customer. During the assessment process the Career Specialist will develop a plan to include at a minimum: career goals, objectives, services to overcome barriers, education levels, and steps for self-sufficiency. Completing the plans during the initial interview with a customer allows staff to assess and identify the customer's needs and /or barriers. The immediate creation of a plan provides a strategy the customer can use to work towards self sufficiency. Resources or supportive services can be identified and/or provided to support the customer. The plans will be reviewed and updated at each appointment to correspond with the attainment or development of new goals. Updates to the plan can include steps to self sufficiency, activities, goals, and the need for support services. Any changes to the plan will require the signature of the customer and Career Specialist.

In addition, for the WT/TANF program, please respond to the following and attach a copy of all applicable local operating procedures.

V.G.11.a.2.b	When is the IRP initiated? Describe the process of developing the IRP in conjunction with the program participant; Describe how often the steps to self-sufficiency are updated and signed by the program participant and program staff; and Describe the IRP tool that the RWB uses. If the RWB uses a locally developed tool, please attach it to the Workforce Services Plan.
The IRP must be initiated and signed by the customer and Career Specialist within 30 days of becoming eligible. To develop the IRP, the Career Specialist utilizes assessment results in conjunction with information captured from the customer regarding their skills, work history, and employability. Elements required include short and long-term employment goals, short and long term education goals, barriers, activities assigned, services provided and steps to self-sufficiency. Other elements that may be included according to customer need include personal goals and optimal health goals. All information is captured in the Management Information System, the customer is provided a copy and a print out of the IRP is placed in the customer's hard copy file. **WORK**FORCE *plus* utilizes a locally developed tool in addition to the OSST generated IRP. The IRP is updated whenever significant changes arise such as a goal completion. The steps to self sufficiency are updated at each visit.	

b. Occupational Skills Training

The Governor's vision in Florida for increasing training access and opportunities for individuals consists of a state policy requiring that 50 percent of the funds for adults and dislocated workers be allocated to ITA unless the local Board obtains a waiver from WFI. Attach a copy of the local operating procedures for the following processes.

V.G.11.b.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.
WORKFORCE *plus* ITAs (individual training accounts) for training services will be issued to institutions for amounts that are based on tuition and fee cost information that was proposed or otherwise provided by institutions in making application to be a qualified provider on the local approved targeted occupational demand list or the state list. **WORK**FORCE *plus*' ITAs will include the payment of fees or cost not covered by other funding. Typically, there are some costs (uniforms, tools, etc.) that are not covered by other funding sources (i.e., PELL). Supportive services may be used in the ITA that is based upon the customer's individual need, support services count against the **WORK**FORCE *plus* $5,000.00 ITA life limit. The customer's Individual Employment Plan (IEP) should support all funds allocated to the customer's ITA. Funds for each ITA will be obligated/encumbered at the beginning of the customer's training and will carry forward until such time as the plan is completed. ITA will include the following: 1) Each ITA will be issued to a specific training program and to a specific provider selected by the eligible customer after consultation and agreement by staff as an appropriate occupational choice. 2) ITAs may be canceled, transferred from one eligible customer to another, increased or decreased in value and will be specified in the appropriate provider agreement(s). 3) **WORK**FORCE *plus* has established a cap in the amount of $2,500 for those programs where the anticipated wage at placement at the completion of training will be between $9.00 an hour and $10.99 an hour, $3,500 for those programs where the anticipated wage at placement is between $11 and $12.02 and $5,000 for program where the anticipated wage is $12.03 or more an hour. **WORK**FORCE *plus* will coordinate with other financial aid resources. 4) ITAs will be supported through a formal agreement	

with each training provider. Agreements at a minimum typically contain the following elements: Billing procedures, refunds, cancellations, transfers; Limits on student liability; Funding source coordination requirements; Price and the structure of performance payments if applicable; Agreement to supply information to FETPIP, without which, providers will not be able to maintain their eligibility; Agreement to a performance outcome based on increasing the availability of alternative financing; and Prohibitions on unlawful remuneration to attract students. 5) Customers are restricted to a $5000 lifetime limit and training will not exceed two years.

V.G.11.b.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.

To be consistent with exceptions contained in WIA, **WORK**FORCE *plus'* only funds training services through the use of an Individual Training Account. The only exception **WORK**FORCE *plus* allows for not using an ITA is for Customized Training and On-the-Job Training in which the Workforce Investment Act states: **Sec. 134(d)(4)(G)(ii) Exceptions.**--Training services authorized under this paragraph may be provided pursuant to a contract for services in lieu of an individual training account if the requirements of subparagraph (F) are met and if-

Sec. 134(d)(4)(G)(ii)(I) such services are on-the-job training provided by an employer or customized training;

Sec. 134(d)(4)(G)(ii)(III) the local Board determines that there is a training services program of demonstrated effectiveness offered in the local area by a community-based organization or another private organization to serve special participant populations that face multiple barriers to employment.

V.G.11.b.3.	Provide a description of the local policy and procedures to competitively award grants and contracts for activities and services not funded with ITAs.

WORKFORCE *plus* will follow the same procurement guidelines as outlined previously for all award grants and contracts. Customized training will be offered through employed worker training grants in accordance with state and federal guidance. On-the-job training will be offered to employers through a Training Agreement in accordance with all state and federal guidance.

~~V.G.11.b.4 – Moved to TAA section~~	~~Describe the process for using WIA funds to provide training services to trade affected workers.~~

~~V.G.11.b.5. Moved to TAA section~~	~~Describe the process for ensuring that WIA funded training activities provided for trade affected workers are those that are stipulated in Section 236 of the Trade Act and related federal policies and procedures.~~

12. Work Experience

V.G.12.	Provide a description of the process for developing work experience sites and worksite agreements for all participants enrolled in workforce programs. Attach a copy of local operating procedures.

The process **WORK**FORCE *plus* uses to develop work experience sites is based on the needs of the customer groups. The region closely reviews the needs of the populations served and in coordination with the Business Services Unit and Job Developer, develops worksite agreements with employers. Worksites are developed to meet the needs of youth, adults, dislocated workers, and TANF recipients who need to learn the skills needed/required in a workplace in order to assist the individual to gain employment that leads to self-sufficiency. Work Experience contracts are established with appropriate agencies to establish approved community service worksites. Each site will be evaluated yearly to ensure quality regarding appropriate customer placements and the quality of the placement site. The agencies are public or not for profit. These agencies work with a customer on a temporary basis to provide training in work etiquette and basic job skills. The specialized Career Specialist is responsible for contacting public profit and non-profit agencies that are not workforce partners to develop partnerships for assisting customers to achieve self-sufficiency through Work Experience. These work site arrangements are coordinated through the Career Specialist's relationship with the Job Developer and the Business and Employer Services Unit. The day following a customer's appointment for an interview at the Work Experience site, the Career Specialist calls the contact person to verify that the customer attended the interview and that the desired outcome has been reached. Once the customer has been placed at a site, contact is made at a minimum weekly to verify continued progress. At the onset of establishing a work site agreement, Work Experience site representatives are informed that a customer who fails to attend two consecutive days of volunteer assignment must contact the specialized Career Specialist so that contact may be initiated with the customer to determine if a good cause reason applies.

In addition, describe the following for the WT/TANF program:

V.G.12.a.	How the participants of the WT program are referred to the worksite provider to begin engagement; How the RWB ensures that participants are supervised on a daily basis during worksite engagement; How the RWB will document hours actually completed and the party responsible for signing documentation to support hours of participation; and The steps the RWB has taken to protect employees of the worksite employer against displacement.

A Career Specialist or the Job Developer contacts worksite supervisors to confirm open positions are suitable for the customer and to secure start date and worksite hours. The Career Specialist will issue a referral, time sheet indicating location, worksite hours, supervisor's name and date to return time sheet. The day following a customer's appointment for an interview at the Work Experience site, the Career Specialist calls the contact person to verify that the customer attended the interview and that the desired outcome has been reached. Once the customer has been placed at a site, the site supervisor will be provided a Work Site Agreement that outlines the expectations of the customers that are being placed. Career Specialists will perform a weekly follow-up with the worksite supervisor to track the customer's progress and to ensure the customer is attending and performing satisfactorily and to resolve any issues. The Career Specialists will document follow-ups in case notes in OSST. The Career Specialists will secure documentation of attendance no less often than monthly. The Career Specialists will update JPR screen with performance hours in OSST. Community Service/ Work Experience attendance sheet must be signed by customers, work site supervisor and **WORK**FORCE *plus* staff. These attendance records must clearly specify the dates of attendance, time, daily hours, and signatures. Community Service/ Work Experience attendance sheet must be turned in weekly by the customers or it could also be faxed by work site supervisor. **WORK**FORCE *plus* has taken actions to protect employees of the worksite employer against displacement by including language that no customer is to be placed into positions that are traditionally paid positions.

13. On-the-Job Training

On-the-Job Training (OJT) is defined as training by an employer that is provided to a paid participant while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance on the job. Reimbursement is provided to the employer of up to 50 percent of the wage rate of the participant for the extraordinary costs of providing the training and additional supervision related to the training, unless a waiver allows an increase of the reimbursement. The training is limited in duration as appropriate to the occupation for which the participant is being trained. Attach a copy of the local operating procedures for the following processes.

V.G.13.	Provide a description of the process for developing OJT sites and OJT agreements for all participants enrolled in workforce programs.
OJT sites and agreements for all participants enrolled in workforce programs at **WORK**FORCE *plus* are developed as the Employer Services Unit identifies and markets to potential OJT employer partners. As part of the layoff aversion strategy employers affected by Trade Adjustment will be identified to ensure OJT is an option to fill positions that may otherwise be moved out of the country. OJT is provided under a contract with an employer in the public, private non-profit, or private sector. Through the OJT contract, occupational training is provided for customers in exchange for the reimbursement of up to 50 percent of the wage rate to compensate for the employer's extraordinary costs. The Region has a process in place to ensure that contracts are not developed with employers who have previously exhibited a pattern of failing to provide OJT participants with continued long-term employment with wages, benefits, and working conditions that are equal to those provided to regular employees who have worked a similar length of time and are doing the same type of work. The length of the OJT contract is limited to the period of time required for a customer to become proficient in the occupation for which the training is being provided.	

For WT/TANF, please describe the following:

V.G.13.a	How the RWB will ensure that participants engaged in the OJT activity will be supervised on a daily basis; How the RWB will document hours actually completed and the party responsible for signing documentation to support hours of participation; and How often (at minimum) documentation to support hours of participation will be collected.
WORKFORCE *plus* will ensure the OJT participant is supervised by making contact with the supervisor to ensure progress is being made. Documentation to support hours of participation will be signed by the employer's designated supervising staff and will be collected, at a minimum, every week. The documentation will be secured in the customer's file and the JPR screen will be updated accordingly. A case note will also accompany the hours of participation that has been documented in the file and in OSST.	

14. Customized Training

Customized training is defined as training that is designed to meet the special requirements of an employer that is conducted with a commitment by the employer to employ an individual on successful completion of the training and for which the employer pays for not less than 50 percent of the training, unless a waiver allows a lesser employer contribution. Attach a copy of the local operating procedures for the following process(s).

V.G.14.	Provide a description of the process for developing customized training sites and agreements for all workforce participants enrolled in WIA, Welfare Transition, FSET, etc.
Customers who are identified as participants of the Workforce Investment Act, Welfare Transition, Trade Adjustment Assistance, and the Food Stamp Employment and Training programs who are deemed in need of training in order to obtain a new position within their current employer's operation or for those employed adults who are at risk of losing their employment unless additional training or services are received may be provided customized training. In both instances the training provided, to eligible employed adults, must lead the customer to self–sufficiency. As part of case management and follow-ups with customers' customized training will be discussed as an opportunity to advance in their career or to upgrade their skill to retain employment. To develop customized training sites and agreements the Business Services Unit will identify and market customized training to potential employers who may be in need of skills upgrade opportunities for their staff. These employers will provide information to **WORK**FORCE *plus* as to their needs for skills upgrade training and will identify those employees in need of the skills upgrade in order to maintain/retain their current employment and help the employer to remain competitive in the marketplace.	

15.A Employed Worker Training Program

Workforce Florida's policy established in 2003 required all RWBs in the State to specify how the region would provide for skills upgrade training using local funds, including the establishment of a local Employed Worker Training Program (EWT) program. Since the majority of workforce funds are allocated to the RWBs and all businesses and jobs are local, this strategy would allow for more skills upgrade training to take place statewide. In doing so, many regions have developed strong business and industry champions for the workforce system, leading to additional usage of other tools available through their respective one-stop network.

Provide a description of the process for the EWT program aimed at upgrading the skills of existing workers in the region. The description should include the following and attach a copy of the local operating procedures for the following process(s).

V.G.15.A.1. Review/Update Required	Describe how skills upgrade training will be provided to workers who need training to obtain or retain self-sufficient wages.
Skills upgrade training will be provided to workers who need training to obtain or retain self-sufficient wages. To assist employers and their employees to remain competitive in the marketplace, **WORK**FORCE *plus* assists employers with Customized Training needs. The training is generally for job specific skills/industry-specific skills necessary to assist employees to acquire the necessary skills to keep their jobs and/or advance in the company, while meeting the employer's need to be more competitive in the marketplace. Employers located in Gadsden, Leon, and Wakulla Counties are eligible to apply for EWT grants. Employers can be private, public or non-profits. They must have at least two full-time employees. The employer has the choice of vendor they choose to provide the training. In-house employees can provide the training if they can be shown to be a subject matter expert. Current employees earning less than 200% of the current Lower Living Standard Income Level or require the necessary skills to retain employment may receive training. Employees can never had participated in any other EWT program administered by **WORK**FORCE *plus* and they must be willing to be registered by the local office staff by completing an application and providing the required documentation. Employees trained through this program must work for the employer located in Gadsden, Leon or Wakulla counties. Employers must pay wages if training is during work hours. The length of training should be considered short-term training and cannot exceed four (4) months. Soft Skills Training will not be funded. Employers must furnish the following information for their employees who are designated as in need of training - Proof of Social Security Number; Proof of employee Citizenship, Authorization to Work or Alien Status; Selective Service Confirmation (Applicable to males 18 years of age and over, who were born after 12/31/1959); Proof of employee Birth Date/Age; Proof of employee/employer relationship at WIA registration; Proof employee retains employment at completion of training with hourly wage; and Verification statement that the individual is in need of skills training in order to maintain or retain employment. Employers are reimbursed up to 50% of the direct costs incurred for training. The employer is required to pay for the training up front and then submit an invoice to **WORK**FORCE *plus* for reimbursement along with evidence of payment and proof that the employees in the training successfully completed the training. The employees must receive recognized industry-specific skills training and receive a certificate of completion, which must be furnished to **WORK**FORCE *plus* staff. Additional information/requirements of the program will be furnished to the employers selected for funding. The match provided by **WORK**FORCE *plus* may be adjusted to meet the guidelines for the State plan waivers in affect through June 30, 2012. Under this waiver, no less than 10% match for employers with 50 or fewer employees, and no less than 25% match for employers with 51-250 employees. Employers with over 250 employees will receive the standard 50% match.	

WIA law and regulations operationalizes the term self-sufficiency in different contexts:

- Section 134(d)(3)(A)(ii) limits the provision of intensive (and consequently training) services to individuals who are employed but are determined by a one-stop operator to be in need of such intensive (and training) services *to obtain or retain employment that allows for self-sufficiency*.

- 20 CFR 663.220(b) further discusses the needs of dislocated workers who are employed to receive intensive (and training) services *to obtain or retain employment that leads to self-sufficiency*. Please note: A worker who has received a notice of termination or layoff from his/her current employer is not considered employed.
- The preamble to the Final Regulations, Federal Register, Vol, 65, No. 156, Friday, August 11, 2000, p. 49294, et seq. recognizes that for individuals who receive public assistance, programs should work to transition these low-income working families from welfare to self-sufficiency. (page 49319)
- 20 CFR 663.705 mandates that employed workers may not receive on-the-job training or customized training if they are *earning a self-sufficient wage*.

<table>
<tr><td>V.G.15.A.2.
Review/Update Required</td><td>Provide the local definition(s) of "self-sufficiency" for:
• Adult employed workers
• Dislocated workers who are working in an income maintenance job.
• Recipients of public assistance, and people with disabilities and other barriers to employment
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.
Does this self-sufficiency definition apply to the WT/TANF program? If not, please provide the self-sufficiency definition for these programs.</td></tr>
<tr><td colspan="2">WORKFORCE plus defines "self-sufficiency" as criteria for determining whether current employment of an employed worker leads to self-sufficiency. The employed worker will be determined by an individual whose earnings per hour are at or below 200% of the Lower Living Standard Income Level (LLSIL) prior to application for services. For an individual who is served with WIA Dislocated Worker funds, self-sufficiency is defined as income of not less than 80% of the earnings prior to job separation. For an individual who is participating in the Welfare Transition Program, self-sufficiency is defined as a person who obtains employment and is earning a wage at or above two hundred percent of the federal poverty level.</td></tr>
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<table>
<tr><td>V.G.15.A.3.</td><td>Provide a description of the process for the EWT program aimed at upgrading the skills of existing workers in the region. The description should include the following:
• Identify those industries in the region whose workers will be targeted specifically for skills upgrade training and how those industries were identified
• Address both those working part-time and full-time, the working poor, and across all earning levels
• Identify how additional funds will be leveraged to accomplish skills upgrade training within the region</td></tr>
<tr><td colspan="2">The process of upgrading the skills of existing workers at WORKFORCE plus utilizes both local formula funds and special grant dollars to deliver employed worker training and continues to seek opportunities to apply for special project dollars from both WIA and TANF in order to serve employed workers and employers in the region. If/when additional dollars are awarded, WORKFORCE plus maintains a pipeline of interested employers who need assistance in order to maintain their competitiveness and to increase the skill levels of their employees. Employers located within the three counties of the WORKFORCE plus service area, Gadsden, Leon, and Wakulla are eligible to apply for grants. These grants will target the industries of: Healthcare, Information Technology, Trade and Education related companies. The particular industries were selected as statistics indicate these are the areas with the most need for skills upgrade training in an expeditious manner if the companies are to remain competitive. As appropriate, individuals in need of occupational skills upgrade training and deemed eligible to receive the training will be enrolled in order to increase their earning potential and move them to a level of meeting their self-sufficiency needs. The primary focus is employers who employ the working poor, those workers earning less than the $12.30 per hour in the region. This wage requirement is in alignment with the $12.30 LLSIL wage for a family of 3 in this area. By focusing on the needs of the individuals who are earning less than a self-sufficient wage,</td></tr>
</table>

the region is addressing the needs of the working poor. **WORK**FORCE *plus* continues to discover ways to afford opportunities across multiple populations and earning levels.

15.B Layoff-Aversion Incumbent Worker Training Program (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 TEGLs 26-09 and 30-09.

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."

V.G.15.B.1 Review/Update Required	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 • Other local criteria (See TEGL 26-09, 7.A.i.)

The first step in determining the appropriate layoff aversion strategy is to understand the risk indicators. In many cases, more than one risk indicator will apply or overlap. Some of the "at-risk" indicators identified to determine if a business is in need of aversion assistance are 1) declining sales, 2) supply chain issues, 3) adverse industry or market trends, 4) the possibility of a loss of workforce for lack of in demand skills and 5) changes in management philosophy or ownership. Consultation with industry experts, economic development organizations, labor organizations, workforce professionals, and other community groups should occur to determine other sources of assistance so that a comprehensive plan for layoff aversion is in place. Early response to the announcement of plant closures or layoffs is crucial to the success of the aversion strategy. **WORK**FORCE *plus*' will initiate contact with the company/organization to identify what strategies have been engaged. **WORK**FORCE *plus* will also make them aware of programs and services offered at the local and state level. In instances where the employer strategy is deemed sufficient, we will work in partnership to support the employer's plan as appropriate. If it is determined that as a last resort the employer must temporarily reduce hours, then the Short Time Compensation (STC) will be recommended until the business downturn subsides. If it is determined that a layoff may be averted by employee skills training then the Incumbent Worker Training program will be used to upgrade current employees skills as needed to efficiently perform their jobs and ensure the business remains competitive.

V.G.15.B.2 Review/Update Required	Describe how the RWB will operationalize "Layoff Aversion" as defined in TEGL 30-09.

WORKFORCE *plus*' will operationalize the layoff aversion by implementing the plan as needed that provides guidance to staff.

V.G.15.B.3 Review/Update Required	Describe how the RWB will determine the eligibility of workers to participate in LAIWT. (See TEGL 26-09, 7.A.ii.)

WORKFORCE *plus*' will operationalize the layoff aversion by implementing the plan as needed that provides guidance to staff.

V.G.15.B.4 Review/Update Required	Describe how the skills training will contribute either to the maintenance of employment or increased employment security. (See TEGL 26-09, 7.A.iii.)
Skills training will contribute to the maintenance of employment or increased employment security. Currently a waiver of WIA Section 134(a) (1) (A) to permit a portion of the funds reserved for rapid response activities be used for incumbent worker training has been granted an extension through June 30, 2012. Under this waiver the State is permitted to use up to 20% of rapid response funds for IWT only as part of a layoff aversion strategy. **WORK**FORCE *plus* will use IWT funds as a layoff aversion strategy in situations where the employees require skills upgrading or have skills that are no longer in demand. IWT may also be used to upgrade employees' skills to move into another position that is not subject to layoff.	

16. 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 EFM 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 process(s).

V.G.16.a.	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 EFM);
The region will aggressively market/communicate, internally and externally to increase the awareness and stimulate workforce system usage. A significant amount of emphasis has been placed on informing local employers and/or community organizations about the advantages of utilizing the EFM. Also, our participation in the local Chambers of Commerce a **WORK**FORCE *plus* and Economic Development Council events has provided numerous opportunities to inform local businesses of the value of the services that **WORK**FORCE *plus* provides. Businesses are made aware of the system and offered training on EFM, they are also provided information on how our other services (Customer Service Training, Assistance with Business Incentives, etc.) can enhance their ability to operate successfully within the region with multiple opportunities to expand.	

V.G.16.b.	How employer services will be delivered/conducted to employers, including employer visits to obtain job orders for veterans, MSFWs, Agricultural Employers, and other job seekers;
How employer services will be delivered/conducted to employers, including employer visits to obtain job orders for veterans, MSFWs, Agricultural Employers, and other job seekers is accomplished by a primary focus of the Employer Services Unit that includes the Local Veteran Employment Representative (LVER) to ensure that special emphasis is placed on contacting a wide variety of employers and community organizations. The Veteran staff is a component of the Tiered Employer Services System and are assigned employer accounts based on the employer's expressed desire to hire Veterans. Additionally, veterans staff are required to conduct ongoing outreach to employers. This includes direct outreach to employers via scheduled events, direct industry targeting and business listings offered through the Chambers of Commerce in the region. Moreover, Veteran outreach to employers is addressed monthly during our scheduled monthly performance meetings. Employers who create registrations within the Employ Florida system are immediately contacted and provided a brief overview of the services that **WORK**FORCE *plus* has to offer. In addition, employers are briefed on the different diverse group of employers who utilize our services. Federal Contractors are briefed about our Veteran Program and the on-site Veteran Representatives are made aware of such companies that are being marketed by the Business and Employer Services Unit. Employers are made aware of the job matching services offered. Additionally, employers are briefed on how each job seeker's work history and educational achievements are individually reviewed and a determination is made by each Career Specialist as to whether or not the job seeker meets the minimum qualifications of the position. Our ability to perform job matching is a service that typically motivates employers to list their job orders with us. In addition, our ability to provide quality customer service training, assistance with different business incentives/grants, and conduct labor market research has demonstrated to employers that **WORK**FORCE *plus* is dedicated to becoming a valuable resource for local businesses.	

V.G.16.c.	How the region will identify and evaluate the most effective local Business Services team;
How the region identifies and evaluates the most effective local Business Services team is based on a number of measures. Those measures include the following: 1) Number of job orders received from employers 2) Number of job orders received from employers at an hourly wage of $12.30 or higher 3) Number of employers who list job opening that have not previously utilized our services 4) Number of individuals placed by job orders received via Employer Services personnel 5) Results of employer satisfaction surveys 6) Number of job seekers who utilize the services of the Executive Center who obtain employment.	

V.G.16.d.	How the region will institutionalize and replicate proven outreach tactics, core processes and performance matrices;
How the region will institutionalize and replicate proven outreach tactics, core processes and performance matrices is accomplished by the region's Employer Services Unit continuing outreach efforts to employers with quarterly and annual events that are developed for employers to maintain awareness of employment trends, the available job seeker pool, and constant communication. Core processes are reviewed and updated on a quarterly basis to ensure that all procedures are implemented correctly and efficiently. The processes are proven successful through the execution of daily activity and outcomes. Performance is tracked through EFM with case notes, activity codes, number of job orders entered and filled. On a weekly and monthly basis sample case files are reviewed to ensure appropriate service delivery. Employers are randomly surveyed to determine if the services provided has yielded the desired results. Once practices, activities, processes, etc. have been identified as meeting or excelling the developed standard, it is documented and replicated throughout the region.	

V.G.16.e.	How the region will expand outreach and availability of the following value added, business focused training programs: Incumbent Worker Training; Quick Response Training; and Employed Worker Training.
How the region will expand outreach and availability of the following value added, business focused training programs is accomplished during each employer visit, businesses are provided information regarding the following incentive opportunities: Incumbent Worker Training, Quick Response Training and Employed Worker Training. Also, during outreach activities (i.e. Chamber of Commerce functions, Small Business Development meetings, Economic Development Council presentations, and testimonials from previous training grant recipients are provided to employers informing them of the benefits of accessing one or more of these programs. Special emphasis is placed on encouraging businesses to evaluate the usefulness of the training program and to submit completed applications for the different programs. Each employer folder disseminated by the Employer Service unit contains information about each training program and grant. In addition, electronic copies of the program fact sheets and applications are readily available for transmission to prospective employers upon their request.	

V.G.16.f.	In partnership with economic development organizations, how will the region build on existing or establish local, industry-specific workforce business consortiums;
In partnership with economic development organizations, the region will build on existing or establish local, industry-specific workforce business consortiums through a collaboration with its economic development partners will ensure the coordination of effort by being actively engaged in all activities such as business consortiums, business led forums and other activities established by the Economic Development Councils within the region. Additionally, **WORK**FORCE *plus* will also seek out additional opportunities to engage our Economic Development partners by spearheading specific initiatives and pursuing funding opportunities that support and align with their strategies and priorities.	

V.G.16.g	How the region will prioritize target industry clusters by One-Stop Career Center;

How the region will prioritize target industry clusters by One-Stop Career Center; **WORK**FORCE *plus* will prioritize target industry clusters by using information compiled by the Agency for Workforce Innovation LMI unit regarding the region and the industries represented. Additionally feedback will be sought through the following entities to ensure that our resources and focus are dedicated to providing real time responses regarding the needs of our business: Business and Industry, Chamber of Commerce, Economic Development Councils and Education Partners. In ensuring that all stakeholders are included with our prioritization efforts we will be in a better position to respond to the different and changing needs of business with solutions and resources that can positive impact the region.

V.G.16.h.	How the region will provide platform for creation or technical input of industry specific training programs—leverage expertise of strategic partners (Education, Training Providers);

How the region will provide platform for creation or technical input of industry specific training programs—leverage expertise of strategic partners (Education, Training Providers); will be accomplished through collaboration with educational partners that will act as a conduit for connecting business with the training/technical input for the business community regarding changes in the industry.

V.G.16.i.	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 all Employ Florida Banner Centers and other similar business-led initiatives);

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 all Employ Florida Banner Centers and other similar business-led initiatives) will be accomplished as **WORK**FORCE *plus* through our service delivery system will ensure there is constant emphasis on the "voice of the customer" through a variety of regional business forums where we will solicit the current and emerging needs of the business community. Additionally, **WORK**FORCE *plus* will participate in opportunities offered at the state level to ensure that the local voice of the business customers resonates and that due consideration is given to developing a system that speaks to the business community as a whole.

V.G.16.j.	How the region will increase workforce awareness via visibility at target industry specific events; and

How the region will increase workforce awareness via visibility at target industry specific events. **WORK**FORCE *plus* maintains an active presence in the local industry roundtable meetings administered by the Economic Development Councils of the region. These roundtable discussions are divided up into industry-specific group (i.e. Healthcare roundtable, Manufacturing roundtable, Information roundtable, etc.). Maintaining a presence at these discussions allows us to provide valuable input concerning the issues surrounding the targeted industries. Also, having a presence at the respective roundtables provides **WORK**FORCE *plus* an opportunity to create a relationship with different employer and with this relationship we are in a position to gauge the needs of each employer. Having a common knowledge of the employer's needs affords us an opportunity to actively identify qualified job seekers for their vacant positions and to identify training programs or incentives that may be beneficial to a specific employer or industry.

V.G.16.k.	Showcase successful workforce/business partnerships at local economic development business events.

Showcase successful workforce/business partnerships at local economic development business events. Opportunities that showcase or highlight partnerships with business community include but are not limited to the following: 1) Small Business Assistance Fairs 2) Business Forums 3) Chamber of Commerce led events 4) Economic Development Council events 5) Marketing collateral 6) Statewide presentations regarding specific industries.

17. Services to Targeted Populations

V.G.17.	Describe the process for providing workforce services to target populations such as the homeless, ex-offender, farmers, hard-to-serve, individuals with disabilities and other target groups.

The process for providing workforce services to target populations such as the homeless, ex-offender, farmers, hard-to-serve, individuals with disabilities and other target groups is to identify the target populations. **WORK**FORCE *plus* has been aggressive at applying for additional funding in order to serve homeless individuals, ex-offenders, the most hard-to-serve, individuals with disabilities, and other target groups. The target populations are also served through formula funding in various workforce programs as appropriate by services offered through our three (3) local workforce offices. The target populations are identified by a variety of sources to include partner agencies and participating in events such as the Veteran Stand Down.

JOBS=PAYCHECKS NOW is a grant funded through **WORK**FORCE *plus* and Workforce Florida Inc. (WFI) that provides an on the Job Training (OJT) opportunity for job seekers who are classified as being Dislocated Workers to obtain the education, skills, and work experience which will allow for employment opportunities in a particular occupation. Job seekers who do not meet the definition of Dislocated Worker may be served on a case by case basis under the WIA Adult category at 200% poverty level or LLSIL whichever is greater using funding from **WORK**FORCE *plus*. To participate in this program employers must create new, full-time jobs (32-hours or greater). Positions will be posted in the Employ Florida Marketplace (EFM) site. Note the position(s) being created must not have been involved in a layoff over the last 6-months. Additionally, the employers who agree to participate must provide on-the-job training that will prepare their new hire for successful job retention. In return, the employer will receive a wage reimbursement totaling 50% of the new hires' first month's salary not to exceed $1,250.00 per job created.

18. Workforce Program-Specific Definitions- Attach a copy of the local operating procedures for the following process(s).

- **a.** ~~**Self Sufficiency**~~ moved to section related to Employed Worker Training
- **b. Dislocated Worker Eligibility Standards**

V.G.18.b.1.	Provide the local definition of a substantial layoff for determining dislocated worker status, as referenced in WIA section 101(9)(B)(i).

Provide the local definition of a substantial layoff for determining dislocated worker status, as referenced in WIA section 101(9)(B)(i). **WORK**FORCE *plus* defines a substantial layoff for determining dislocated worker status as being when 25 or more individuals are being impacted by the layoff. This layoff will result in the delivery of on-site rapid response activities. If resources are available **WORK**FORCE *plus* will provide services to groups smaller than 25.

V.G.18.b.2. Review/Update Required	Provide the local definition for "underemployed" for determining displaced homemaker status, as referenced in WIA section 101(10).

Provide the local definition for "underemployed" for determining displaced homemaker status, as referenced in WIA section 101(10). **WORK**FORCE *plus* defines underemployment as being employed but the household's income is at or below the current LLSIL and Federal Poverty Level Guidelines for the family size of the applicant.

V.G.18.b.3. Review/Update Required	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).

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). Dislocated workers who have become re-employed in "income maintenance" jobs (a job with a lower rate of pay than the job of dislocation) may be served as long as the wage earned does not exceed the local criteria for self-sufficiency for dislocated workers.

c. Priority Services

V.G.18.c.1 Review/Update Required	Describe the criteria to be used for providing priority of services in employment and training to veterans in all workforce programs.

Describe the criteria to be used for providing priority of services in employment and training to veterans in all workforce programs. Assisted Core Services are available to any WIA Eligible Veteran Adult who has received at least one (1) Core One-Stop Service, and has demonstrated a need for additional service to obtain employment at a self-sufficient wage. The Self-Sufficient wage shall be determined annually by **WORK**FORCE *plus* based upon the adjusted Lower Living Standard Income Level (LLSIL) percentage goal for the region as appropriate. Priority of service means the right of eligible veterans (Wagner-Peyser 180-days or greater (LVER/DVOP), one-day for other USDOL funded programs) and covered persons to take precedence over eligible non-covered persons for the receipt of employment, training and placement services provided under new or existing qualified job training programs. Veterans and eligible spouse will be made aware of: 1) Their entitlement to priority of service 2) The full array of programs and services available to them, and 3) Any applicable eligibility requirements for those programs and/or services. To ensure priority of service is observed, eligible veterans and covered persons are identified at the point of access of **WORK**FORCE *plus* offices and shall be notified of programs and/or services available. Point of access includes physical locations, such as **WORK**FORCE *plus* offices, as well as web sites and other virtual service delivery resources. Provider staff and veteran's staff will use a needs-based approach to identify veterans with special needs, i.e. disabled veterans, recently separated veterans, etc., and they will be subsequently referred for the appropriate services. All veterans and covered persons who are pursuing employment will be registered in the EFM system. Veterans with barriers to employment will be provided with the necessary initial assessment and the required documented intensive case management services. Priority shall be given to recipients of public assistance and low-income individuals. Income must be verified for the 6 months prior to the date of registration and will be multiplied by two (2) to determine the allowable annual salary as outlined in the Federal Poverty Level Guidelines issued annually. As funds allocated to the local area for intensive and training services are limited, priority shall be given to recipients of public assistance, and low-income individuals, along with veterans and/or spouses of veterans for intensive and training services. Veterans and spouses of veterans shall receive first priority for intensive and training services, provided they are low income or are receiving public assistance. Verification of public assistance, low income and veteran's status must be collected at the point of intensive services.

V.G.18.c.2 Review/Update Required	Describe the strategies used to provide priority of service under the WIA Adult program. i. How will priority of service be provided to low-income individuals and public assistance recipients? ii. How is the availability of other funds taken into account in establishing these strategies? iii. How are the needs of special client groups addressed? iv. How do employed workers fit in the priority of service strategies? v. What other factors does the RWB consider?

Describe the strategies used to provide priority of service under the WIA Adult program. Assisted Core Services are available to any WIA Eligible Adult who has received at least one (1) Core One-Stop Service, and has demonstrated a need for additional service to obtain employment at a self-sufficient wage. Self-Sufficient wage shall be determined annually by **WORK**FORCE *plus* based upon the adjusted Lower Living Standard Income Level (LLSIL) percentage goal for the region as appropriate. Priority shall be given to recipients of public assistance and low-income individuals. Income must be verified for the 6 months prior to the date of registration and will be multiplied by two (2) to determine the allowable annual salary as outlined in the Federal Poverty Level Guidelines issued annually, the term for Adults refers to 100% of the poverty level. As funds allocated to the local area for intensive and training services are limited, priority shall be given to recipients of public assistance, and low-income individuals, along with veterans and/or spouses of veterans for intensive and training services. Veterans and spouses of veterans shall receive first priority for intensive and training services, provided they are low income or are receiving public assistance. Verification of public assistance, low income and veteran's status must be collected at the point of intensive services. Employed workers fit into the priority of service strategies to enable customers who are employed but in need of skills upgrade training to retain or advance in their occupation.

V.G.18.c.3 Review/Update Required	i. 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. **Note** A*ny change* to this process as well as deactivation and reactivation of priority of services require a modification of the local plan with submission to WFI. ii. Are adult formula funds currently limited so that priority of services does not apply in the region?
The process used to determine if adult formula funds will be limited is based off of the WIA Public Law 105-220 – Aug. 7, 1998 112 STAT.997 (4) Training Services (E) Priority. It states the appropriate local Board and the Governor shall direct the one-stop operators in the local area with regard to making determinations related to such priority. To serve a greater number of customers using the WIA Adult funding, **WORK**FORCE *plus* applies priority of service for Adult Funding to intensive and training services only. Priority of service for WORKFORCE *plus* is defined as recipients of public assistance, low-income individuals, and veterans and/or spouses of veterans for intensive and training services. Veterans and spouses of veterans shall receive first priority for training services, provided they are low income or are receiving public assistance. Verification of public assistance, low income and veteran's status must be collected at the point of intensive services. However, the documentation collected must verify the customer's status as of the registration date into WIA. **WORK**FORCE *plus* currently operates with the Priority of Service in effect for the Adult funding stream. The determination to operate with Priority of Service in effect is made annually when the funding allocation is provided based off of historical data of funds expended. The Priority of Service may be lifted throughout the course of the program year if Adult formula funds expended on customers who are defined under the Priority of Service have declined or have not met the expenditure rate. In this instance the Priority of Service may be deactivated to serve Adult customers who are in need of Intensive and Training services who otherwise would not have qualified under the Priority of Service income parameters.	

19. Services to Targeted Populations

V.G.19	Describe the process for providing workforce services to target populations such as the homeless, ex-offender, migrant farmworkers, individuals with disabilities, older workers, limited English speakers, and other target groups.
See Response for V.G.17	

20. Supportive Services

Supportive services should include transportation (gas cards, bus passes and vehicle repairs), childcare, clothing, etc. 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 procedures for the following process(s).

V.G.20.a.	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. Describe the process for providing workforce services to target populations such as the homeless, ex-offender, migrant farmworkers, individuals with disabilities, older workers, limited English speakers, and other target groups.
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. Describe the process for providing workforce services to target populations such as the homeless, ex-offender, migrant farm workers, individuals with disabilities, older workers, limited English speakers, and other target groups. For WIA services, **WORK**FORCE *plus* informs customers of the availability of supportive services during the enrollment process. Supportive services are targeted toward those who are most in need and indicate that the services are required in order to participate. Under WIA, transportation services are available for the training component. Customers	

in need of child care assistance are referred to a partner agency. Individuals with disabilities are served by their program specific career specialist in conjunction with the services of the Disability Navigator. The role of the Disability Navigator is to ensure that individuals with disabilities are referred to all available services for which they are in need. The combined efforts of the staff help to ensure that the participant is on the pathway to self-sufficiency with all possible resources at their disposal. Transportation assistance maximum amount allowed is based on the total miles traveled from the participant's home to the training location. Documentation is furnished of the mileage from the speedometer for the round trip and compared to data retrieved from MapQuest. The participant is required to submit signed, completed Time and Attendance Records for days of attendance in the training program. The participant can only receive transportation assistance for documented days in attendance in the program. Supportive services are based on funding availability and expenditures are reviewed on a monthly basis in order to ensure that limitations are being adhered to. The following support services may be provided to enable Welfare transition customers to comply with program activities, contingent upon the availability of funds: 1) Transportation Assistance 2) Ancillary expenses (i.e., books, tools, uniforms) 3) Education and/or training related fees 4) Child care Support services for other programs and special populations i.e. offenders will be based on need and the availability of funding.

For the WT/TANF, please add additional information:

V.G.20.b.	Describe when participants are notified of the opportunity to receive support services, including but not limited to, transportation services, counseling, childcare, etc.

Customers are notified of the opportunity to receive support services in the communication and work activity referral letter. This allows customers to receive child care before arrival to orientation. During orientation, customers are also made aware that support services are available to mandatory and transitional applicants, as well as the type of support services that can be offered.

V.G.20.c.	WT/TANF funds for support services may be prioritized due to limited funding. Please describe how services are limited by type and by amount. Please include a description for all of the following (at minimum); • Transportation; • Childcare; • Clothing; • Training; and Other-if the RWB provides other support services not listed above, please describe the services and prioritization for such services.

WT/TANF funds for support services may be prioritized due to limited funding. Please describe how services are limited by type and by amount. Please include a description for all of the following (at minimum); The Description of Support Services offered are as follows: 1) Transportation is issued bi-weekly - maximum $40 month 2) Childcare is provided by Early Learning Coalition; 3) Clothing (Uniforms) - Based on need (will be deducted from the annual supportive services limit of $1000) 4) Training - Training amounts are based on a tiered system that supports placement after training. The maximum that a customer can receive for training is $5000.

V.G.20.d	When and how are customers, including applicants for cash assistance, provided information about One-Stop Career Center services?

When and how are customers, including applicants for cash assistance, provided information about One-Stop Career Center services? Customers are provided information regarding workforce services upon entering the office. Customers are given an overview of Center partners and services. Individuals who are interested in training or have advanced training/credentials, they are referred to WIA for additional leveraging of available program funds. The primary service provider as well as Wagner-Peyser staff assists job seeker customers in obtaining employment information by providing them with Labor Market Information and a brochure of the various services that are offered. Customers can also receive information about One-Stop Career Center services via the **WORK**FORCE *plus* website and various social media. Additionally, program orientations provide an overview of available services.

V.G.20.e.	When and how are applicants and recipients of cash assistance advised of domestic violence services; Briefly describe how applicants and participants of the WT program who disclose a domestic violence issue are provided services specific to their needs; and Describe how the RWB ensures that all domestic violence providers are trained and competent to provide such services.

During orientation customers will be made aware of domestic violence services and provided contact numbers for domestic violence agencies. An assessment tool is used to assist in identifying whether there may be a need for domestic violence services. Domestic violence awareness is also included in the curriculum of the employability skills/job preparation component. If a customer discloses a domestic violence issue, they will be referred to the Refuge House for further assistance. A lethality checklist will be performed to determine degree of danger for the customer whereby law enforcement will be contacted to offer protection assistance if needed. **WORK**FORCE *plus* will coordinate with the Refuge House in determining transportation options that will insure maximum security for the customer as well as the minor dependents while participating to meet program. Law enforcement transportation assistance will be requested only if necessary. **WORK**FORCE *plus* ensures that Career Specialists receive ongoing training about how to assist victims of domestic violence and on available referral resources in the community.

V.G.20.f	Describe the type of support services the RWB provides to applicants of cash assistance.

Childcare will be made available to all Welfare Transition Program customers who need subsidized care in order to participate in required work activities. Individuals who are denied childcare because of funding constraints will not be sanctioned, and will receive a good cause deferral from participation in work activities. Applicants can receive a 30-day childcare referral in order to complete the 10-day work registration process. . In addition, helpful information about community and other resources will be disseminated.

V.G.20.g	Transitional support services: • Describe the type of services offered to participants whose cash assistance closes with earned income. • Describe when and how program participants are informed about transitional benefits and services when they first leave cash assistance. • How long does the RWB authorize a childcare referral for transitional customers? • How often does the RWB require a participant receiving transitional childcare to document employment? • How often are transitional participants receiving support services reviewed for eligibility (family size, income, household composition, etc.)? • If the RWB has a program to encourage employment retention and advancement using support services and/or incentives, please describe it. • Describe the RWB's local operating procedure designed to offer education or training to transitional participants.

Customers are informed about transitional benefits and services during orientation and also through their Career Specialist when they obtain employment. The type of services offered to participants whose cash assistance closes with earned income are: 1) Transitional Childcare 2) Transportation Assistance 3) Transitional Education and Training 4) Work Related Items. Participants who lose eligibility for Temporary Cash Assistance (TCA) due to earned income or who opt to receive an up-front diversion or severance payment are eligible to receive transitional childcare (TCC) for twenty-four (24) consecutive months to assist with retaining employment if the family's income does not exceed 200% of the Federal Poverty Level, and funds are available. Child care referrals will be generated for 90-day periods.

If the individual loses employment due to good cause, (s) he may receive transitional childcare for up to 30 calendar days to complete job search activities. Transportation assistance will be provided to transitional customers based on two (2) qualifying criteria – the period of time the customer has been at transitional status and the level of wage the customer is receiving. This form of assistance will be provided for the first three (3) months of the entire 24-month transitional period. In no instance should a customer receive more than $120 in gas cards or twelve (12) bus passes during the entire transitional period. Additionally, a customer may not receive more than $40 in gas cards or four (4) bus passes per month. Customers may receive assistance with work and/or training related items

for the entire 24-month period if they are earning wages at or below 200% of the Federal Poverty Level. The maximum amount a transitional customer can receive for work/training related items is $500 per program year. Customers may receive educational training for the 24 month period if they are at or below 200 % of the Federal Poverty Level. The training must be provided by one of the Workforce Board's Approved Training Providers. The customer must apply for a Pell Grant prior to being approved for the training. The customer must receive a complete the TABE assessment and pass the suitability screening in order to receive the training request (ITA) which must be approved by the Program Supervisor, the Financial Manager, and **WORK**FORCE *plus* prior to issuance to the customer or the institution.

V.G.20.h	Describe how career center staff link participants of the WT Program to other services and funding streams.
Describe how career center staff link participants of the WT Program to other services and funding streams. Staff link Welfare Transition Program customers to other services and funding streams through the use of referrals to other One Stop Service Center programs and partner agencies. WT staff provide Wagner Peyser services to participants at follow-up appointments or as needed. A WT customer may be served by multiple funding streams and receive services from Wagner-Peyser, WIA, and WT.	

VI. Signature Page

Please complete the signature page and ensure that it is signed by both the Chairperson of the local Board and the Chief Elected Official. (29 USC 2841 Section 121). The original signed signature page must be mailed to WFI as instructed on page one of these instructions.

VII. Required Attachments

The following documents must be completed and included in the Workforce Services Plan as required by law:

1. Attachment A - Current Membership – Regional Workforce Board
2. Attachment B - Fiscal Agent Design/Administrative Entity/One-Stop Operator
3. Attachment C - Inter-local Agreement(s)
4. Attachment D - List of One-Stop MOUs (Board and One-Stop Partners)
5. Attachment E - Local Operating Procedures Referenced in the Local Workforce Services Plan & WT/TANF Standard Operating Procedures
6. Attachment F (if necessary) - Public Comments on Local Workforce Services Plan

SIGNATURE PAGE

This plan represents the Big Bend Jobs & Education Council, Inc. d/b/a **WORK**FORCE *plus'* efforts to maximize resources available under Title I of the Workforce Investment Act (WIA) of 1998, the Wagner-Peyser Act, the Welfare Transition Act, and the Food Stamp Employment and Training programs and to coordinate these resources with other State and local programs in the following geographical workforce investment area: Gadsden, Leon and Wakulla counties.

This comprehensive plan is submitted for the period July 1, 2011 through June 30, 2012 in accordance with the provisions of the Workforce Investment Act, the Wagner-Peyser Act and the Welfare Transition Act and the Food Stamp Employment and Training Act. We further certify that we will operate our Workforce Investment Act, Wagner-Peyser Act, Welfare Transition and the Food Stamp Employment and Training Act programs in accordance with this plan and applicable federal and state laws and regulations.

Workforce Development Board Chair

____
Barbara C. Edwards, Chairperson

____
Date

Gadsden County Chief Elected Official

____
Sherrie Taylor, Chairperson

____
Date

Leon County Chief Elected Official

____
John E. Dailey, Chairman

____
Date

Wakulla County Chief Elected Official

____
Mike Stewart, Chairman

____
Date