

CareerSource Pasco Hernando

Instructions for Workforce Innovation and Opportunity Act Local Workforce Plan Two-Year Modification January 1, 2023 – December 31, 2024

Local Workforce Development Area 16

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Date Submitted:

October 3, 2022

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INTRODUCTION

These instructions provide direction for local workforce plans (local plans) submitted under Public Law 113-128, the Workforce Innovation and Opportunity Act (WIOA). WIOA requires each local workforce development board (LWDB), in partnership with the appropriate chief local elected official(s), to develop and submit a comprehensive four-year local plan to the state.

Additionally, local plans must be modified at the end of the first two-year period of the four-year local plan to reflect changes in labor market and economic conditions and other factors affecting the implementation of the local plan. Federal regulations require states and LWDBs to regularly revisit and recalibrate state plan strategies in response to changing economic conditions and workforce needs of the state (20 Code of Federal Regulations (CFR) 676.135).

WIOA emphasizes the importance of collaboration and transparency in the development and submission of local plans. LWDBs provide leadership, and should seek broad stakeholder involvement, in the development of their local plan. Chief local elected officials, LWDB members, core program partners, mandatory one-stop career center partners, and local economic development entities are an integral part of the planning process. WIOA encourages an enhanced, integrated system by including core programs in its planning and performance requirements. Affected entities and the public must have an opportunity to provide input in the development of the plan. LWDBs must make the plan available electronically and in open meetings to ensure transparency to the public.

In addition to the specific requirements outlined in these instructions, local plans must:

- A. Identify and describe policies, procedures, and local activities that are carried out in the local workforce development area (local area), consistent with the strategic and operational elements of the state plan as well as CareerSource Florida Strategic Policy 2021.12.09.A.1 – Comprehensive Employment Education and Training Strategy.

CSPH has developed strategies and policies that provide simplified and expanded access to employment, education and training services. Allowable tools and resources include, but are not limited to, those described in Training and Employment Guidance Letter Number 19-16:

CSPH has strategies and policies in place for the following and can be found at [SOP's for Plan](#).

- Career services
- Transitional jobs
- Training services
- Training contracts including contracts with individual training providers
- Services for individuals with barriers to employment
- Dislocated worker services
- Services for underemployed and low-income individuals
- In-school and out-of-school youth services
- Work-based training including pre-apprenticeships, registered apprenticeships, and on-the-job training
- Incumbent Worker Training and Quick Response Training
- Supportive services and needs-related payments
- Other job seeker services, other employer services and other coordination activities
- Rapid response and layoff aversion
- Coordination with WIOA core programs including adult education and vocational rehabilitation
- Services for trade-impacted workers

All LWDB policies and procedures allow sufficient use of available and allowable service strategies to meet the goals of the state workforce development board.

All CSPH POLICIES AND PROCEDURES for Workforce-related programs are responsive to business and industry needs. CSPH provides recruitment, hiring and training to satisfy Florida employers' current and future talent needs. Strategies align with state board strategic guidance, local labor market data and industry sector and local business needs. A collaborative approach including industry, education and workforce partners ensure the efficient use of resources. CSPH will continue to leverage all allowable tools and resources in their authority to:

- Assist Floridians in securing employment that leads to economic self-sufficiency and reduces the need for public assistance.
- Provide opportunities for Floridians to develop skills intended to meet the present and future needs of Florida employers.

- Ensure that workforce-related programs — including those programs operated, delivered, or enabled, in whole or in part, by a state or local entity using federal funds or state appropriations to offer incentives, funding, support or guidance for any of the purposes below — are responsive to present and future business and industry needs and complement the initiatives of state and local economic development partners, including Enterprise Florida, Inc., in relation to:
 - o Job training;
 - o The attainment of a credential of value identified pursuant to Section 445.004(4)(h)4.c., Florida Statutes;
 - o The attainment of a postsecondary degree or credential of value; and,
 - o Any other program that has, at least in part, the goal of securing employment or better employment for an individual and receives federal funds or a state appropriation.
- Identify barriers to coordinate and align workforce-related programs and develop solutions to remove such barriers

B. Align with the CareerSource Florida Board of Director’s business and market-driven principles to be the global leader for talent. These principles include:

- Increasing the prosperity of workers and employers.

Florida’s strategic vision is an integrated, consumer-first workforce development system that is the best in the nation. Through the implementation of WIOA, Florida has a business-led, market-responsive, results-oriented and integrated workforce development system. The enhanced system fosters customer service excellence, seeks continuous improvement and demonstrates value by enhancing employment opportunities for all individuals. Focused and deliberate collaboration between education, workforce and economic development networks maximizes the competitiveness of businesses and the productivity of the state’s workforce. This increases opportunities and economic prosperity.

- Reducing welfare dependency.

Following in that same direction, CSPH connects employers with qualified and skilled talent by providing our customers with employment and career development opportunities. Our goal is to educate potential employees that do not have a high school diploma or equivalent and those in need of improving their English-speaking skills. In doing so, our belief is that welfare dependence will decrease and opportunities for higher paying careers will increase by having these skills. By providing businesses with skilled, productive workers and our customers with training, education,

employment and support services, the opportunities for both employer and employee will result in increased opportunities for retention, reduction of welfare dependence and will produce high skill, high wage careers that will encourage lifelong learning. CSPH's priority is given to addressing workforce needs for businesses in the target sector and infrastructure industries. Our goals align with the State's Plan to foster a globally competitive workforce.

- Meeting employer needs.

Continuous improvement of service to individuals has always been one of CSPH's priorities and leads to a successful workforce system. CSPH staff and core partners work to ensure career centers are universally available to serve job seekers regardless of need, barriers to employment or stage of career development. During COVID-19, our career centers and staff provided services to customers remotely using tools such as Microsoft Teams, Zoom, Premier Virtual, and many others. Supporting service delivery to the ever-changing needs of job seeker and business customers remains a key component in serving our communities where there are barriers with transportation and, sometimes, broadband access.

In order to meet the current needs of employers, CSPH works in partnership with industry associations, economic development partners, Business Services team and other partner agencies. This sector strategy approach helps businesses meet their recruiting, hiring and training needs, while placing a priority on those targeted industries that matter most to the region's economy.

CSPH also puts an emphasis on Incumbent Worker Training (IWT). IWT is designed to meet the specialized skill needs or requirements of one or more employers. IWT is conducted through a commitment by the employer to employ an individual upon successful completion of training. The employer is required to pay a share of the cost of the training. IWT offers opportunities for employers to train individuals to their specific needs and gives the individual a chance to learn and gain desired skills specific to an employer or industry. Other Work-Based Learning and Work-Based training opportunities are provided to eligible customers.

Our Business Services Team customizes employer services to assist employers with recruiting, hiring, promoting and retaining qualified individuals, including those hardest to serve, with barriers to employment or those with disabilities.

- Enhancing productivity and competitiveness.

Expansion of sector strategies and career pathways is a component of the regional workforce development strategy. Sector strategies are regional, industry-focused approaches to building a skilled workforce and are an effective way to align public and private resources to address the talent needs of employers. Evidence from states employing this approach shows that sector strategies can simultaneously improve employment opportunities for job seekers and enhance the competitiveness of industries.

- C. Address how the LWDB coordinates service delivery with core programs of the Florida Department of Education's Division of Vocational Rehabilitation, Division of Blind Services and Division of Career and Adult Education, as well as other required and optional partners.

The following is taken directly from our MOU and provides for the coordination of service delivery with core programs as well as other required and optional partners.

The Workforce Innovation and Opportunity Act of 2014 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The One-stop System assures coordination between the activities authorized in and linked to this Act.

The purpose of this MOU is to describe the cooperative workforce training, employment and economic development efforts of CareerSource and the Partner and the actions to be taken by each to assure the coordination of their efforts in accordance with state issued requirements in order to establish and maintain an effective and successful One-stop System.

This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Pasco and Hernando counties. In addition, this agreement will establish joint processes and procedures that will enable the Partner to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons with disabilities within Pasco and Hernando counties.

The parties to this document agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

- D. Be based on current and projected needs of the local workforce investment system, with an increased emphasis on coordination and collaboration at all levels to ensure a seamless system for employers and job seekers, including veterans, Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) benefit recipients, individuals with disabilities, and individuals residing in rural areas.

Workforce has a number of programs and activities offered to individuals that touch the workforce system. There is an emphasis on coordination and collaboration to ensure a seamless system for both employers and job seekers. This includes Veterans, SNAP and TANF recipients, individuals with disabilities and those individuals residing in rural areas. Creating one-stop centers that are implementing and transitioning to an integrated, technology enabled intake and case management process will allow for programs to be carried out effectively and expand on partnerships in our communities. The workforce system is a very complex system of required interactions between Workforce Development Specialists and individuals seeking services in the one-stop centers.

One-stop centers also collaborate with community agencies and partners to serve as a seamless system to provide job seekers with the highest level of services and resources. One way that CSPH has worked toward transitioning and implementing a more technology – enabled intake process is by utilizing a web-based portal system that allows individuals to access one main website and then transition to various websites within the one-stop integrated system. Some of the components utilized on the website allow individuals the opportunity to conduct job searches, orientations, electronic intake, electronic signatures, and e-courses. This means that the individuals we serve can actually apply for benefits online, meet work requirements online and lessen the burden and hardships that can create a stressful experience and is possibly time consuming. By permitting individuals to conduct online internet-based applications and fully utilizing technology, it allows for an expanded pathway that is cost effective and allows CSPH to collaborate with partner agencies in a more efficient timeframe. When systems being utilized have capabilities of interfacing with each other, such as the State of Florida DCF eligibility system and the One Stop Service Tracking system for cash and food stamp benefits, it not only allows individuals to apply and participate 24/7 but is also effective for Workforce Development Specialists. When two or more systems can interface on a nightly basis, productivity never stops and actions can be taken on through an automated process that is effective and reduces the amount of clerical work to be completed by Workforce Development Specialists.

One of our continuous improvement pieces in our one-stop centers is creating e-courses that are web based and accessible 24/7 from our website. This allows individuals access to technology-based systems and deliver courses and materials that will provide and improve skills and abilities to seek employment. For example, we have created presentations that are voiced over that cover How to Write a Winning Resume, Dress for Success, Nail That Interview, and even Improving Social Skills. These e-courses have voice capabilities and provide the job seeker with a certificate of completion. These e-courses are offered to all programs and universal job seekers to help coordinate the seamless approach amongst programs and investing in those served in our centers. The utilization of that virtual interaction allowed CSPH staff to continue serving our customers during the worst of the pandemic.

E. Set forth a strategy to utilize all allowable resources to:

- Assist Floridians with securing employment that leads to economic self-sufficiency and reduces the need for public assistance.

The CEO/President provides direction to the management staff to ensure the day to day operational and financial processes needed to meet those goals are being followed. Input from businesses is received after regularly scheduled meetings to ensure goals are in place to meet the needs of our employers and to continue in our efforts to support economic growth and self-sufficiency. CSPH will solicit input from businesses to ensure their needs are being met and to find out what else may be needed to provide them with a highly trained workforce. CSPH will increase the number of OJTs, CTs, apprenticeships and work experience for training and job creation purposes and to support economic growth and self-sufficiency.

Although the majority of CSPH's goals relate to the performance accountability measures, the following most closely fall in line with those measures:

- Strategically align workforce development programs to ensure employment and training services provided by the core programs are coordinated and complementary so that jobseekers acquire the skills and credentials that meet the employer's needs.
- Enhanced workforce services to ensure unemployed and job seekers have access to high-quality workforce services
- Improve services to individuals with disabilities

- Prepare disconnected youth and other job seekers for successful employment; serve a minimum of 75% of out of school youth; spend at least 20% of youth formula funds on work experience activities
- Promote alignment of workforce development programs with regional economic development strategies to meet the needs of employers

CareerSource Pasco Hernando (CSPH) has streamlined processes and procedures, as well as having processes in place to assist individuals into sustainable employment opportunities and self-sufficiency. CSPH has a robust array of services and resources referrals that can be delivered to mandatory participants to reduce barriers to self-sufficiency. Our local region emphasizes work, self-sufficiency, and personal responsibility in a program structured to enable participants and families to move from welfare to economic self-sufficiency. Access to training and finding sustainable employment opportunities enables CSPH to assist our customers with securing employment that leads to economic self-sufficiency and reduces the need for public assistance.

- Provide opportunities for Floridians to develop skills intended to meet the present and future needs of employers.

CSPH continues to prioritize developing a highly-skilled and dynamic workforce that meets all employer needs. This focus applies to employees as well as to job seekers. With that position in mind, there has been a stronger focus on OJT opportunities in all programs, including WIOA, Temporary Assistance to Needy Families (TANF), Trade Adjustment Assistance (TAA) and Supplementary Nutrition Assistance Program (SNAP). OJT provides training as well as subsidized employment for a short period of time. Customers are assessed and offered workshops and work experience to enhance their “work readiness” skills. Many jobseekers have been on the same job for years and need a little support to bring their skills up to the standards of the employer. Many jobseekers need more support and workshops prior to being deemed work ready. Once customers are considered work ready, the job matching begins. We focus on finding the perfect match between employer and job seeker, including youth and individuals with disabilities. When the OJT has been completed and the employer is satisfied with the progress, the job seeker is hired into a permanent position. The employer and jobseeker have both been very pleased with this arrangement. Job creation along with the ability to place the “long term unemployed” and those “hardest to place” individuals into permanent positions has created a win-win situation for all involved.

- Ensure that workforce-related programs are responsive to present and future needs of

business and industry and complement the initiatives of state and local economic development partners, including Enterprise Florida, Inc. in relation to:

CSPH will continue to encourage the engagement of local employers in targeted industry sectors as well as developing strategies, to include career pathways, skills upgrades, certification for post-secondary credentials and apprenticeships that are designed to meet the needs of employers, workers and jobseekers. CSPH will promote the use of industry sector partnerships to address the needs of multiple employers in the industry, including On the Job Training (OJT), Incumbent Worker Training (IWT), apprenticeships and work experience. CSPH promotes the Governor's position on continuing to prioritize developing a highly-skilled and dynamic workforce that meets all employer needs. CareerSource Florida's board chairman sits on the Enterprise Florida Board of Directors and Enterprise Florida's vice chairman is a member of the state workforce development board. Florida's LWDBs join CareerSource Florida in active leadership and collaboration with local and regional economic development organizations through FEDC to advance economic development opportunities in Florida communities of all sizes.

With the addition of the Workforce Re-Entry Program, funded by Pasco County, supportive services can be provided to those hardest to serve individuals. This program provides gas cards and bus passes and has purchased a bicycle for a customer that was walking to his new job. It is also an allowable cost to purchase work clothes, tools, car repairs and pay for skills upgrades and On the Job Training (OJT). With these and other support services being provided and the one on one attention and mentoring they receive; the majority of these customers have retained employment past the 90 days CSPH agreed upon in the contract with the county.

Career Academies have been a strong focus in the past 10 plus years as CSPH assisted in the initial planning stages for both Pasco and Hernando counties. Staff participates on local steering committees with region's School Board staff as well as higher education, business and economic development organizations in order to review and determine needs of the area. The contracted youth provider and CSPH's Youth Coordinator works closely with school personnel in the region in an effort to assist qualified youth in funding for industry recognized certifications as well as other types of support services. There is also a strong focus on training, entrepreneurship and work experience in an effort to enable our youth, including those with a disability or barriers to employment, to successfully enter and advance in our workforce. CSPH was invited to provide input on the five-year strategic plan for both Pasco and Hernando counties. The school systems are excited about the prospect of engaging our youth at younger ages as middle school youth has become the next focus for Career Academies. CSPH staff research and apply

for applicable Federal, State and Corporate grants in an effort to offset costs that will allow job seekers the ability to be trained quickly and re-enter the job force or upgrade their skills in a short time frame.

- Job training;

CareerSource Pasco Hernando uses three key tools to address the skill needs of local employers and close the existing skill gaps of the local incumbent, under-employed and unemployed populations: Incumbent Worker Training (IWT), On-the-Job Training (OJT) programs, and short-term training for certifications and/or credentials. The IWT program provides opportunities for businesses to train existing employees, which allows companies to achieve greater employee retention, maximize productivity and market competitiveness. The employees have an opportunity to acquire the knowledge and skills needed to retain employment at the completion of the training. The training strategy is designed to assist individuals in need of services in order to retain their employment and to keep their skills relevant. The training may be provided to a single employee or a group of employees. The On-the-Job Training (OJT) Program provides local employers with qualified job seekers. The company is required to provide On-the-Job training in a full-time salaried or hourly position. The company is encouraged to retain the employee, if the employee is meeting the minimum performance standards required for the position. The program may pay up to 50% of the employee's full-time salary or hourly rate for a standard OJT period, to be determined by the staff based on salary and standard time for OJT for the position. One of CareerSource Pasco Hernando sector initiatives is to prioritize identified industries to allow OJT contracts to be "weighted" and funded according to whether the business is in a targeted sector, the size of the business, as well as to the significant barriers to employment of the job seeker. Short-term training, provided through local educational entities, is designed to meet local businesses' immediate needs. Many of these credentials/certifications are not credit earning, so the training does not count toward the ITA calculations.

- The attainment of a postsecondary degree or credential of value; and

LWDA 16 will explore developing and delivering innovative workforce development strategies for area employers, as allowed by WIOA, which may include career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credentials, apprenticeship, and other effective initiatives for meeting the workforce needs of local area employers, workers and job seekers. LWDA 16 will continue to promote the use of industry and sector partnerships to address the workforce needs of multiple employers within an industry.

- Any other program that has, at least in part, the goal of securing employment or better employment for an individual and receives federal funds or a state appropriation.

The following programs are provided by CSPH and are described in greater detail in the Local Plan. All of the following programs assist customers with securing employment:

- WIOA Adult and Dislocated Worker
- Temporary Assistance to Needy Families
- Supplemental Nutrition Assistance Program
- Reemployment Services and Eligibility Assessment
- TAA
- WIOA Youth
- JVSG
- Wagner-Peyser
- DOL Opioid Grant
- Workforce Reentry

Programs provided by partner staff that assist customers with securing employment are:

- VR's mission is to help people with disabilities find and maintain employment and enhance their independence.
- Ticket to Work - Ticket to Work (TTW) is a Social Security Administration (SSA) program available to Floridians who qualify for social security disability benefits and want to work. SSA issues tickets that may be used at any employment network (EN) participant, such as VR. EN participants offer employment and rehabilitation services that may include: Cash benefits while you work. Medicaid or Medicare while you work. Help with any extra work expenses resulting from your disability.
- ARC - The Arc Nature Coast's program also provides a variety of work-related sites (enclaves) to support customers in earning a wage on their way to competitive employment. The sites include janitorial, production, packaging, and assembly in the light industry and restaurant arena. Small groups of 5-10 workers go out to seven different locations on a daily basis. We enjoy an excellent working relationship with local business in our area (including Publix, Wal-Mart, Accuform, Micro-Matic, Barrette Outdoor Living, Mettler, Carrabba's and more) while customers enjoy their jobs. For those who are ready for competitive employment, ARC works with vocational rehabilitation to

successfully place them with an employer that is consistent with their needs, interests and abilities. We enjoy an above average successful job placement rate.

- NCPEP - The Noncustodial Parent (NCP) Choices program targets low-income unemployed or underemployed noncustodial parents who are behind on their child support payments and whose children are current or former recipients of public assistance. The goal of the program is to help noncustodial parents overcome substantial barriers to employment and career advancement while becoming economically self-sufficient and making consistent child support payments.
- Pinellas County Urban League (Senior Community Service Employment Program) - The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. SCSEP serves unemployed low-income (125% of Poverty Guidelines) Floridians age 55 and older who have poor employment prospects. Eligible individuals are placed in part-time community service positions to gain needed job skills. Participants train an average of 20 hours per week and receive the highest of either Federal, State or local minimum wage.
- Job Corp - Job Corps is the largest nationwide residential career training program in the country and has been operating for more than 50 years. The program helps eligible young people ages 16 through 24 complete their high school education, trains them for meaningful careers, and assists them with obtaining employment. Job Corps has trained and educated over two million individuals since 1964.

(e) “ Prioritize evidence-based, results-driven solutions to improve outcomes for Floridians and Florida businesses.

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

CareerSource Pasco Hernando offers a wide range of workforce services to offer to both businesses and the region's workforce. The WIOA program is designed to assist job seekers with high quality career services, education and training and the support services needed to obtain good jobs and retain their employment. Additionally, it is designed to match employers with the skilled workers they need to compete in the local and global economy. Training activities will be targeted to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with sustaining wages.
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as persons with disabilities, low income or disadvantaged, homeless, ex-offenders, basic skills deficient or those with limited English.
- Enable businesses to identify with ease and hire qualified, skilled workers and access other supports, including education and training for their current workforce.
- Participate in rigorous evaluations that support continuous improvement of the local workforce system by identifying which strategies work better for various populations.
- Ensure that high-quality integrated data inform decisions by local policy makers, board members, local area management, employers and job seekers across core and optional partners.

Comprehensive assessments of customer needs are essential if sound decisions are to be made by the customers and staff regarding the services needed by the customer. assessments are especially important for lower-skilled or less-experienced potential workers, and for those seeking to enter a new field due to layoff. CareerSource Pasco Hernando's Business Services will continue to identify the skill needs of local businesses. The use of strategically planned forums will also assist in identifying skill needs. The Veteran Services Unit consisting of skilled and dedicated LVERs is fully integrated within Business Services and will assist in contacting and engaging Federal contractors and employers that have been identified as veteran friendly in their hiring practices. Veterans are identified at the point of entry of the CSPH One Stops and assessed for eligibility. Veterans determined to have Significant Barriers to Employment designated by federal guidelines are referred to a DVOP for Individualized Career Services. Any veterans determined to not have a significant barrier, or chooses not to receive services from a DVOP, are referred to and served through, the American Job Center (AJC) staff.

Through the Workforce Re-Entry Program, funded by Pasco County, supportive services can be provided to those hardest to serve individuals. This program provides gas cards and bus passes and also purchased a bicycle for a customer that was walking to his new job. It is also an allowable cost to purchase work clothes, tools, car repairs and pay for skills upgrades and On the Job Training (OJT).

The contracted youth provider and CSPH's Youth Coordinator works closely with school personnel in the region in an effort to assist qualified youth in funding for industry recognized certifications as well as other types of support services. There is also a strong focus on training, entrepreneurship and work experience in an effort to enable our youth, including those with a disability or barriers to employment, to successfully

enter and advance in our workforce. Prepare disconnected youth and other job seekers for successful employment; serve a minimum of 75% of out of school youth; spend at least 20% of youth formula funds on work experience activities. Our WIOA Youth provider continues to work with Out of School Youth (OSY) and has active internships with many area employers. It is a true success when one of the interns finds sustainable employment at the worksite. In October 2018, the CareerSource Pasco Hernando Youth Program launched Phoenix Rising; a fourteen to sixteen-week, alternative education and construction trade program. Phoenix Rising seeks to revitalize economically challenged areas by making a positive difference in the lives of young adults between the ages of 18-24. Through Phoenix Rising, income-eligible participants receive hands-on and classroom training designed to develop workforce skills that lead to employment.

CSPH also partners with Mid Florida Community Services to leverage funds to mutual customers that need training to find sustainable employment. Funds are also leveraged for supportive services. Interagency referrals were developed and CSPH staff, as well as Mid Florida staff, was cross trained in the general eligibility requirements for both organizations.

CSPH participates in the Ticket to Work program to assist those customers that are receiving Social Security Disability, find sustainable employment.

Partner staff and CSPH staff work together to create internal referrals, discuss employment and training activities and integration of services to leverage funds among programs while addressing the needs of special populations, drop-out prevention and other needs among organizations. Attendees discuss and determine how to best coordinate and complement service delivery so that job seekers acquire the skills and credentials that meet employers' needs.

Wagner-Peyser (WP), often referred to as basic labor exchange services provide access to employment services to all job seekers including job search preparation and placement assistance services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders. Employ Florida (EF) is available 24 hours a day, seven days a week. The EF website at www.employflorida.com provides access to employment opportunities, resume-building resources and many other services. The Florida Abilities Work portal is available at abilitieswork.employflorida.com. The micro-portal is housed on the EF website. The portal was specifically designed to provide resources to persons with disabilities and to assist employers who are interested in hiring.

All three of Pasco and Hernando county one-stops provide universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need. CSPH provides a variety of employment related labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants including work test requirements, and recruitment services to employers with job openings. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available.

CareerSource Pasco Hernando is the direct provider of the Welfare Transition program (WT) in Pasco and Hernando counties. WT is Florida's program to implement the federal welfare reform initiative also known as "TANF" (Temporary Assistance for Needy Families). The WT program emphasizes work, self-sufficiency, and personal responsibility as it assists low-income individuals and families receiving cash – assistance payments from the state to move off cash assistance and into the world of work and self-sufficiency. To accomplish this goal, CareerSource Pasco Hernando has developed a strong support structure to deliver services such as childcare, incentives, and referrals for substance and mental health treatment, diversion services, short term training opportunities and employment services.

TANF customers that need to gain work skills or experience, will be assigned Community Service Work Experience (CSWE) where they will work with employers to gain the needed training to obtain employment and work towards self-sufficiency. Customers with recent work experience may be assigned to job search in an attempt to get them back into the workforce. Staff also looks to enroll customers into vocational training so they can learn a new skill or trade in order to gain employment in an in-demand occupation.

Referred SNAP customers are provided a group orientation and then assigned to activities for 80 hours per month which may include work experience, job search and education. All customers are encouraged to utilize our resource rooms for job searching purposes and are notified electronically of job fairs, recruitments or hiring events. CareerSource Pasco Hernando (CSPH) has streamlined processes and procedures, as well as processes in place to assist individuals into sustainable employment opportunities and self-sufficiency. CSPH has a robust array of services and resources referrals that can be delivered to mandatory participants to reduce barriers to self-sufficiency.

Division of Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual's disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services.

VR Transition Youth Services help students with disabilities train for a job, continue their education, or find a job after high school. Under this program, every youth will have the opportunity to participate in sponsored career counseling, work readiness training, and fully integrated work experiences in the community. These services are delivered while youth are still in high school and establish the foundation for a seamless transition to individualized training, education, and employment.

The Trade Adjustment Assistance (TAA) for Workers Program assists workers who have been laid off or whose jobs have been threatened (e.g., reduced hours or reduced wages) because of foreign trade or competition. The TAA program provides resources to help trade- affected workers obtain new skills and find suitable employment. Workers covered under an U.S. Department of Labor certified Trade Act petition may be eligible to receive TAA program benefits including:

- Training and marketable credentials
- Career and reemployment services
- Income support, known as Trade Readjustment Allowance(s)
- Job Search Allowances
- Relocation Allowances
- Wage supplements for workers age 50 and older
- A federal health insurance tax credit, known as the Health Coverage Tax Credit

The Florida Department of Education used its Career Clusters and Career Pathways as a basis for developing statewide "Programs of Study"—the aligned secondary and postsecondary CTE programs required under Perkins. These Programs of Study within each Career Cluster for high school students are then implemented at the local level. The requirement is that each local Program of Study will include a Career Pathway leading to a postsecondary credential and aligning with local industry and economic development needs (Florida State Board of Education, 2008). The Florida Department of Education organizes CTE programs across each of its three delivery systems into 17 Career Clusters® based on state workforce requirements and based on The National Career Clusters Framework. Each Program of

Study is expected to be guided by the workforce and economic development needs of business / industry, the community and employment opportunities for students.

Staff from CSPH also provide input and information on all Hernando County School Board Strategic Plans as well working closely with School Board staff for targeted occupations that may need to be added or deleted from the TOL. CSPH and Hernando County School Board also coordinate meetings with local employers to survey their employment needs.

Senior Community Service Employment Program (SCSEP) is a program administered by the U.S. Department of Labor that serves low-income persons who are 55 and older and have poor employment prospects. Eligible individuals are placed in part-time community service positions with a goal of transitioning to unsubsidized employment.

For the past several years, CSPH staff have worked closely with the Hernando County Sheriff's office to provide training to current inmates that are scheduled to be released within six months. Training and certification as a Certified Production Technician is one of the courses offered and ties in with the manufacturing sector. Individuals may receive MSSC training, Microsoft Office and QuickBooks training. Once training is complete and the individual has been released, CSPH staff as well as a Hernando County deputy assist with job search and placement assistance. The program has been very successful with a low recidivism rate.

CSPH advertises on social media opportunities in the selected industry sectors and upcoming events for job seekers to apply and obtain employment in growing and targeted industries.

In January 2016, Florida shifted to the Reemployment Services and Eligibility Assessment (RESEA). Those individuals participating in RESEA receive additional services which include orientations to the one-stop services, an initial assessment to determine strengths, weaknesses and barriers to employment along with an introduction to the process to sign into EF and individual provision of username as well as instruction on password creation. Customers are provided labor market information that is unique to their past/future occupations and work experience. An Employability Development Plan is developed by the staff and customer. EF case note entries are made during the one-on-one session with each customer, indicating their occupation and areas of specific skill levels. Customers are also given a referral to at least one work search activity. If further training is needed, the customer will also be given a referral to training services.

If employers need assistance due to downsizing, the local area stands ready to assist in cases where a formal WARN notice is received or any type/size of potential layoff. The Reemployment and Emergency Assistance Coordination (REACT) Team provides onsite and offsite rapid response to coordinate services for employers and/or workers affected by temporary or permanent layoff. CSPH staff will immediately contact other employers to assess their hiring needs and supply resumes of impacted workers. In the event that the dislocation is as a result of outsourcing, the local REACT Coordinator will attempt to educate the business' senior management on the positive factors for filing a petition for Trade Adjustment Assistance with the U.S. Department of Labor. The local TAA Coordinator will assist the business with filing of the petition if necessary. If the petition is subsequently approved, the TAA Coordinator will conduct Trade Adjustment Assistance specific information sessions with all potentially eligible workers.

CSPH has a Professional Placement Network (PPN) Coordinator that is available to assist professional candidates who have at least a 4-year degree and/or management experience with employment needs. This is a great opportunity for employers to have exposure to professionals with current and potential career opportunities that can benefit their organization.

Likewise, summer youth employment opportunities are provided by CSPH and the contracted youth provider, Eckerd Connects/Workforce Development. Paid and unpaid work experience is conducted through arrangements with local employers and occupational skills training is delivered by approved educational vendors, both public and private. Leadership development is an available element through our Service Learning Projects where youth decide on worthwhile community projects, develop and initiate plans for participation and work closely with business and government leaders as they give back to the community. Supportive service needs are identified and provided as is appropriate. Mentoring is provided by volunteers recruited by a dedicated youth staff person who ultimately matches mentors with our youth. Comprehensive guidance and counseling is provided by the mentors and youth staff that performs the majority of the services under this element. As the participant continues to move through the youth program the case manager constantly monitors progress, follows up with their participants and modifies the youth's plan as is appropriate to ensure a successful outcome.

At CSPH, the Youth Program places an emphasis on the Health Care industry to include C.N.A certification, Home Health Aid Certification, CPR certification, and Medical Technician certification. This training offers a beginning process for a youth and opens the door to additional training in high skill, high wage occupations within the medical field. CSPH also offers Customer Service training through the National Retail Federation thus securing a nationally recognized credential coveted by employers. This

allows a youth to gain employment within the customer service industry and retail sales both of which, along with the medical field, are major employers within the region. This certification helps employers distinguish and recognize qualified customer service professionals. Successful providers include all locally approved training providers.

All of the programs above work hand in hand to produce evidence-based, results-driven solutions to improve outcomes for Floridians and Florida businesses, especially those residing in Pasco and Hernando Counties.

- Develop collaborative partnerships that leverage multiple sources of funding to provide services to all customers seeking assistance, especially Florida's vulnerable populations.

Over the years we have worked with various community and faith-based organizations to train staff on how to best provide services to targeted populations. Partner agencies that assist customers with disabilities are only a phone call away in most instances. Several of these agencies are Division of Blind Services and Division of Deaf Services. Vocational Rehabilitation is co-located in the region's New Port Richey one-stop and interacts daily with customers with disabilities. Our one-stops are monitored internally by CSPH staff and Vocational Rehabilitation staff for ADA compliance. In addition, the one-stops were monitored for compliance by the state and federal government. In order to ensure the highest level of service we have invested in various assistive technologies for our resource rooms. We have purchased computers that have Jaws and other software that will assist customers, whose sight is impaired, TTY phones for hearing impaired customers, computers loaded with information to connect customers to a translator, a ball mouse for customers with disabilities and adjustable height track tables that will raise or lower to accommodate wheel chairs. We also provide printed materials that describe specialized services to targeted populations. Other co-located partners include Pinellas County Urban League (assisting those customers 55 and older with employment and training needs) and Gulf Coast Jewish Family and Community Services (assisting non-custodial parents in finding employment). Each partner actively participates in one-stop partner meetings. Our whole operation is geared to providing the very best service to each of our customers, including individuals with disabilities and barriers to employment. Each One-Stop location has a Business Services Consultant assigned to assist our business customers with their employment needs.

- Identify barriers to coordinating and aligning workforce-related programs and develop

solutions to remove such barriers.

CareerSource Pasco Hernando staff members often encounter individuals with multiple barriers to employment. High risk job seekers who have a poor credit history, criminal backgrounds, lack of work history, substance abuse background, and/or a dishonorable discharge from the military are all eligible for the Federal Bonding Program. Front-line staff have been trained to assist eligible individuals by providing Federal Bonding information to share with prospective employers. Staff is trained to provide employers with the bonding requirements and able to submit the bond request on the employers' behalf.

Business Services Representatives educate employers on the Work Opportunity Tax Credit (WOTC) program. Providing program details to interested employers including target group eligibility, WOTC tax credit amounts, and how to apply.

The Workforce Re-entry program, funded by the Pasco County Board of County Commissioners, allows CSPH to assist Pasco County residents who are facing multiple barriers to employment. All individuals served have either one or multiple of the following barriers; under-served/underemployed, veteran, youth between 18-24, disabled, ex-offenders, individuals overcoming substance use syndrome, and homelessness. Career services are utilized with participants along with On-the-Job Training (OJT) and they can receive supportive services to assist in re-entering the workforce.

The Opioid Recovery Program, funded by USDOL, provides intensive services to individuals who are currently in recovery. CSPH works with the individual to develop short and long-term employment goals that coincide with treatment plans. Staff utilizes career services in addition to On-the-Job Training (OJT) and/or Occupational Skills Training (OST) to achieve permanent employment, including domestic partners and family members. Supportive services are provided to individuals who need assistance to fulfill training and employment requirements such as transportation, uniforms, tools, etc. Individuals often face multiple barriers to employment; homelessness, criminal background, lack of transportation, limited work history, gaps in employment, receiving government assistance, single parents, no HSD/GED, etc. Leveraging both the Federal Bonding and WOTC programs along with our local programs provides more employment opportunities to area job seekers by removing barriers to employment.

CSPH participates on committees, boards, forums, and/or partnership meetings to discuss barriers our community members are facing and how workforce-related programs can help remove such barriers. Participation on the following to name a few; CSPH Partners Meeting, End Recidivism

Project, Pasco Acute Care Consortium under the Central Florida Behavioral Health Network, Pasco County Reentry Alliance, Healthy Families Advisory Council Committee, Community Organizations Active in Disaster (COAD), etc.

- F. Identify the education and skill needs of the workforce and the employment needs of the local area and include an analysis of the strengths and weaknesses of services provided to address identified needs. Assessments include the best available information, evidence of effectiveness, performance information for specific service models and a plan to improve program effectiveness by adopting proven or promising practices as a part of the local vision.

CareerSource Pasco Hernando works closely with our training providers and local school systems to identify data to support needed training programs for the local area and the residents. This includes but is not limited to reviewing local labor market information, industry sectors, population and growth, and needs related education. Additional information is obtained and identified through www.infoplease.com (census/Florida).

Hernando County

EDUCATIONAL ATTAINMENT		
Population 25 years and over	99,082	100.0
Less than 9th grade	5,280	5.3
9th to 12th grade, no diploma	16,055	16.2
High school graduate (includes equivalency)	37,395	37.7
Some college, no degree	21,898	22.1
Associate degree	5,839	5.9
Bachelor's degree	8,106	8.2
Graduate or professional degree	4,509	4.6
Percent high school graduate or higher	78.5	(X)

Percent bachelor's degree or higher	12.7	(X)
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Pasco County

EDUCATIONAL ATTAINMENT		
Population 25 years and over	255,472	100.0
Less than 9th grade	15,195	5.9
9th to 12th grade, no diploma	42,102	16.5
High school graduate (includes equivalency)	93,918	36.8
Some college, no degree	54,260	21.2
Associate degree	16,449	6.4
Bachelor's degree	22,581	8.8
Graduate or professional degree	10,967	4.3
Percent high school graduate or higher	77.6	(X)
Percent bachelor's degree or higher	13.1	(X)

G. Provide a comprehensive view of the systemwide needs of the local area.

Systemwide needs include:

1. A conduit for information linking employers and training providers and both to new technology.
2. Flexible training to allow employed and under employed the ability to access while remaining employed.
3. A clearinghouse to identify and apply for grants addressing training needs.

4. Regional transportation directed at workforce and the hours the workforce keeps.
5. Affordable workforce housing; both rental & home ownership, particularly its location versus the location of employment opportunities

H. Address how LWDBs foster strategic alignment, improve service integration and ensure the workforce system is industry-relevant, responding to the economic needs of the local workforce development area and matching employers with skilled workers.

The CareerSource Pasco Hernando Business Service team provides a priority of service to the Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing sectors. All seven sectors are the growing industries that need replenishing of its growing workforce due to new technology, growth and the retiring baby boomers. OJT, CT training funds along with candidate services are made available to assist these sector industries to compete locally and globally and assist with business growth. The sector strategies drive occupational training at the local level and prevents offerings of esoteric training. If training offered by school systems and state colleges does not lead toward a job, CSPH will not fund with WIOA assistance. CSPH also will not fund private provider training that is not linked to employment.

I. Lead to greater efficiencies, reduce duplication, and maximize financial and human resources.

Our current MOUs with partner agencies states:

This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Pasco and Hernando counties. In addition, this agreement will establish joint processes and procedures that will enable the Partner to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons with disabilities within Pasco and Hernando counties.

J. Address current and future strategies and efficiencies to address the continuous improvement of Florida's workforce investment system and its focus on customer service excellence.

Outstanding customer service is a major priority at CSPH. Staff are courteous, polite, responsive and helpful to every individual that accesses the Resource Room. Resource Room staff is in the process of being cross-trained in the basic eligibility requirements for programs co-located in each

one-stop. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. CSPH staff provides customers, including those with disabilities, as much timely, labor market, job-driven information and choice as possible related to education and training, careers, and service delivery options. CSPH staff is routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.

CSPH provides virtual service delivery for those individuals that cannot physically access a one-stop. Individuals can access services at home, or through community partners such as libraries, community and faith-based organizations or other partner agencies. CSPH one-stop centers reflect a robust partnership among partners through integration and co-location that seamlessly incorporates services of the core partners and other one-stop partners.

All staff are required to obtain a Tier I certificate within six months of being hired. Staff is given access to online training modules that covers topics including the history of workforce, an overview of workforce programs, customer service and various job placement techniques. Once the modules are completed, staff must then take and successfully pass a comprehensive exam to demonstrate their proficiency in assisting job seekers and employers. Staff is also required to complete 15 hours of continuing education on an annual basis.

Continuous learning and the addition of new and innovative ways to serve our customers paves the way for the customer service excellence we believe in and provide to our customers.

KEY DATES	ON OR BEFORE
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Florida Unified Plan Public Comment.....	February-March 2022
Florida Unified Plan Reviewed by Federal Agencies.....	March-June 2022 Key
Dates Sent to Local Boards.....	March 25, 2022
Local Plan Guidelines Issued.....	May 25, 2022
Final Revisions and Approval of Florida Unified Plan.....	July-August 2022 Local
Plans Due.....	October 3, 2022 Local Plans
Approved by State Board.....	December, 2022
Local Plans Effective.....	January 1, 2023

PUBLIC COMMENT PROCESS

Prior to the date on which the LWDB submits the local plan, the LWDB must provide an opportunity for public comment on the development of the local plan. To provide adequate opportunity for public comment, the LWDB must:

- (1) Make copies of the proposed local plan available to the public through electronic and other means, such as public hearings and local news media (WIOA § 108(d)(1)).
- (2) Include an opportunity for comment by members of the public, including representatives of business, labor organizations, and education (WIOA § 108(d)(2)).
- (3) Provide no less than a 14-day period and no more than a 30-day period for comment on the plan before its submission to DEO, beginning on the date on which the proposed plan is made available (WIOA § 108(d)(2)).

PLAN SUBMISSION

ONLINE FORM

Each LWDB must submit its local plan, required attachments and contact information for primary and secondary points of contact for each local plan via the state's online form established for WIOA local plan submissions. Hard copies of local plans or attachments are not required. **All local plans must be submitted no later than 5:00 p.m. (EDT) on Monday, October 3, 2022. Please note, the local plan and all attachments must be submitted in a searchable PDF format that is Americans with Disabilities Act compliant.**²

² A searchable PDF file is a PDF file that includes text that can be searched upon using the standard
LWDA 16 Submittal Date: 10/3/2022

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

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

Please carefully review these instructions and those posted online prior to submitting plans.

Prior to local plan submission, please ensure:

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

ATTACHMENTS

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

- A. Executed interlocal agreement that defines how parties carry out roles and responsibilities of the chief local elected official** (if the local area includes more than one unit of general local government in accordance with WIOA § 107(c)(1)(B).

<https://atlas.careersourcepascohernando.com/files/public/PHWB%20Interlocal%20Agreement.pdf>

B. Executed agreement between the chief local elected official(s) and the local workforce development board.

[05152021-Grantee-SubGrantee-Agreement.pdf \(cdn-website.com\)](#)

<https://atlas.careersourcepascohernando.com/files/public/PHWB%20Interlocal%20Agreement.pdf>

C. Evidence of designation of the fiscal agent by the chief local elected official(s), if other than the chief local elected official.

<https://atlas.careersourcepascohernando.com/files/public/PHWB%20Interlocal%20Agreement.pdf>

D. Current bylaws established by the chief local elected official to address criteria contained in 20 CFR 679.310(g) and CareerSource Florida Administrative Policy 110 – Local Workforce Development Area and Board Governance.

[12092021 PHWB Bylaws - Signed.pdf \(cdn-website.com\)](#)

E. Current board member roster, meeting minutes for the local plan agenda item, discussions about the plan, and the board's vote on the local plan.

<https://www.careersourcepascohernando.com/meet-our-boards>

F. Agreements describing how any single entity selected to operate in more than one of the following roles: local fiscal agent, local board staff, one-stop operator, or direct provider of career services, will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest. Also attach copies of any processes and procedures that clearly detail a) how functions are sufficiently separated; b) descriptions of the steps the local area has taken to mitigate risks that could lead to impropriety; c) firewalls (physical, technological, policies, etc.) created to ensure such risks are mitigated; and d) oversight and monitoring procedures.

The financial policies and procedures can be found on our website [SOP's for Plan](#).

These policies require that the duties and responsibilities of the employees in the Finance Department must be separated, as staffing limits allow, ensuring that no one employee has sole control over cash receipts, disbursements, payrolls, bank reconciliations. Another example of the LWDB's efforts to ensure

there are no conflicts of interest is in the Finance plan, which contains the following Code of Conduct and Conflict of Interest policies:

Code of Conduct:

No employee or authorized agent, LWDB member or officer, shall participate in or cast a vote in the selection of or in the award of a contract if a conflict of interest, real or apparent, is involved. Such a conflict would arise when the individual (employee, agent, board member or officer), any member of the individual's immediate family, the individual's partner, or an organization which employs or is about to employ any of the above, has a financial or other interest in the firm or organization selected for award. No employee or authorized agent, board member or officer, shall solicit or accept gratuities, favors or anything of monetary value from contractors, potential contractors or parties to any sub-agreement. Control for conflict of interest is exercised through PHWB's funding process. Proposals are evaluated by a team of LWDB members and/or PHWB staff, using a point system based on evaluation criteria published in each Request for Proposal. Final programmatic funding decisions are made by the LWDB. No one single individual or board member controls the selection or administration process.

No individual in a decision-making capacity, or involved in the writing of specifications or administration of the procurement process, shall engage in any activity, including the participation in the selection, award, or administration of a sub grant or contract supported by its funds, if a conflict of interest, real or apparent, would be involved.

Therefore, Financial and Organizational Disclosure Statements must be completed by all LWDB members and staff engaged in the award and administration of its contracts and sub grants. Within 30 days of their appointment or employment, and again annually, on January 1st, and at any other time that organizational affiliations change, such individuals will be notified that they must complete and file the above-mentioned disclosure form.

No LWDB member shall cast a vote, nor participate in any decision-making capacity, on the provision of services by such member (or any organization which that member directly represents), or on any matter which would provide any direct financial benefit to the appropriate individual or organization, except when that interest has been placed in a disclosed blind trust.

G. Executed Memoranda of Understanding for all one-stop partners (Section III(b)(2) of the

State of Florida WIOA Unified Plan).

Policies – New Port Richey, FL – CareerSource Pasco Hernando

H. Executed Infrastructure Funding Agreements with all applicable WIOA required partners
(Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan).

Policies – New Port Richey, FL – CareerSource Pasco Hernando **(IFA included in MOU)**

- I. Executed cooperative agreements** which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to all services available in the local one-stop delivery system. This includes cooperative agreements (as defined in WIOA section 107(d)(11)(B) between the LWDB or other local entities described in WIOA section 107(d)(11)(C) of the Rehabilitation Act of 1973 (29 U.S.C 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such Act (29 U.S.C. 721(a)(11) with respect to efforts that enhance the provision of services to individuals with disabilities and to other individuals, such as cross-training staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts of cooperation, collaboration and coordination.

Policies – New Port Richey, FL – CareerSource Pasco Hernando

- J. A description of the process used by the LWDB to obtain input and comment by representatives of business and labor organizations for the development of the plan.**
This attachment must include any comments submitted during the public comment period that represent disagreement with the local plan (WIOA § 108(d)).

LWDB Board Members, comprised of a Business majority, members of unions, education and other mandatory members were provided with a draft of the Local Plan for their review and comments. The Business Services Team (BST) also meets with countless employers on a regular basis and asks for input and feedback that is also essential in the development of the local plan.

PLAN APPROVAL

DEO will review each local plan for the requirements outlined in these guidelines using a local plan review checklist that aligns with requirements outlined in these guidelines. If there are questions or concerns, DEO will notify the contact(s) included in the local plan.

DEO will recommend approval of the local plan to the CareerSource Florida Board of Directors (state board), unless DEO notifies the LWDB in writing that:

- There are deficiencies in workforce investment activities that have been identified through audits, and the local area has not made acceptable progress in implementing plans to address the deficiencies;
- The local plan does not comply with applicable provisions of WIOA and the WIOA regulations, including the required consultations and public comment provisions, and the nondiscrimination requirements of 20 CFR Part 38; or
- The local plan does not align with the state plan, including with regard to the alignment of the core programs to support the strategy identified in the state plan in accordance with WIOA § 102(b)(1)(E) and 20 CFR 676.105.

The local plan, including plan modifications, will be considered to be approved upon written notice by DEO advising of state board approval or at the end of the 90-day period beginning the day DEO receives the local plan, or plan modification, unless, in accordance with 20 CFR 679.570, any deficiencies referenced above were identified by DEO in writing and remain unresolved.

Any questions regarding the submission, review and/or approval of local plans should be submitted to DEO at: WIOA-LocalPlans@DEO.MyFlorida.com.

A. ORGANIZATIONAL STRUCTURE

The local plan must describe the organizational structure in place in the local area, including:

(1) Chief Elected Official(s)

- (a) Identify the chief local elected official(s) by name, title, mailing address, phone number and email address.

Pasco: Kathryn Starkey, Chairman
County Commissioner District 3
8731 Citizens Dr., New Port Richey, FL 34654
Phone: 352 521-4111
kstarkety@pascocountyfl.net

Hernando: Steve Champion, Chairman
County Commissioner District 5
20 N. Main St., Brooksville, FL 34601
Phone: (352) 754-4848
SChampion@HernandoCounty.us

(b) Describe how the chief local elected official(s) was involved in the development, review and approval of the local plan.

Both Pasco and Hernando counties designate a commissioner to serve as a representative to the Pasco Hernando Workforce Board. Upon review and approval of the local plan by the Local Workforce Development Board or Executive Committee, a copy is sent to the local elected officials up to six weeks prior to the Board of County Commissioners (BOCC) meeting in the respective counties. The CEO/President of PHWB is scheduled to meet with the designee prior to the Board Meeting to answer any questions or concerns that may have arisen. Once the review period has ended, the CEO/President and designated CSPH staff will present the plan to the full board and the public and answer any additional questions at that time. After approval, the Chair of each county will sign three original copies (one executed agreement for each county and one for the local).

(2) Local Workforce Development Board

(a) Identify the chairperson of the LWDB by name, title, mailing address, phone number and email address. Identify the business that the chairperson represents.

Charles Gibbons, Board Chair
Campus President
Keiser University – New Port Richey
6300 US 19 North
New Port Richey, FL 34652

727-484-3110

cgibbons@keiseruniversity.edu

- (b) If applicable, identify the vice-chairperson of the LWDB by name, title, mailing address, phone number and email address. Identify the business or organization the vice- chairperson represents.

Joelle Neri, Vice Chair
The Angelus, Inc.
Human Resource Manager
12413 Hudson Ave.
Hudson, FL 34669
727-856-1775 ext. 102
joelle@theangelus.com

- (c) Describe how the LWDB members were involved in the development, review, and approval of the local plan.

The LWDB provided guidance and leadership on the development of the plan. Once the draft was written, it was submitted to the Local Workforce Development Board members for review and comments. The draft plan was also reviewed by management staff of core programs as well as mandatory one-stop partners and businesses.

A legal ad is published in the local newspapers as well as the plan was also posted for 14 days for public comment from July 18, 2022 to August 1, 2022. There were no comments received. Upon approval from the Executive Committee on August 18, 2022, the plan was submitted to the Local Elected Officials in each county for their approval.

- (d) Describe how the LWDB convened local workforce development system stakeholders to assist in the development of the local plan.

LWDB Board Members, comprised of a Business majority, members of unions, education and other mandatory members were provided with a draft of the Local Plan for their review and comments. The Business Services Team (BST) meet with employers in the region on a regular basis and asks for input and feedback that is also essential in the development of the local plan. The Draft Plan was noticed and

a request for comments was made. Copies of the Plan was also emailed to local workforce development stakeholders.

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

- (a) Provide the name of the entity selected to receive and disburse grant funds (local fiscal agent) if other than the chief local elected official (WIOA § 107(d)(12)(B)(i)(III) and 20 CFR 679.420).

In accordance with 20 CFR 679.420, the Pasco-Hernando Workforce Board, Inc. (PHWB) is the local fiscal agent that receives and disburses grant funds. As such, PHWB ensures sustained fiscal integrity and accountability for expenditures of funds in accordance with OMB, WIOA and Federal/State policies and regulations. PHWB responds to audit financial findings, maintains proper accounting records and documentation, prepares financial reports and provides technical assistance to subrecipients regarding fiscal issues. At the direction of the LWDB, PHWB also procures contracts and obtains written agreements, conducts financial monitoring of service providers and ensures independent audit of all employment and training programs.

- (b) Provide the name of the entity selected to staff the LWDB (commonly referred to as the administrative entity) and assist the LWDB in carrying out its responsibilities as a board organized under WIOA (20 CFR 679.430). (May be the same as the fiscal agent).

The PHWB is also the administrative entity and functions simultaneously in various roles including administrative entity, local fiscal agent, LWDB staff and direct provider of services. 20 CFR 679.430 allows LWDBs to have multiple functions.

(4) One-Stop Operator and One-Stop Career Centers

- (a) Provide the name of the entity or entities selected through a competitive process to serve as the one-stop operator and the effective date of the current agreement in place between the LWDB and the one-stop operator.

Gulf Coast Jewish Family Community Services is the current One-Stop Operator that was selected through a competitive process. The effective date of agreement is from July 1, 2021 through June 30, 2022.

2022 with the option to renew for up to three additional one-year periods based on performance, business needs, and funding availability, at the sole discretion of PHWB, unless otherwise terminated by either party with sixty (60) days prior written notice.

(b) Describe the steps taken to ensure a competitive process for selecting the one-stop operator(s) (WIOA § 121(d)(2)(A)).

The STEVENS AMENDMENT is included in all PHWB RFPs. Page one of our procurement policy says "2. The procurements must comply with the Uniform Administrative Requirements, Cost Principles, Audit Requirements for Federal Awards, and Stevens Amendment. The standards are contained in section 2 CFR, part 200.

CSPH staff prepared a draft solicitation package that contained detailed RFP requirements for the services to be provided. This along with an action item was presented to the Local Workforce Development Board. The Board reviewed and approved the RFP and action item. A complete Cost/Price Estimate was completed prior to release of the RFP. To ensure a reasonable and fair price was negotiated consideration was given to the complexity of the service to be performed, the risk borne by the contractor and the contractor's investment. Once Board approval was received, staff posted an ad in the local newspapers, posted the RFP on the www.CareerSourcePascoHernando.com website and sent invitations to potential providers.

CSPH staff reviewed and rated the two proposals that were received in accordance with criteria established in the RFP. Those individual ratings were averaged and combined into a Committee report which was presented to the LWDB Board for their review and selection of a One-Stop Operator. A cost price analysis was included in the review. The Demonstrated Effectiveness of providers will be reviewed in accordance with LWDB policy and the RFP requirements.

LWDB 16 staff maintains sufficient records to detail the significant history of a procurement that includes, at a minimum, rationale for the method of procurement, contractor selection or rejection, and, the basis for the contract price will be maintained.

The following are included in each RFP:

- Protest procedures to handle and resolve disputes relating to procurement will be the appeals mechanism of LWDB's Debt Collection Procedure.

- Negotiation with Governmental Agencies and Institutions - A State or governmental agency or institution may respond to a Request for Proposal Solicitation (RFP) to be considered to provide the services sought.
- CSPH staff may also enter into negotiations directly with that agency or institution without any formal procurement process, provided this process is approved by the LWDB.

PHWB's Procurement Policy states that for both informal and formal procurement actions, the basis of awarding contracts shall be:

Awards will be made to the responsible firm, whose proposal is most advantageous to our program, with lowest price and other factors being considered. When there is a tie or identical bid from two or more conforming bidders, the award will be made to the local firm. In cases where there are two local firms, the decision will be made by drawing. If an organization is not chosen as the designated one-stop operator, the following procedure would be followed if an entity wanted to appeal the decision that had been made by the LWDB. The LWDB/Executive Committee meeting, at which staff recommendations are presented, (date, time and location of meeting is included in the RFP Package). Appeals/Protests may be submitted for Formal Procurements only. That meeting date/time will be considered the date/time of official bid opening. From that date/time, any bidder has 72 hours (3 business days) in which to file a written appeal/protest with the CEO/President. At the scheduled meeting of the LWDB in which final selection of Service Provider(s) is/are to be made (date, time and location of meeting is included in the RFP Package), the board will hear any Appeal(s)/Protest(s). The decision made by the LWDB is final.

(c) If the LWDB serves as the one-stop operator, provide the last date the state board granted approval to the LWDB to serve in this capacity and the approved duration.

(d) Describe the roles and responsibilities the LWDB has identified and assigned to the one- stop operator.

For purposes of this contract, CSPH defines the basic role of a One-Stop Operator as an entity that will coordinate the service delivery of one-stop partners and service providers within our Career Centers. Actions taken by the One-Stop Operator should be at the direction of the Sr. VP of Operations. The One-Stop Operator shall have the following responsibilities:

- Maintain contact with one-stop partners through the coordination of quarterly meetings to improve communication, referral, service delivery, and tracking of performance of the partners;
- Compile a quarterly report of partner agency performance data;
- Participate, as requested, on projects with CSPH and their required partners;
- Encourage one-stop partners to use the principles of universal design in their operations to ensure customer access as needed;
- Share best practice examples with One-Stop partners that encourage the provision of services to individuals with barriers to employment, including individuals with disabilities, who may require longer term services, such as intensive employment, training, and education services;
- Comply with Federal and State regulations, as well as local policies;
- Working with CareerSource Pasco Hernando and applicable state agencies, create a strategic plan to integrate the intake, case management, and reporting of the one-stop partners;
- Assist with other initiatives as requested by CSPH.

(e) Provide the location (address) and type of each access point, indicating whether it is a comprehensive center³, affiliate site or specialized center, as described in CareerSource Florida Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements.

16336 Cortez Blvd. Brooksville, FL 34601 - comprehensive
 4440 Grand Blvd. New Port Richey, FL 34652 - comprehensive
 15000 Citrus Country Drive Dade City, FL 33525 – comprehensive

³A comprehensive center is one in which all core and required partner services are available either physically at the location or by direct linkage through technology to a program staff member who can provide meaningful information or services. See Training and Employment Guidance Letter No. 16-16 (TEGL 16-16) and Training and Employment Guidance Letter No. 16-16, Change 1 (TEGL 16-16, Change 1)

(f) Identify the days and times when each access point is open to customers. Comprehensive career centers must be open to the general public for walk-in service a minimum of eight hours per day during regular business days, Monday through Friday.

All three comprehensive one-stop Resource Rooms (RR) are open to the public Monday-Friday from 8am until 5pm. The Employment Support Center (ESC) along with our WIOA and WT staff are available telephonically or through email and live chat, 8am-7pm, Monday-Friday and 8am-5pm on Saturdays.

- (g) For each access point, identify how each local area provides customers with access to each required (and any approved optional) one-stop career center partners' programs, services and activities (physical co-location, electronic methods, and/or referrals).

Each Memorandum of Understanding (MOU) with one-stop partners contains provisions describing services to be provided through the one stop delivery system following WIOA guidelines. Each MOU contains a description of how services are coordinated and delivered, how the costs of delivering services will be funded (including cash or in-kind contributions or funding received through other alternative options). Also included, the MOU will cover funding of infrastructure costs, methods of referrals between partners and methods to ensure the needs of workers and youth with barriers to employment, including individuals with disabilities. **Each MOU also contains a section stating the duration of the agreement.**

All core programs are included in the one-stop delivery system. The entire one-stop system, operated by PHWB provides access to core programs and other required partners. All core and required partner services are available either physically at the location or by direct linkage through technology to a program staff member who can provide meaningful information or services. Customers have access to Wagner-Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Division of Vocational Rehabilitation, Trade Adjustment Assistance (TAA), Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF). In addition to the core programs, access is provided to partner programs. These are the foundations for all other services generated from CSPH. These activities ensure low-income and low-skilled workers have as great or greater access to services whether funded by WIOA formula funds, TAA, WP, SNAP or TANF. The first point of contact for all universal customers will be our Resource Room where staff are trained to assist customers with high quality career services, education and training as well as supportive services to assist them with finding and retaining good jobs and by doing so, helping businesses find and retain skilled workers. Partner programs that are located in the centers (either full or part time) are Title I/Career and Technical Education (CTE), Community Services Block Grant (CSBG), Local Veterans Employment Representatives (LVER), Disabled Veterans Outreach Program (DVOP), Senior Community Service Employment Program (SCSEP), Temporary Assistance for Needy Families (TANF) and Trade Adjustment Assistance (TAA), Ticket to Work Program (TTW) and Unemployment Compensation programs. Beginning in January 2020,

Job Corps has provided services in both Pasco and Hernando counties on a monthly basis. YouthBuild, Native American Programs and Migrant Seasonal Farmworker Programs do not operate in Pasco and Hernando counties. Referrals are currently given to Job Corps, HUD and National Farmworkers Job Program while continuing to reach out to other required partners. CSPH also has a link on the www.careersourcepascohernando.com website to Job Corps and Native American Programs. CSPH has an MOU in place with the National Farmworkers Program that operates in Hillsborough County. Staff is currently working with correctional agencies and DJJ to coordinate activities relating to the reentry of individuals returning from incarceration into the community. CSPH also partners with the Pasco County Housing Authority and currently has an MOU and referral system in place.

The following partners are co-located in one or more of the one-stops and pay a proportionate amount of infrastructure costs.

- WIOA Dislocated Worker - WIOA dislocated worker program services target individuals who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible (or have exhausted) unemployment compensation.

WIOA Adult - WIOA Adult program services include career services, training services and job placement assistance. Priority is given to recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills-deficient.

- WIOA Youth - WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities.

- Division of Vocational Rehabilitation – Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual's disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services.

- Wagner-Peyser – WP, often referred to as basic labor exchange services provide access to employment services to all job seekers including job search preparation and placement assistance

services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders.

Other co-located partner programs include:

- Temporary Assistance to Needy Families – co-located – proportionate share of costs
- Local Veterans’ Employment Representative – co-located – proportionate share of costs
- Disabled Veterans’ Outreach Program – co-located – proportionate share of costs
- Senior Community Service Employment Program – co-located – nonpaying partner with in-kind support
- Trade Adjustment Assistance Programs – co-located – proportionate share of costs
- Unemployment Compensation Programs – co-located – proportionate share of costs
- Hernando County School Board Title I Literacy Program – once or twice a month – nonpaying partner

Additional partners included in the local one-stop delivery system.

- Gulf Coast Jewish Family & Community Services – co-located – proportionate share of costs
- Mid-Florida Community Services – once a month – nonpaying partner – provides supportive services and training to mutual customers
- Tobacco Free Florida – monthly – contract with TFF to receive payment for referrals
- Supplemental Nutrition Assistance Program – co-located – proportionate share of costs

C. The local workforce development board, with the agreement of the chief elected official, shall develop and enter into a Memorandum of Understanding (MOU) between the local board and the one-stop partners.

(h) Pursuant to the CareerSource Florida Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements, provide the required attestation that at least one comprehensive one-stop center in the local area meets the certification requirements contained therein.

Credential Logs Combined for June.pdf (cdn-website.com)

(i) Describe any additional criteria (or higher levels of service coordination than required in CareerSource Florida Administrative Policy 093 – One-Stop Delivery System and One- Stop Career Center Certification Requirements) relating to service coordination achieved by the one-stop delivery system, to respond to education/training needs, labor market, economic, and demographic conditions and trends in the local area (WIOA § 121(g)(3)).

CareerSource Pasco Hernando is partnering with Pasco County Library system in an effort to reach more residents facing multiple barriers to employment. Centennial Park Branch Library (Holiday, FL) and Regency Park Branch Library (New Port Richey, FL) are located in areas in Pasco County in which transportation challenges make it difficult for job seekers to visit our office locations. CSPH staff are on site specific dates/times to provide community members with services similar to those offered at our one-stop career centers; education/training needs, labor market information, economic, and demographic conditions and trends in the local area, and other wrap around services. This partnership has allowed CSPH to reach more community members who face multiple barriers.

(5) Provider of Workforce Services

(a) Provide the name of the entity or entities selected to provide workforce services (except training services) within the local one-stop delivery system.

Pasco-Hernando Workforce Board, Inc., dba CareerSource Pasco Hernando – Direct Provider of Workforce Services

Eckerd Connects – WIOA Youth Services Provider

Eckerd Connects – WT After-School Pilot Program

Goodwill-Suncoast Industries – WIOA DW Placement Pilot

Gulf Coast Jewish Family Services – Non-Custodial Parent Program

Pinellas County Urban League – Senior Employment and Training

(b) Identify and describe what workforce services (except training services) are provided by the selected one-stop operator, if any.

Gulf Coast Jewish Family Services was procured as the OSO and also has the Non-Custodial Parent Employment Program (NCPEP) program

(c) Identify and describe what career services are provided by the designated provider of

workforce services (except training services).

CSPH is the direct provider of services for Wagner-Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF), Reemployment Services and Eligibility Assessment (RESEA) and Supplementary Nutrition Assistance Program (SNAP). CSPH will continue to request being the provider for these services. Eckerd Connects/Workforce Development currently provides WIOA Youth services.

- (d) If the LWDB serves as the direct provider of workforce services (except training services), provide the last date the CareerSource Florida Board of Directors granted approval to the LWDB to serve in this capacity and the approved duration.

CSFL approved extension in 2020. This extension is through June 30, 2023.

(6.) Youth Service Provider

- (e) Provide the name of the entity or entities selected to provide youth workforce investment activities (youth program services) and, if the entity was competitively procured, the term through which the entity is contracted to provide these services.

Eckerd Connects – procured – New contract begins July 1, 2022 through June 30, 2023 with an option to renew for 2 additional years with acceptable performance and dependent on funding availability.

- (f) Describe the steps taken to ensure a competitive process for the selection of the youth service provider(s) in the local area, if the LWDB does not provide these services.

STEVENS AMENDMENT included in RFPs. Page one of our procurement policy says "2. The procurements must comply with the Uniform Administrative Requirements, Cost Principles, Audit Requirements for Federal Awards, and Stevens Amendment. The standards are contained in section 2 CFR, part 200.

CSPH staff prepared a draft solicitation package that contained detailed RFP requirements for the services to be provided. This along with an action item was presented to the Local Workforce Development Board. The Board reviewed and approved the RFP and action item. A complete Cost/Price Estimate was completed prior to release of the RFP. To ensure a reasonable and fair price

was negotiated consideration was given to the complexity of the service to be performed, the risk borne by the contractor and the contractor's investment.

Once Board approval was received, staff posted an ad in the local newspapers, posted the RFP on the www.CareerSourcePascoHernando.com website and sent invitations to potential providers. CSPH staff reviewed and rated any proposals received (only one proposal was received for PY22 RFP) in accordance with criteria established in the RFP. Those ratings were averaged and combined into a Committee report which was presented to the LWDB Executive Committee for their review and selection of a WIOA Youth Services Provider. A cost price analysis was included in the review. The Executive Committee requested that PHWB staff negotiate a lower price and present to the full Board, which staff did. The Board unanimously voted in favor of proceeding with contracting with Eckerd Connects. The Demonstrated Effectiveness of the provider was reviewed in accordance with LWDB policy and the RFP requirements.

LWDB 16 staff maintains sufficient records to detail the significant history of a procurement that includes, at a minimum, rationale for the method of procurement, contractor selection or rejection, and, the basis for the contract price will be maintained.

The following are included in each RFP:

- Protest procedures to handle and resolve disputes relating to procurement will be the appeals mechanism of LWDB's Debt Collection Procedure.

Negotiation with Governmental Agencies and Institutions - A State or governmental agency or institution may respond to a Request for Proposal Solicitation (RFP) to be considered to provide the services sought.

CSPH staff may also enter into negotiations directly with that agency or institution without any formal procurement process, provided this process is approved by the LWDB.

PHWB's Procurement Policy states that for both informal and formal procurement actions, the basis of awarding contracts shall be:

Awards will be made to the responsible firm, whose proposal is most advantageous to our program, with lowest price and other factors being considered. When there is a tie or identical bid from two or more conforming bidders, the award will be made to the local firm. In cases where there are two local firms,

the decision will be made by drawing. If an organization is not chosen as the designated WIOA Youth Services Provider, the following procedure would be followed if an entity wanted to appeal the decision that had been made by the LWDB. The LWDB/Executive Committee meeting, at which staff recommendations are presented, (date, time and location of meeting is included in the RFP Package). Appeals/Protests may be submitted for Formal Procurements only. That meeting date/time will be considered the date/time of official bid opening. From that date/time, any bidder has 72 hours (3 business days) in which to file a written appeal/protest with the CEO/President. At the scheduled meeting of the LWDB in which final selection of Service Provider(s) is/are to be made (date, time and location of meeting is included in the RFP Package), the board will hear any Appeal(s)/Protest(s). The decision made by the LWDB is final.

(g) Describe any additional criteria⁴ the LWDB has established to ensure providers best positioned to deliver required youth program elements resulting in strong outcomes for youth participants are used, if applicable.

(h) Identify and describe the youth program element(s) provided by each provider.

WIOA Required Program Elements	Provider / Referral Agency	Instructional Activities
1. Tutoring, academic remediation; study skills training, and instruction leading to secondary school completion, including dropout prevention strategies	Eckerd / Public school partners (James Irvin Technical Center; Marchman Technical College)	Computer based training / instructor facilitated FCAT and GED Practice, GED Prep materials, e.g. Khan Academy (online), Ebsco Learning Express, Practice GED exams
2. Alternative secondary school offerings	Eckerd / Penn Foster/ Local Charter and Alternative Schools	Florida Department of Education Standards
3. Summer employment opportunities directly linked academic and occupational learning	Eckerd / Community Business partners, Community Based Organization (CBO's), and Faith Based Organizations (FBO's)	Year-Round Services Eckerd documented summer work experience best practices program activities, coordinated activities with community partners

3A. Paid and unpaid work experiences, including internships and job shadowing	Eckerd /Community Business partners, CBO's, FBO's	On-site job shadow opportunities; Paid work experience for 180 hours for \$13.00 per hour, with a training plan for technical and soft skills.
4. Occupational skills training	Eckerd / Approved Training Provider Partners	Various. Based on identified occupations/career fields on the Targeted Occupations List with Approved Training Providers
5. Leadership development opportunities, including such activities as positive social behavior and soft skills, decision making, teamwork, etc.	Eckerd in connection with various community partner agencies and employers	Employability Skills, Life Skills curriculum that includes leadership development, health, nutrition, sexual behavior, and substance abuse prevention
6. Supportive Services	Eckerd in connection with various partner agencies and/or employers	Independently driven by participant needs. Supportive services for educational training and employment activities such as gas cards, bus passes, emergency 'triage',
7. Adult mentoring for at least 12 months	Eckerd in connection with partner agencies and employers	Career Coach may provide mentoring during enrollment and in follow-up status. Independently driven by participant needs; Case managed and documented. Volunteers from outside agencies may be considered as mentors.
8. Comprehensive guidance and counseling	Eckerd and/or community agencies	Ongoing intensive case management Community/locally based programming
9. Follow-up services no less than 12 months after exit	Eckerd	Independently driven by participant needs. Contact with employer, post-secondary entities, job retention coaching, academic support, incentive support, career and education counseling. (Continuous service until

		participant has completed follow-up period of 12 months)
10. Financial Literacy	Eckerd / Community Business partners	Eckerd will provide financial literacy as a part of our work readiness activities in class setting or individually
11. Entrepreneurial Skills Training	Eckerd / Y.E.S partnership	In collaboration with the Y.E.S program Career coach to assist youth that may be interested in establishing their own business with research and guidance. Community partners and business shadowing can be used in the area.
12. Activities that help youth transition to postsecondary education and training	Eckerd in connection with local colleges and technical schools	Career coach can assist with guidance and referrals to colleges or technical schools. They can help with career exploration and what is needed for training/education in the field. We can assist with FAFSA application as needed.
13. Services that provide labor market and employment information in the local area	Eckerd	Eckerd will provide this information as part of our work readiness activities in class setting or individually
14. Education offered concurrently with and in the same context as workforce preparation	Eckerd / Community Business partners	Eckerd may provide basic skills in reading and math to assist young adults while they receive work readiness activities in a class setting or individually.

B. ANALYSIS OF NEED AND AVAILABLE RESOURCES

The local workforce plan must describe strategic planning elements, including:

(1) A regional analysis of:

(a) Economic conditions including existing and emerging in-demand industry sectors and occupations (20 CFR 679.560(a)(1)(i)); and

The top ten industry sectors predicted for the Pasco Hernando Region are:

Food Services and Drinking Places	19,370
Ambulatory Health Care Services	15,761
Educational Services	15,597
Specialty Trade Contractors	10,420
Administrative and Support Services	8,928
Hospitals	8,821
General Merchandise Stores	8,099
Professional and Technical Services	8,087
Food and Beverage Stores	7,501
Nursing and Residential Care Facilities	5,189

(b) The employment needs of employers in existing and emerging in-demand industry sectors and occupations⁵ (20 CFR 679.560(a)(1)(ii)).

SOC Code	SOC Title	Total Job Opening:
35-3000	Food and Beverage Serving Workers	20,292
41-2000	Retail Sales Workers	19,171
53-7000	Material Moving Workers	9,056
43-4000	Information and Record Clerks	8,847
47-2000	Construction Trades Workers	8,143
35-2000	Cooks and Food Preparation Workers	7,068
13-1000	Business Operations Specialists	5,408
31-1000	Nursing, Psychiatric, and Home Health Aides	4,990

29-1000	Health Diagnosing and Treating Practitioners	4,951
37-2000	Building Cleaning and Pest Control Workers	4,914
53-3000	Motor Vehicle Operators	4,913
11-9000	Other Management Occupations	4,731
43-9000	Other Office and Administrative Support Workers	4,035
35-9000	Other Food Preparation and Serving Related Workers	3,716
	Preschool, Primary, Secondary, and Special Education School	
25-2000	Teachers	3,612
29-2000	Health Technologists and Technicians	3,486
31-9000	Other Healthcare Support Occupations	3,424
49-9000	Other Installation, Maintenance, and Repair Occupations	3,398
43-6000	Secretaries and Administrative Assistants	3,395
43-3000	Financial Clerks	2,991
37-3000	Grounds Maintenance Workers	2,758
39-9000	Other Personal Care and Service Workers	2,755

(2) An analysis of the knowledge and skills needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations (WIOA § 108(b)(1)(B) and 20 CFR 679.560(a)(2)).

Employment needs for Pasco and Hernando split between necessary soft skills, money handling, and communication required in the retail and customer service occupations, and advanced technical training needed in skilled medical employment and high skill manufacturing where specific technical and advance math and measurement acuity are required. Additionally, a continued construction boom calls for advanced training in plumbing, electricity, HVAC, framing, masonry and drywall.

(3) An analysis of the workforce in the local area, including current labor force employment and unemployment data, information on labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment (WIOA § 108(b)(1)(C) and 20 CFR 679.560(a)(3)).

The current labor force situation can only be described as thin. The Region 16's unemployment rate in May 2022 is 2.7%, lowest in the last 40 plus years. The workforce, described as those working plus those looking for work (May 2022 – 330,926) is 2.5% higher than pre-pandemic levels. Re-Employment assistance applications are at a historic low. All areas of employment are short on staff

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and this situation creates higher wages, higher prices and inflationary pressures. With continued demand for both skilled and unskilled labor, the Region does not see easy relief in the future and will need to further seek employees from the re-entry population and those individuals with disabilities.

- (4) An analysis of the workforce development activities, including education and training, in the local area. This analysis must include the strengths and weaknesses of workforce development activities and the capacity to provide the workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers (WIOA § 108(b)(1)(D) and (20 CFR 679.560(a)(4)).

Because of the nature of the workforce in the Pasco Hernando area, CSPH uses On-the-Job Training as well as Incumbent Worker Training to a large extent to answer the employment needs of individual businesses. Mass employment opportunities are rare and thus a more direct and personal set of services are being used. These methods directly provide the skills requested by employers. Direct contact with the Business Services Team initiates these services and WIOA staff work together to deliver the customers for these training.

The Region also has three strong public training providers: Fred K. Marchman Technical College, Wilton Simpson Technical College and Pasco Hernando State College. These entities provide responsive employer centered training in demand occupations.

C. LOCAL WORKFORCE DEVELOPMENT BOARD STRATEGIC VISION AND GOALS

Local plans describe how LWDBs implement strategies that help Floridians secure good jobs, while providing employers with the skilled workers needed to compete in the global economy. Local strategies must prioritize employment, emphasize education and training, and ensure LWDBs are responsive to Florida employers' demand for qualified workforce talent.

⁴ The state's criteria for youth service provider selection is outlined in [CareerSource Florida Administrative Policy 120](#)

– Youth Service Provider Selection.

⁵ As appropriate, a local area may use an existing analysis, which is a timely current description of the regional economy, to meet the requirements of 20 CFR 679.560(a)(1)(i) and (ii).

(1) Describe the LWDB’s strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on primary indicators of performance described in WIOA § 116(b)(2)(A) (20 CFR 679.560(a)(5)).

The local vision of the Pasco-Hernando Workforce Board is to serve as a catalyst in the community for promoting self-sufficiency through the development of a quality workforce. That vision goes hand in hand with our mission. Our mission statement reflects the sentiments of both the Board and staff. “Pasco-Hernando Workforce Board enhances the economic development efforts of our region by providing a well-trained, high quality workforce which supports the success of local business and improves the quality of life”. We believe in integrity, customer service, accountability and respect. Working closely with employers and customers to provide the skills and training needed to succeed in a career shows in customer satisfaction ratings and performance reports. Pasco-Hernando has consistently met or exceeded all performance goals prior to the Pandemic. Under existing legislation, the LWDA’s have the policy and service design authority, taking into consideration the needs of the employers and jobseekers. Local input from Board Members, businesses, chambers of commerce, economic development councils and other partner organizations will continue to shape the level and quality of services provided.

Florida’s strategic vision is an integrated, consumer-first workforce development system that is the best in the nation. Through the implementation of WIOA, Florida has a business-led, market-responsive, results-oriented and integrated workforce development system. The enhanced system fosters customer service excellence, seeks continuous improvement and demonstrates value by enhancing employment opportunities for all individuals. Focused and deliberate collaboration between education, workforce and economic development networks maximizes the competitiveness of businesses and the productivity of the state’s workforce. This increases opportunities and economic prosperity.

In 2021, the Florida Legislature unanimously passed the Reimagine Education and Career Help (REACH) Act which further codifies the intent of WIOA in Florida law. The REACH Act increases collaboration among key state-level partners, CareerSource Florida, the Department of Economic

Opportunity, the Department of Education, and the Department of Children and Families to improve access to workforce programs for all Floridians, increase accountability by focusing on outcomes, and ensure alignment of the workforce system to the needs of Florida employers.

In addition, our vision aligns with Florida's strategic vision for WIOA implementation by working to accomplish the goals they have set in place that are as follows:

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

CSPH will continue to encourage the engagement of local employers in targeted industry sectors as well as developing strategies, to include career pathways, skills upgrades, certification for post-secondary credentials and apprenticeships that are designed to meet the needs of employers, workers and jobseekers. CSPH will promote the use of industry sector partnerships to address the needs of multiple employers in the industry, including On the Job Training (OJT), Incumbent Worker Training (IWT), apprenticeships and work experience.

CSPH promotes the Governor's priorities for helping Floridians obtain employment and establishing Florida as a top job-creating state. This focus applies to employers as well as to job seekers. With that priority in mind, there has been a stronger focus on OJT opportunities in all programs, including Temporary Assistance to Needy Families (TANF), Trade Adjustment Assistance (TAA) and Supplementary Nutrition Assistance Program (SNAP). OJT provides training as well as subsidized employment for a short period of time. Customers are assessed and offered workshops and work experience to enhance their "work readiness" skills. Many jobseekers have been on the same job for

years and need a little support to bring their skills up to the standards of the employer. Many jobseekers need more support and workshops prior to being deemed work ready. Once customers are considered work ready, the job matching begins. We focus on finding the perfect match between employer and job seeker, including youth and individuals with disabilities. When the OJT has been completed and the employer is satisfied with the progress, the job seeker is hired into a permanent position. The employer and jobseeker have both been very pleased with this arrangement. Job creation in a sluggish economy along with the ability to place the “long term unemployed” into permanent positions has created a win-win situation for all involved.

With the addition of the Workforce Re-Entry Program, funded by Pasco County, supportive services can be provided to those hardest to serve individuals. This program provides gas cards and bus passes and has purchased a bicycle for a customer that was walking to his new job. It is also an allowable cost to purchase work clothes, tools, car repairs and pay for skills upgrades and On the Job Training (OJT). With these and other support services being provided and the one on one attention and mentoring they receive; the majority of these customers have retained employment past the 90 days CSPH agreed upon in the contract with the county.

Career Academies have been a strong focus in the past seven years as CSPH assisted in the initial planning stages for both Pasco and Hernando counties. Staff participates on local steering committees with region’s School Board staff as well as higher education, business and economic development organizations in order to review and determine needs of the area. The contracted youth provider and CSPH’s Youth Coordinator works closely with school personnel in the region in an effort to assist qualified youth in funding for industry recognized certifications as well as other types of support services. There is also a strong focus on training, entrepreneurship and work experience in an effort to enable our youth, including those with a disability or barriers to employment, to successfully enter and advance in our workforce. CSPH was invited to provide input on the five-year strategic plan for both Pasco and Hernando counties. The school systems are excited about the prospect of engaging our youth at younger ages as middle school youth has become the next focus for Career Academies. CSPH staff research and apply for applicable Federal, State and Corporate grants in an effort to offset costs that will allow job seekers the ability to be trained quickly and re-enter the job force or upgrade their skills in a short time frame.

LWDB members set goals that align with the Performance Measures negotiated on an annual basis with the Department of Economic Opportunity. These goals include placement, retention and earnings for WIOA, TANF and WP programs. For youth goals, LWDB members are looking for youth to attain a

degree or certificate, placement and literacy/numeracy gains. PHWB also has a goal to have staff more visible in the community and to actively participate in community meetings. The CEO/President and staff actively participate in various community activities and meetings. The CEO/President is an active member of the Tampa Bay Partnership (TBP) Education Committee. The Tampa Bay Partnership galvanizes the business and political leadership of Tampa Bay to exert its collective influence on the policies, programs and projects that enhance the economic competitiveness and prosperity of our region. Through the Partnership's public policy, political action and research initiatives, a diverse community is united with one shared vision and one powerful voice on issues of regional significance. Formally incorporated in 1994, and reestablished in 2016 with a new mission and leadership structure, the Partnership offers a unique peer-to-peer environment where the region's top business leaders champion regional solutions to the toughest economic challenges facing Tampa Bay today.

The Local Workforce Development Board members unanimously agree that CSPH should exceed in Job Seeker Customer Satisfaction ratings. It is the desire of the Board to enhance job creation, work readiness skills, STEM related activities for youth, cement local partnerships, assist in local economic development efforts and tailor training to employers' needs.

Strategic Goals

- Strategically align workforce development programs to ensure employment and training services provided by the core programs are coordinated and complementary that provides businesses with skilled, productive, and competitive talent.
- To assist customers with employment, education, training and support services that reduce welfare dependence and increase opportunities for self-sufficiency, high-skill and high-wage careers and lifelong learning. Promote accountable, transparent and data-driven workforce through performance measures
- Provide outstanding customer service
- Promote alignment of workforce development programs with regional economic development strategies to meet the needs of employers
- Enhanced and streamlined operations
- Improved access to comprehensive services
- Improved services to employers and promote work-based training
- Enhanced workforce services to ensure unemployed and job seekers have access to high-quality, improved workforce services to include career exploration, educational attainment and skills training for in-demand industries and occupation.
- Improve services to individuals with disabilities

- Prepare disconnected youth and other job seekers for successful employment; serve a minimum of 75% of out of school youth; spend at least 20% of youth formula funds on work experience activities
- Streamline and strengthen the strategic roles of the LWDB

(2) Taking into account the analyses described in (1) through (4) in **Section B. Analysis of Need and Available Resources** above, describe the local area's strategy to work with entities that carry out the core programs and required partners to align resources available to the local area, to achieve the strategic vision and goals described above (20 CFR 679.560(a)(5)).

The One-Stop Operator Partner Committee comprised of LWDA staff, provider and partner staff. These meetings are held on a quarterly basis. Input and recommendations are being gathered from the committee to create a universal referral process that meets the needs of all partner and community-based organizations and that will replace the current process. In addition, this Committee may discuss leveraging of funds that are available to mutual customers. In addition, we work closely with them to assist mutual customers that are currently receiving disability gain employment through the Ticket To Work program. Regular discussions with core programs' key staff determine how to best coordinate and complement services to ensure jobseekers acquire the skills and credentials needed to meet the employer's needs. The Business Services Team (BST) meets with countless employers on a regular basis and receives input and feedback that is essential in the development of the local plan.

CSPH also partners with Mid Florida Community Services to leverage funds to mutual customers that need training to find sustainable employment. Funds are also leveraged for supportive services. Interagency referrals were developed and CSPH staff, as well as Mid Florida staff, was cross trained in the general eligibility requirements for both organizations.

CSPH will continue to implement and support cross-training for staff as well as for partner programs. We will develop and execute Memoranda of Understanding with core program entities and other key partners that will document agreed to strategies to enhance the provision of services to employers, workers and job seekers, such as use and sharing of information, performance outcomes, and cooperative outreach efforts with employers.

D. DESCRIPTION OF STRATEGIES AND PROGRAM SERVICES

The local plan must address how the LWDB coordinates service delivery with core programs of the Division of Vocational Rehabilitation, the Division of Blind Services and the Division of Career and Adult Education, as well as required partners including, but not limited to TANF, SNAP Employment and Training (E&T), Senior Community Service Employment Program, Community Service Block Grant, programs authorized under the state's unemployment insurance laws (referred to as Reemployment Assistance in Florida), programs authorized under section 212 of the Second Chance Act of 2007, and Housing and Urban Development, where available.

(1) Workforce Development System Description: Describe the local workforce development system, including:

(a) All of the programs that are included in the system;

- WIOA Dislocated Worker - WIOA dislocated worker program services target individuals who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible (or have exhausted) unemployment compensation.
- WIOA Adult - WIOA Adult program services include career services, training services and job placement assistance. Priority is given to recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills-deficient.
- WIOA Youth - WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities.
- Division of Vocational Rehabilitation – Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual's disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services.
- Wagner-Peyser – WP, often referred to as basic labor exchange services provide access to employment services to all job seekers including job search preparation and placement assistance

services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders.

- The Jobs for Veterans Act created 2 unique positions, Disabled Veteran's Outreach Program Specialist (DVOP) and the Local Veterans' Employment Representative (LVER). These DEO positions are funded under the Jobs for Veterans State Grant assigned to Local Workforce Development Boards (LWDB) to assist in delivering Individualized Career Services. The DVOP functions as a case manager assisting veterans and covered persons overcome Significant Barriers to Employment. The LVER advocates for veteran employment with local employer and business organizations. LVERs also provide training and guidance for LWDB management and staff on veteran related issues. To ensure Career Source Pasco Hernando (CSPH) complies with the POS legal obligation mentioned above, we have created a series of local policies and implemented an ongoing education process to provide our staff with the resources and guidance necessary to consistently deliver the highest quality of services to our veterans and covered persons.

- RESEA - In January 2016, Florida shifted to the Reemployment Services and Eligibility Assessment (RESEA). Those individuals participating in RESEA receive additional services which include orientations to the one-stop services, an initial assessment to determine strengths, weaknesses and barriers to employment along with an introduction to the process to sign into EF and individual provision of username as well as instruction on password creation. Customers are provided labor market information that is unique to their past/future occupations and work experience. An Employability Development Plan is developed by the staff and customer. EF case note entries are made during the one-on-one session with each customer, indicating their occupation and areas of specific skill levels. Customers are also given a referral to at least one work search activity. If further training is needed, the customer will also be given a referral to training. Due to changes in the UI work search requirements, customers are advised of the process to schedule attendance on the careersourcepascohernando.com website, for all available workshops, including the process to schedule approved on-line virtual skills workshops, where successful completion is documented in EF by the trainer. Customers are also provided with information on how to utilize all services available through the offices, including the following: instructions on updating employment history and resumes in EF; referral for job search assistance; testing services such as CareerScope, CASAS, Prove It and Ready-to-Work; group 'Job Ready' workshops (with instructions on how to schedule on the CSPH website); resource room to include job search, referrals, faxing and copying; referral information on education and training/FAFSA applications and future WIOA training assistance; and information on current programs offered, as well as possible Incumbent Worker Training opportunities. In addition, partner services, i.e., Vocational Rehabilitation, SNAP and TANF related

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services and other local providers' services are presented. Customers are provided contact information for RESEA staff and advised to follow-up on all desired services, as needed.

- Welfare Transition Program and Partner staff work together to create a seamless system / process by offering and creating referrals to all job seekers, discussing services, and providing insight on training and education services available throughout the region workforce area. Also, outside community agency meetings are attended either on monthly or quarterly basis to allow our partner agencies to hear about our services with an attempt to create awareness in our local communities and collaborate and coordinate with an emphasis on efforts to serve special populations to include homeless populations, drop out prevention and those that may have been previously incarcerated. Agencies collaborate and discuss the importance of these services and how the services can be not only implemented but also provided throughout the different programs within the workforce area.

CareerSource Pasco Hernando (LWDA 16) also offers a resource page on the website that offers tools and resources to job seekers, partner agencies, and staff to use as a resource and guide to services in our local area.

Our local region emphasizes work, self-sufficiency, and personal responsibility in a program structured to enable participants and families to move from welfare to economic self-sufficiency. Our goals are as follows:

- a. Provide supports and guidance to participants while referred to the WT program to keep children and families intact and stable.
- b. Develop opportunities for participants to provide for their own needs, enhance their well-being, and preserve the integrity of self-reliance.
- c. End dependence of needy families on government assistance by emphasizing work, self-sufficiency, and personal responsibility while meeting the transitional needs of program participants who need support to achieve independent, productive lives, and gain responsibility that comes with attaining self-sufficiency.
 - Deliver needed services and referrals to participants to ensure full cooperation during the mandatory referral to the programs and transitional services afterwards.

SNAP - Referred SNAP customers are provided a group orientation and then assigned to activities for 80 hours per month which may include work experience, job search and education. As long as they complete the assigned 80 hours in a calendar month, CSPH staff can request a food stamp reimbursement (FSR) which will go directly onto their EBT card as cash. All customers are encouraged

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to utilize our resource rooms for job searching purposes and are notified electronically of job fairs, recruitments or hiring events. CareerSource Pasco Hernando (CSPH) has streamlined processes and procedures, as well as processes in place to assist individuals into sustainable employment opportunities and self-sufficiency. CSPH has a robust array of services and resources referrals that can be delivered to mandatory participants to reduce barriers to self-sufficiency.

and

- (b) How the LWDB supports the strategy identified in the state plan under 20 CFR 676.105 and works with entities carrying out core programs and other workforce development programs, including programs of study authorized under The Strengthening Career and Technical Education for the 21st Century Act (Perkins V) (20 U.S.C. 2301 et seq.) to support service alignment (WIOA § 108(b)(2) and 20 CFR 679.560(b)(1)).

PHWB works with both the Pasco County Schools and the Hernando District Schools as they develop career and technical education programs at the K-12 level as well as their Marchman Technical College and Hernando County Technical Education Center. PHWB assigns staff to participate with both technical departments as they develop and review the programs to best impact the two county's workforce demands.

In Hernando County, construction on a new 'stand-alone' center, the Wilton Simpson Technical Center, began in 2022 and is expected to open August 2023. With Pasco's Marchman Technical Center, this new facility broadens occupational education opportunities throughout the region. PHWB will actively participate with these public institutions in order to deliver effective workforce education in both a timely and affordable manner.

Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local area (WIOA §108(b)(7) and 20 CFR 679.560(b)(6)). This must include a description of local policies and procedures for individualized career and training services in the Adult program to give priority to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

WIOA provides employment and training opportunities to the local area of Pasco and Hernando counties. CareerSource Pasco Hernando (CSPH) makes available, tools and resources for all job seekers. CSPH delivers/provides services such as Career Services, transitional jobs, priority of services, training services

and contacts, work-based training, Incumbent Worker Training, Rapid Response, Dislocated and Low-Income Adult services and coordination with TAA. Each CSPH location is equipped to assist all job seekers with the tools necessary to gain employment. Resource Room available are computers, fax machines, telephones, and documents of information. CSPH also provides information through an online internet-based website with additional resources for the job seeker. This includes and is not limited to resume assistance, events page and calendar, programs overview and information, locations to include CSPH mobile center locations and caters to employers utilizing bios on individuals who are looking for employment. The CSPH website also has a customer portal where Job Seekers can access Online E-courses as well as orientations for enrollment purposes. Enrollment includes Youth Program application, Professional Placement Network (PPN), and WIOA.

Policies sent as an attachment.

- (2) **Training Services:** Describe how training services outlined in WIOA section 134 are provided, including:

WIOA funds are used to provide training services to adults and dislocated workers, respectively who have been determined to be unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment and be in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment and have the skills and qualifications to successfully participate in the selected program of training services. Training services should be selected that are directly linked to the employment opportunities in the local area or in another area to which the adults or dislocated workers are willing to commute or relocate. Customers must also meet all eligibility requirements.

Training services may include occupational skills training, including training for nontraditional employment, on-the-job training; incumbent worker training, programs that combine workplace training with related instruction, which may include cooperative education programs, training programs operated by the private sector; skill upgrading and retraining, entrepreneurial training and transitional jobs. Also included are job readiness training, adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described, and Incumbent Worker Training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Training services through WIOA are based upon levels of services needed in order to be successful and becoming self-sufficient. All individuals are vetted through Basic Career Services such as self-assisted services in Employ Florida. This includes, resume assistance, job applications, Virtual Recruiter, Job Skills assessment, personal skills, work interests, values, and tools and technology. Once an individual has registered completely, CareerSource Pasco Hernando will assess the information and review needed for training (Individualized Career Services) in order to upgrade or provide a necessary credential to gain employment. Through the CareerSource Pasco Hernando Website, WIOA Orientation is implemented to read, complete and process the WIOA application. The CSPH website can also be used to access, How to Retain Your Job, Dress for Success, EF Essentials, Nail That Interview along with additional online E-Courses.

A description of the process and criteria for issuing ITAs, including a description of any ITA limitations established by the LWDB and a description of any exceptions to the use of ITAs;

WIOA Individual Training Accounts (ITA's) are the primary method to be used for procuring training services under WIOA. ITA limitations are based upon the need of service which can be found in our local policy. CSPH offers On-the-Job Training, Incumbent Worker Training and transitional jobs. Those needs also include a training services program of demonstrated effectiveness offered in a local area by a community-based organization or the private organization or if the local board determines that the most appropriate training could be provided by an institution of higher education for individuals for in demand occupations.

That training could be:

- On the Job Training
- Apprenticeship programs
- Higher Education (Post-Secondary Education)
- Incumbent Worker and or Employed Worker
- Coordination with Trade Adjustment Assistance (TAA)

WIOA provides significant flexibility to local areas when providing services with adult and dislocated worker funds. Local areas may use these funds to provide additional job seeker services, business services and to facilitate coordination between other partner programs.

(a) If contracts for training services are used, how the use of such contracts are coordinated with the use of ITAs; and

Training services are provided through the use of educational programs offered to the public by both public and private training institutions. The training providers have responded to requests for credentials from CSPH in accordance with the policy set forth by Florida's Department of Economic Opportunity. The cadre of providers is not limited geographically to the workforce region but covers locales beyond the region and even beyond the MSA. The limitation on the variety of training services and programs is the necessity to adhere to the regions targeted occupation list (TOL).

The ITA is currently awarded at \$6000 per program year with an option of CEO/President or designee to make an exception on a case by case basis. The ITA is also taken into consideration if the customer is PELL eligible or not. Federal Aid is always applied first and then the WIOA ITA picks up any remaining cost for required needs of the training.

(b) How the LWDB will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (WIOA §108(b)(19) and 20 CFR 679.560(b)(18)).

In general, training services shall be provided in a manner that maximizes consumer choice. The authority for this policy drives from the function of the Local Workforce Board. Consumer choice will be consistent with the local Board working with the State to ensure there a sufficient numbers and types of providers of career services and training services. This includes eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in helping adults in need of adult education and literacy.

Contracts for training services will be used and those contracts will be coordinated with the use of individual training accounts and how the local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are provided.

As described in TEGL 41-14 (https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=5816), the ETPL ensures the accountability, quality and labor-market relevance of programs, and ensures informed customer choice for individuals eligible for training. Using WIOA funding, CSPH also provides enhanced access and flexibility for work-based training options, such as Registered Apprenticeship (RA), On-the-Job Training, and Incumbent Worker Training. Customers will access these approved training providers

through CSPH's website and in its resource room. It is an element of customer choice for them to research and select the training provider they wish to use.

CSPH customers have total choice of the training program he or she wishes to pursue as long as the training occupation is listed on the region's targeted occupation list (TOL) and available through an approved training provider. Customers interested in pursuing training services are encouraged to review these tools to explore and research the training programs listed prior to selecting a training program in a demand occupation.

CSPH Workforce Development Specialists ensure that each customer is aware of the full array of training services available under WIOA. Other limitations could include a program limited access, a customer's inability to meet entry requirements (testing & prerequisites), or distance of the provider from the region making training impractical. Customer may also petition CSPH to allow exceptions to the approved provider list. WIOA Workforce Development Specialists are strictly reminded that they may not advocate for any particular provider or program, but are allowed to advise the customer while developing a workable training and employment plan to ensure necessary support is available and that successful completion is obtainable.

CSPH annually develops a targeted occupation list (TOL) using labor market information provided by the State of Florida's Department of Economic Opportunity. To meet the threshold of the list, occupations must historically show openings of thirty (30) or more per year, positive growth and have a Mean Wage of \$14.74/hour and Entry Wage of \$11.99/hour. In addition, industries and training providers may request addition of other occupations if they can show both the necessary demand and the required wage levels. Such additions are then approved or disapproved by the LWDB (full or committee) action. This system produces a very open list of consideration for customers and ensures occupations are in demand and paying sufficient wage. The Targeted Occupation List includes occupations in demand in the State of Florida that may not be 'in demand' locally. These occupations are denoted on the TOL with an 'S' designation. This allows customers in Pasco and Hernando Counties to choose occupations and their related training from other areas, as long as a demand is established statewide.

- (c) How the LWDB ensures training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate (WIOA §134(c)(3)(G)(iii)). Include strategic or other policies that align training initiatives and Individual Training Accounts (ITAs) to sector strategies and demand occupations (WIOA

§134(d)(1)(A)(ix)(II)(aa)). (e) How the LWDB incorporates/includes work-based training activities in the local area's service delivery model

When referring to "in-demand industry and sector or occupation", it is defined as an industry sector that has a substantial current or potential impact (including through jobs that lead to economic self-sufficiency and opportunities for advancement) on the State, Regional or local economy as appropriate, and that contributes to the growth of stability of the other supporting businesses, or the growth of other industry sectors. Our local Board is comprised of business members of the local workforce development board and represent businesses that "provide employment opportunities...in in-demand industry sectors or occupations in the local area." CSPH has determined the in-demand industry sectors in the local area in order to assure compliance with the board composition requirements of WIOA (Section 107(b)(2)). CSPH has approved (under special circumstances and with approval at the appropriate level) special types of occupational skills training may be provided "if...the local board determines that...it would be most appropriate to award a contract...in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations." (WIOA §134(c)(3)(ii)(V)(aa)). For further clarification, WIOA §134(c)(3)(G)(iii) requires that the training services "be directly linked to an in-demand industry sector or occupation in the local area or planning region, or in another area to which an adult or dislocated worker receiving such services is willing to relocate, except that a local board may approve training services for occupations determined by the local board to be in sectors of the economy that have a high potential for sustained demand or growth in the local area."

Targeted occupations are determined by the process and review of previous program year training and employment outcomes. Pasco and Hernando counties regional targeted occupations are currently within these fields but are not limited. Please refer to the following link for more information on our RTOL:

[TOL 2022-23 for transmission.xlsx \(cdn-website.com\)](#)

(i) How the LWDB incorporates/includes work-based training activities in the local area's service delivery model.

CareerSource Pasco Hernando identifies key principles for effective work-based learning to ensure that work-based learning can fulfill its promise as a component of career pathways strategies designed to bolster education and employment outcomes. The overall goal of these principles is to strengthen the talent pipeline by increasing the number of individuals who successfully access and complete work-based learning programs, acquire skills and knowledge valued by employers, and enter and advance in careers. These services may include but are not limited to: support entry and advancement in a career

track, meaningful job tasks that build upon the skills and knowledge, possible compensation, targeted skills to be enhanced or skills upgrade.

(4) Youth Workforce Investment Activities: Describe and assess the type and availability of youth workforce investment activities (services) in the local area, including activities for youth who are individuals with disabilities. The description and assessment must:

- Identify successful models of such youth workforce investment activities (WIOA §108(b)(9) and 20 CFR 679.560(b)(8)).

All 14 WIOA Youth elements are currently provided throughout the region and are provided to client based on their entrance needs in the program. We have organized the programming in the broad categories which are outlined below. We believe that this system will assist us to provide the best possible interventions to the participants we service. The four service tracks include-

o Traditional WIOA Program Track: Individuals who enroll in the WIOA Youth program with can't articulate a career of interest will be included in our traditional CS Pasco-Hernando WIOA program. This individual will receive all required elements with an emphasis on labor market data and career exploration.

o Fast Track: These individuals come to us with a stronger work history and situational barriers. They require less support at the start of the program. They may have recently faced obstacles including dealing with new workplace situations and challenges and have had difficulty meeting their own and their employers' job expectations. With this group, we will focus on providing participants with a better understanding of what it means to be "an employee" and how that relates to someone else controlling their lives and how to appropriately handle that authority. We will provide this group of participants with more aggressive job placement services and more intensive strategies for career advancement, with the hopes of them finding employment

o Skills Track: Participants with an aptitude or interest in one of the region's in-demand occupations will have the opportunity to attend one of our Legends Career Academies. These participants will receive specific educational and occupational skills training to begin a career in Construction, Healthcare, Culinary Arts, Logistics/Warehousing or Information Technology. As a component of their training these participants will be matched with a Work Experience site directly tied to their Career Academy. Additionally, they will be assigned a mentor that works in this specific industry. We have been providing a skills track for construction in the local area for several years and served more than 65 clients in this method previously, the addition of the additional industry tracks will allow for expansion of this success.

o Pre-Military Track: Participants will be defined as pre-military based in engagement with local military recruiters for enlistment but are not currently eligible for or have not received a placement/report date. The intent of this targeted group is to provide positive employment and education services, including paid work-experience until enlistment. Participants in this track will have access to ASFAP remediation if they have not tested high enough to be assigned to their chosen placement. Also, in this group are participants who are interested in joining the military but have not attained a high school diploma or GED. The program has served sixteen participants in the pilot year. We look forward to expanding this pilot.

- Include the local area’s design framework for the local youth program and how the 14 program elements required in 20 CFR 681.460 are made available within that framework (WIOA § 129(c)(1)).

CSPH’s youth program design utilizes a very individualized approach in determining the needs of enrolled youth. The case manager and youth participant jointly agree on which of the 14 program elements are necessary to ensure participant success. This decision is based upon results obtained through assessment, counseling, observed interactions and/or uncovered needs realized while enrolled. Each element provided is fully documented in EF and made part of the participant’s ISS. The elements are provided by a variety of entities both public and private as well as the use of volunteers. As the participant continues to move through the youth program the case manager constantly monitors progress, follows up with their participants and modifies the youth’s plan as is appropriate to ensure a successful outcome.

WIOA Required Program Elements	Provider / Referral Agency	Instructional Activities
1. Tutoring, academic remediation; study skills training, and instruction leading to secondary school completion, including dropout prevention strategies	Eckerd / Public school partners (James Irvin Technical Center; Marchman Technical College)	Computer based training / instructor facilitated FCAT and GED Practice, GED Prep materials, e.g. Khan Academy (online), Ebsco Learning Express, Practice GED exams
2. Alternative secondary school offerings	Eckerd / Penn Foster/ Local Charter and Alternative Schools	Florida Department of Education Standards

3. Summer employment opportunities directly linked academic and occupational learning	Eckerd / Community Business partners, Community Based Organization (CBO's), and Faith Based Organizations (FBO's)	Year-Round Services Eckerd documented summer work experience best practices program activities, coordinated activities with community partners
3A. Paid and unpaid work experiences, including internships and job shadowing	Eckerd /Community Business partners, CBO's, FBO's	On-site job shadow opportunities; Paid work experience for 180 hours for \$13.00 per hour, with a training plan for technical and soft skills.
4. Occupational skills training	Eckerd / Approved Training Provider Partners	Various. Based on identified occupations/career fields on the Targeted Occupations List with Approved Training Providers
5. Leadership development opportunities, including such activities as positive social behavior and soft skills, decision making, teamwork, etc.	Eckerd in connection with various community partner agencies and employers	Employability Skills, Life Skills curriculum that includes leadership development, health, nutrition, sexual behavior, and substance abuse prevention
6. Supportive Services	Eckerd in connection with various partner agencies and/or employers	Independently driven by participant needs. Supportive services for educational training and employment activities such as gas cards, bus passes, emergency 'triage',
7. Adult mentoring for at least 12 months	Eckerd in connection with partner agencies and employers	Career Coach may provide mentoring during enrollment and in follow-up status. Independently driven by participant needs; Case managed and documented. Volunteers from outside agencies may be considered as mentors.
8. Comprehensive guidance and counseling	Eckerd and/or community agencies	Ongoing intensive case management Community/locally based programming

9. Follow-up services no less than 12 months after exit	Eckerd	Independently driven by participant needs. Contact with employer, post-secondary entities, job retention coaching, academic support, incentive support, career and education counseling. (Continuous service until participant has completed follow-up period of 12 months)
10. Financial Literacy	Eckerd / Community Business partners	Eckerd will provide financial literacy as part of our work readiness activities in class setting or individually
11. Entrepreneurial Skills Training	Eckerd / Y.E.S partnership	In collaboration with the Y.E.S program Career coach to assist youth that may be interested in establishing their own business with research and guidance. Community partners and business shadowing can be used in the area.
12. Activities that help youth transition to postsecondary education and training	Eckerd in connection with local colleges and technical schools	Career coach can assist with guidance and referrals to colleges or technical schools. They can help with career exploration and what is needed for training/education in the field. We can assist with FAFSA application as needed.
13. Services that provide labor market and employment information in the local area	Eckerd	Eckerd will provide this information as part of our work readiness activities in class setting or individually
14. Education offered concurrently with and in the same context as workforce preparation	Eckerd / Community Business partners	Eckerd may provide basic skills in reading and math to assist young adults while they receive work readiness activities in a class setting or individually.

- Describe the LWDB’s policy regarding how the local area will determine when an individual meets the definition of basic skills deficient contained in CareerSource Florida Administrative Policy 095 – WIOA Youth Program Eligibility.

CSPH Youth Provider uses CASAS to measure participant proficiencies in literacy and numeracy at both program entry and continuously throughout the program to determine and measure gains. This assessment adheres to indicators specified by the U.S. Department of Education’s Educational Functioning Levels when measuring literacy/numeracy. The CASAS will be used only for basic skills assessment in order to establish standardized Reading and Math grade levels.

- Define the term “a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society” and describe how the LWDB defines whether a youth is unable to demonstrate these skills sufficiently to function on the job, in their family, or in society and what assessment instruments are used to make this determination (20 CFR 681.290).

CSPH Local Policy defines this as: Youth seeking enrollment into intensive services will complete CASAS basic skills exam to determine reading and math proficiency levels. Youth identified as English Language Learners through either staff observation, self-attestation, or reading and math scores will be offered the opportunity to develop skills at the local adult education center.

- Define the term “requires additional assistance to complete an educational program or to obtain or retain employment” and describe the circumstance(s) or other criteria the LWDB will use to qualify a youth under this eligibility barrier (20 CFR 681.300).

“Requires additional assistance to complete an educational program” shall be defined as an individual who:

- Is currently at risk of dropping out of school, as determined by referral from a school staff person, probation officer, or other responsible person with documentation evidencing chronic poor attendance or discipline problems during the last 12 months, or has educational underachievement; or
- Is currently enrolled in special education classes that require appropriate education for children with disabilities and has an Individual Education Plan (IEP); or
- Is currently attending an alternative education program that leads to a high school diploma or High

School Equivalency; or

- Is currently credit deficient (i.e., one or more grade levels behind peer group); or
- Is currently failing two or more academic subjects in the current academic period (e.g., semester, trimester, etc.).

“Requires additional assistance to secure employment and hold employment” shall be defined as an individual who:

- Has failed to secure a job within the past three months after a documented employment search; or
- Is employed part-time (less than 30 hours per week) and has been unable to obtain fulltime employment within the past three months after a documented employment search; or
- Is an emancipated youth; or
- Is a former foster care youth; or
- Receives public assistance, or is a member of a family receiving public assistance.

(5) Self-Sufficiency Definition: Under WIOA § 134(c)(3)(A) training services may be made available to employed and unemployed adults and dislocated workers who need training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment. Describe the definition of “self-sufficiency” used by your local area for:

- Adults (distinguish if there are different definitions for unemployed individuals or employed workers); and
- Dislocated Workers (WIOA § 134(c)(3)(A)(xii)).

The mission of the Pasco Hernando Workforce Board (CSPH) enhances economic development efforts of our region by providing a well-training, high quality workforce which supports the success of local business and improves the quality of life. CSPH serves as a catalyst in the community for promoting self-sufficiency through the development of quality workforce and having integrity, Customer Service, and accountability and respect.

Adults Employed and or unemployed – CSPH will begin using 250% of the LLSIL to assist in eligibility for those who do not meet other eligibility such as SNAP or being a Dislocated Worker.

For justification purposes, please refer to this February 2022 article

[\(https://www.tampabay.com/news/business/2022/02/10/tampa-bays-96-percent-inflation-still-tops-other-cities-these-5-charts-show-why/\)](https://www.tampabay.com/news/business/2022/02/10/tampa-bays-96-percent-inflation-still-tops-other-cities-these-5-charts-show-why/). Inflation has only increased since its

publication. Note: the housing cost chart in the article is very telling. The inflation disparity with the

rest of the nation is sustained and documented in the following June 10, 2022

article: <https://www.wfla.com/news/local-news/tampa-inflation-rate-almost-3-higher-than-national-average/>. Finally, according to a July 5th article: “Also leading the way for the region’s inflation rate are energy costs. Electricity costs are up 18.5% compared to the national average of 12%, and those numbers are sure to rise as the BLS releases data for the summer months.”

<https://stpetecatalyst.com/local-expert-weighs-in-on-inflation/>. The high cost of living in the Tampa Bay support the move to the 250% level. Income levels are based upon family size related to household and wages earned that are not excluded from the Federal Guidance. The average median household for Pasco is \$53,400.00 (2020 Census) and Hernando is \$50,280 (2020 Census). This dollar amount however includes those that are 15 years of age and older that are working. CSPH uses household income for family size that also includes all income related to “family” or blood relative to determine, at or below family size comparison of the LLSIL. Pasco County has a poverty level of 11.4% and Hernando has a poverty level of 12.5% -

(<https://www.census.gov/quickfacts/fact/table/hernandocountyflorida,pascocountyflorida/PST045221>).

Pasco and Hernando areas are considered to be rural and not within a population of employment such as the surrounding counties, therefore the household income is lower. Federal Guidance indicates the use of LLSIL when calculating income for the previous 26 weeks (6 months). Each household member is represented by means of applicant statement, tax information, birth certificates, and rental information or through public assistance programs. The calculations are to be determined by use of gross wages and calculated to derive an annual household income. This dollar amount is compared to the LLSIL and will determine if Adult (Low Income) is met.

Note: LLSIL determinations initially are provided by Department of Economic Opportunity. This in turn is reviewed by the LWDB.

If self-sufficiency is defined differently for other programs or populations served in the local area, describe the definition of “self-sufficiency” used for those programs as well. NOTE: if the local area utilizes a self-sufficiency definition that exceeds 250% of the Lower Living Standard Income Level (LLSIL) or LLSIL wage rate, the description must include the rationale/methodology used by the local area to determine the local area’s self-sufficiency standard.

(6) Supportive Services and Needs-Related Payments: Describe the types of supportive services

offered in the local area to include any applicable limits and levels. The supportive services offered by the LWDB in the local area must align with the supportive services outlined in CareerSource Florida Administrative Policy 109 – Supportive Services and Needs-Related Payments.

The goal of Supportive Services under WIOA is to allow people to participate in training and employment activities that lead to self-sustaining employment and put them on a career path for continued career advancement. Individuals will be assessed for a need for supportive services according to the local Supportive Service Policy. Based upon Support Service dollar availability, determinations of amounts can be limited and or unavailable.

Available Training support service is based upon the amount received to service the local population. Individual Training Accounts are established at the time of enrollment to ensure the customer/participant is a successful completer in addition to other dollars obtained through other grants, loans and or PELL award. The initial ITA awarded for training cost is up to \$6000. This includes tuition, books, fees, exams, and or licensure expenses.

Additional support services dollars can be used if available as a need related help. This may include transportation assistance, utility assistance, background and or drug tests for employment needs. Typically, the allowed cost to expend is up to \$250 per program year if available. Depending on funding availability, the allowed cost can fluctuate or not be available at all. All funding if available will be tracked in the financial system and a required request case note will be entered in EF of such request. The request case note must be printed from EF and accompany the required Support Service request documentation such as monthly contact forms or contact email or EF case note of phone contact. If the funding is being provided to the customer for turning in Progress Reports, Grades and or copies of Credentials obtained, a case note must be entered into EF for reason of request and said documents. A Support Service can be provided to a customer upon receipt of Employment Verification. The customer and or WIOA EMPLOYMENT COUNSELOR must obtain a validated Employment Verification form. The WIOA EMPLOYMENT COUNSELOR must enter a case note in EF of the Employment and within the same email, do the request for Support Service.

Support Services or Needs-Related Payments are submitted to Administration for approval. Any support service request can be increased with permission by the WIOA Program Coordinator. Support Services are limited to funding availability and can be suspended or put on hold at any given time. If a support

service is unavailable to the customer, the WIOA Employment Counselor or the WIOA Program Coordinator hold an account of support service payable upon funding availability if not available when originally requested. Support Services and or Needs Related assistance can be in the form of transportation assistance, utilities, work related clothing and or shoes, auto assistance such as insurance, tools that are employment related and or Misc. Ancillary assistance.

Temporary Assistance to Needy Families

Support Services

Support services enable families to remove barriers to participation in work or alternative requirement plan activities and employment and leave the program on the path to self-sufficiency. The CareerSource Pasco Hernando have local operating procedures that prioritize services based on the needs of individuals and caseload. CareerSource Pasco Hernando authorize support services and make referrals to appropriate entities. The inability to offer necessary support services may serve as good cause for a customer's non-participation in work activities. Support services include, but are not limited to:

- **Child Care:** CAREERSOURCE PASCO HERNANDO staff authorizes childcare for the hours of work activity or employment plus a reasonable time to travel to and from the childcare facility and the place of work activity/employment and return. Each family must contribute to the cost of childcare through a parent co-payment, using the fee schedule established by the local School Readiness Programs or Early Learning Coalitions. The child receiving care must be within the specified degree of relationship to the participant to be eligible to receive TANF-funded assistance and must be included in the assistance group.
- **Transportation:** Transportation expenses for participants include bus tokens or passes, transit vouchers, car repairs, and gasoline. CAREERSOURCE PASCO HERNANDO offer supports to participants for transportation in advance or reimburse against receipts or invoices. If funds are available, staff may request for vehicle operation and repair expenditures necessary to make a vehicle serviceable, vehicle registration and driver license fees and liability insurance for up to six months.
- **Ancillary Expenses:** These may include books, tools, clothing, education, or training fees; background checks, drug screening or other costs to comply with employers' hiring conditions; or other expenses necessary to complete work or alternative requirement plan activities.

- **Personal and Family Counseling Therapy:** Counseling may be provided to participants who have personal, or family problem problems caused by substance abuse or mental health that are a barrier to participation or employment. CAREERSOURCE PASCO HERNANDO refers participants to community services that are available without additional cost. If the community services are not available at no cost, support service funds may be used.
- **Medicaid:** Families that meet Medicaid eligibility requirements receive medical services under the Medicaid program. Florida does not use TANF funds to pay for medical services.

Transitional Benefits and Services

WT places great emphasis on transitional benefits and recognizes them as the cornerstone of Florida's efforts to support families as they move toward full self-sufficiency. Transitional benefits include:

- **Cash Assistance Severance Benefit:** To preserve TCA eligibility months, participants who are working and earning income may choose to receive a one-time lump-sum payment of \$1,000 in lieu of ongoing TCA in accordance with s. 445.026, F.S. The participant must have received TCA for six consecutive months since October 1, 1996 to be eligible. The CAREERSOURCE PASCO HERNANDO informs participants of the benefit and ensures they meet eligibility requirements. Participants must sign an agreement that receipt of the payment precludes applying for assistance for six months unless they can demonstrate an emergency. Families that accept the benefit retain their eligibility for food stamps or Medicaid if the family continues to meet eligibility criteria for each of these programs. There is no penalty for families that opt not to receive the one-time payment.
- **Education and Training:** Former recipients of TCA who are working or actively seeking employment are eligible to receive employment-related education, training, and related support services, such as childcare and to continue training or to upgrade skills for up to two years after the family no longer receives assistance. If funds are insufficient for the services,
- **Child Care:** Participants who lose eligibility for TCA due to earned income or who opt to receive an up-front diversion payment are eligible to receive transitional childcare (TCC) to actively seek employment, continue to be employed and improve their employment prospects through Transitional Education up

to two years if the family's income does not exceed 200% of the federal poverty level and funds are available.

- **Transportation:** If funds are available, former TCA participants with family income that does not exceed 200% of the federal poverty level may receive transitional transportation for up to 2 years, to sustain employment or educational opportunities to promote job retention and upward mobility.

By providing streamlined processes and procedures, and meaningful activities to our participants, many will be able to move into self-sufficiency and in return lessen the number of individuals who are welfare dependent.

(7) Individuals with Disabilities: Describe service strategies the LWDB has in place or will develop that will improve meeting the needs of customers with disabilities as well as other population groups protected under Section 188 of WIOA and 29 CFR Part 38.

CareerSource Pasco Hernando has a “whatever it takes” accommodation policy. Whether translation (American Sign, braille, etc.) or physical accommodations such as reading or magnification software. Additionally, CareerSource Pasco Hernando works with organizations to assist its customers including Lighthouse for the Blind and Deaf and Hard of Hearing Services. Customers may request reasonable accommodation and CSPH will work to make the services available as soon as possible.

(8) Linkage with Unemployment Insurance (referred to as Reemployment Assistance in Florida) programs: Describe strategies and services used in the local area to strengthen linkages between the one-stop delivery system and the Reemployment Assistance program (WIOA § 134(d)(1)(A)(vi)(III) and 20 CFR 679.560(b)(3)(iv)).

Each Resource Room in the three, full-service one-stop centers is equipped with computers that are available to our universal customers. Individuals that are interested in filing a claim can connect to the state's RA claims and benefits system to complete an online application and work registration. Staff is available to assist customers with general computer and unemployment application questions. For the long-term unemployed and those who have exhausted their Unemployment Insurance (UI) to the newest UI claimant, re-employment services include the full scope of services available. These services are offered to all customers in CSPH. Services include the use of computers, faxes, job-search and referral

to qualifying positions, as well as referral to all available, appropriate services needed to assist customers in returning to work, which include participation in local skills workshops provided at all three one-stops.

In January 2016, Florida shifted to the Reemployment Services and Eligibility Assessment (RESEA). Those individuals participating in RESEA receive additional services which include orientations to the one-stop services, an initial assessment to determine strengths, weaknesses and barriers to employment along with an introduction to the process to sign into EF and individual provision of username as well as instruction on password creation. Customers are provided labor market information that is unique to their past/future occupations and work experience. An Employability Development Plan is developed by the staff and customer. EF case note entries are made during the one-on-one session with each customer, indicating their occupation and areas of specific skill levels. Customers are also given a referral to at least one work search activity. If further training is needed, the customer will also be given a referral to training.

Due to changes in the UI work search requirements, customers are advised of the process to schedule attendance on the careersourcepascohernando.com website, for all available workshops, including the process to schedule approved on-line virtual skills workshops, where successful completion is documented in EF by the trainer. Customers are also provided with information on how to utilize all services available through the offices, including the following: instructions on updating employment history and resumes in EF; referral for job search assistance; testing services such as CareerScope, CASAS, Prove It and Ready-to-Work; group 'Job Ready' workshops (with instructions on how to schedule on the CSPH website); resource room to include job search, referrals, faxing and copying; referral information on education and training/FAFSA applications and future WIOA training assistance; and information on current programs offered, as well as possible opportunities. In addition, partner services, i.e., Vocational Rehabilitation, SNAP and TANF related services and other local providers' services are presented. Customers are provided contact information for RESEA staff and advised to follow-up on all desired services, as needed.

CSPH employs a number of DEO as well as Resource Room staff that are cross-trained and available to help those customers receiving unemployment insurance. Any customer that visits a one-stop looking for employment can receive reemployment assistance services.

(9) Highest Quality of Services to Veterans and Covered Persons: Describe the LWDB's strategies and policies for providing veterans and covered persons with the highest quality of service at every phase of services offered. Policies must be implemented to ensure eligible veterans and covered persons are aware of their entitlement to priority of service, the full array of programs and services available to them, and applicable eligibility

requirements for those programs and/or services.

ACTION PLAN

OBJECTIVE: To deliver the highest quality of services to veterans and covered persons.

BACKGROUND

Career Source Pasco Hernando is dedicated to delivering exemplary career services to all our customers. This commitment is amplified by our staff's commitment to serving our veterans and covered persons. It is truly our honor and privilege to assist this targeted population with the highest quality support and employment services.

The Jobs for Veterans Act (JVA) of 2002 created a Priority of Service (POS) for Veterans and Covered Persons. This legal obligation was codified at 38 U.S.C. 4215 and explained in Veterans' Program Letter (VPL) 07-09 and the Training Education and Guidance Letter (TEGL) 05-03. These statutory requirements obligate service providers to ensure veterans and covered persons with priority access to all educational and career services that are funded either in whole or in part by the U.S. Department of Labor.

The Jobs for Veterans Act also created 2 unique positions, Disabled Veteran's Outreach Program Specialist (DVOP) and the Local Veterans' Employment Representative (LVER). These DEO positions are funded under the Jobs for Veterans State Grant assigned to Local Workforce Development Boards (LWDB) to assist in delivering Individualized Career Services.

- The DVOP functions as a case manager assisting veterans and covered persons overcome Significant Barriers to Employment.
- The LVER advocates for veteran employment with local employer and business organizations. LVERs also provide training and guidance for LWDB management and staff on veteran related issues.

The 2020 census data indicates that 67,325 veterans reside in Pasco & Hernando counties. This concentrated population accounts for 4.4% of all veterans statewide and is served by our 3 strategically located offices in New Port Richey, Dade City and Brooksville.

To ensure Career Source Pasco Hernando (CSPH) complies with the POS legal obligation mentioned above, we have implemented policies and procedures to ensure that veterans and

eligible persons receive priority access to all programs and services offered throughout our organization. These include the mandatory ongoing training and support of our first line staff and management to ensure they understand and comply with the statutory requirements for Priority Of Service (POS) as defined in 38 U.S.C. 4215 (a) and explained in VPL 07-09 and TEGL 14-08. Each of our first line staff members is trained by Local Veterans' Employment Representatives to identify veterans and eligible persons at the first point of contact. They are then required to implement our POS policy as defined in CSPH's policy 117 which requires our staff to explain the customer's eligibility for priority access to all educational and career services offered by our organization. The customer is then provided with a hard copy of the policy and a list of our services for future reference. This interaction with veterans and eligible persons is documented and case noted in Employ Florida using activity code 189 (Notification of Priority of Service by staff). In addition, all fist line staff and program administrators are trained to deliver priority service by ensuring all veterans and eligible persons receive access to all educational and career services either before or instead of non-covered persons.

INTAKE PROCESS

IDENTIFICATION:

Responsibility: All staff, upon initial contact

All staff members are trained on importance of identifying veterans and covered persons for the purposes of providing these valued customers with Priority of Service. This process begins at the point of entry where staff have been instructed to ask all customers, "Have you or your spouse served in the U.S. military?" This self-attestation identifies customers that may qualify for priority access to the education and career services offered by Career Source Pasco Hernando (CSPH).

In addition, CSPH prominently displays DEO standardized signage in each office explaining our Priority of Service and encouraging veterans and covered persons to identify themselves to our staff so that we can provide them with priority access to be programs and services they require. As a result, during this Program Year, 361 customers were notified of their eligibility for priority access to all educational and employment related services offered by Career Source Pasco Hernando. From the moment they enter our premises, our staff provide veterans and covered persons with the respect and appreciation the deserve.

QUALIFICATION:

LWDA 16 Submittal Date: 10/3/2022

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Responsibility: Resource Room staff and ESC staff member

Once a customer is identified as a potential veteran or covered person, our staff assists them in completing a brief questionnaire to determine the best resources and programs available to address their needs. The analysis of this questionnaire establishes their eligibility for DVOP services and identifies which programs and services will provide the necessary assistance to overcome the barriers they face.

DELIVERY OF SERVICE:

Responsibility: DVOPs, Resource Room Staff and Program Staff

Those customers qualifying for DVOP services, receive the personalized attention of a case manager who acts as a career coach throughout their entire job search process. An intensive Individualized Employment Plan is developed and together, the customer and their case manager identify and complete meaningful tasks to overcome the challenges they face.

On occasions, these tasks may include gaining the assistance of additional resources and community partners. CSPH case managers engage these partners and work closely with their customers to ensure they receive the support they need to pursue sustainable employment.

When a DVOP determines one of their customers is “Job Ready”, they engage a Local Veterans’ Employment Representative (LVER) to help advocate for their customers with local employers. Through job development and veteran advocacy, LVERs have assisted our customers in finding and securing meaningful employment. By teaming together, they have had a positive impact on many customers, and changing lives.

COORDINATION & COOPERATION:

Responsibility: LVERs, DVOPs, AJC Staff and Program Partner Staff

Career Source Pasco Hernando houses several programs and services that provide a comprehensive one-stop solution for our customers. By coordinating these services CSPH provides our customers with seamless access to critical services. Often, our customers are facing challenges that must be addressed immediately before they can pursue employment and CSPH provides them with the essential resources and programs they require.

DVOPs and LVERs work closely with each of these partners to ensure that our veterans and covered

persons are granted priority access to these programs. They interact frequently with the staff and management of these programs to build strong business relationships and communicate the needs of these valued customers. This has resulted in a culture that truly understands the contribution of our veterans and the sacrifices their families have made on our behalf.

MONITORING:

Responsibility: Designated Staff

Monitoring is essential to ensure our services continue meet or exceed our customers' expectations. CSPH has implemented peer monitoring and our staff are constantly seeking out ways to improve their performance. Each review is approached as an opportunity to learn and best practices are readily shared among our staff. By openly sharing ideas, we develop as a team focused on one objective, the customer.

The Peer monitoring sampling size for newly registered veterans is 100%. Their activity records are examined to ensure that each newly registered veteran received a notification of their entitlement to Priority of Service either through the Employ Florida system (Activity code 089) or from a CSPH staff member (Activity code 189).

LVERs are copied on all Veteran Intakes and peer monitoring for veterans and covered persons. Whether the customer is eligible for DVOP services or simply declines additional support, each interaction is used as a learning opportunity to improve our delivery of service.

ONGOING TRAINING:

Responsibility: LVERs

LVERs provide ongoing training for AJC staff and management throughout our organization. Training sessions are scheduled at the staffs' convenience and one-on-one follow up is offered. Topics covered by LVER training includes: JVSG policies & procedures, statutory requirements defining Priority of Service, local veteran policies and procedures including the Veteran Intake process and DVOP referrals, and JVSG documentation requirements. Most new hire training is accomplished within 60 days of their start date with follow up training provided on an as needed basis. The training objective for PY 22-23 will include refresher training for 100% of existing first line staff and ongoing LVER support.

core programs to:

- Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment;

CSPH undertook the mission of providing greater access to its employment and training services by expanding its online presence in 2012. Under a Workforce Innovation Fund Grant from the United State Department of Labor, CSPH automated and digitized information and workshops to enable anyone with internet access the ability to use our services. These efforts included bi-lingual video presentations covering access to WIOA, Wagner-Peyser, SNAP, RESEA (formerly REA) and Temporary Assistance to Needy Families programs. USDOL recognized these efforts as best practices in 2015 and the LWDB continued its commitment to expand and automate entry into CSPH services. Using technology to remove barriers and enhance access to services made a huge difference to numerous customers. These automated services can allow for seamless, universal, and remote access to education, training and other workforce development services. By virtually serving customers, staff is freed up to perform other services. In addition to the expansion of access through the internet, CSPH partners with agencies and organizations that serve individuals with disabilities, including having leaders of these organizations serve as a Local Workforce Development Board member. The Individuals with Disabilities Services Committee was designated to explore expanding opportunities for these specific communities to include OJT, CT, internship and apprenticeship opportunities. CSPH staff participates in the on-going effort to find grants and other funds to serve specific populations.

The Business Services Team works with numerous employers to provide a better understanding of the services available, whether filling a vacant position or ensuring their employees have the industry specific skills needed to retain their positions. CSPH has staff assigned to work with different educational entities, most often career & technical schools and local state colleges, as they work to develop curriculum in response to employer needs. The goal of this effort is to identify new training programs that coincide with in-demand and targeted occupation. In combination, management staff meets with the economic development entities in the two counties including Chambers of Commerce, to recruit new employers and industries to the region. CSPH will align adult and youth career pathway programs using an updated career plan that will allow the individual job seeker to identify and define career goals and postsecondary plans and to make informed decisions regarding course selection and other educational requirements that will lead to industry recognized credentials for in-demand jobs. Whenever possible, customers are co-enrolled in core programs.

In September 2018, CSPH was awarded funding for the Workforce Re-Entry program by the Pasco County Board of County Commissioners. Workforce Re-entry is a re-employment program for unemployed/underemployed Pasco county residents to regain the necessary skills and on-the-job training to become a more productive part of society. This program will be operated under CareerSource Pasco Hernando (CareerSource). The intent of the program is to improve skills and provide employment opportunities for Pasco County residents to Pasco County employers. Eligible Workforce Re-entry program participants will be non-Workforce and Innovation Opportunities Act (WIOA) eligible individuals, which allows the program to reach a demographic not currently being served, and create greater economic prosperity for Pasco County. The goal of the Workforce Re-entry program is to provide participants the opportunity to earn and gain the necessary, transferrable skills to become employed, self-sufficient and grow our local workforce.

CareerSource will proactively recruit participants who are traditionally under-served and under-employed such as individuals with disabilities, ex-offenders and the homeless population. This will be achieved through direct relationships with the Pasco County Homeless Coalition, and includes working with halfway house and transitional housing program participants. Because CSPH met the placement/retention benchmarks for the hardest to serve population in Pasco County, the contract continues to be extended.

- Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; and

CSPH staff was invited to provide input on the five-year strategic plan for both Pasco and Hernando School Boards. The school systems are excited about the prospect of engaging youth at younger ages – middle school youth are now a focus for Career Pathways and gaining credentials through obtaining industry certifications. CSPH will continue to emphasize the use of career pathways in targeted industry sectors to provide education and employment and training assistance allowing job seekers access to high quality training that will lead to industry-recognized credentials for in-demand jobs, which will accelerate job seekers' educational and career advancement.

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The adult education system provides academic instruction and education services below the postsecondary level that increases an individual's ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its equivalent. In Pasco County, CSPH staff works closely with the Principal of Fred K. Marchman

Technical College Adult to determine local high-wage high-demand careers for developing career pathways. Both Fred K. Marchman Technical College and Hernando Adult Education provide student-centered learning guided by the needs of business to provide knowledge and skills necessary for today's workforce. Both Hernando and Pasco school boards offer technical programs, high school programs, GED and ESOL as well as underage GED preparation. CSPH staff is currently co-located at the Fred K. Marchman Technical College. CSPH provides job placement assistance and employability skills training to interested students. A link to Employ Florida has been added to Marchman's website, and students in Hernando County are introduced to the resource during orientation.

- Improve access to activities leading to a recognized postsecondary credential (including a portable and stackable credential that is an industry-recognized certificate or certification) (WIOA § 108(b)(3) and 20 CFR 679.560(b)(2)(iii) to include credentials contained on Florida's Master Credentials List.

CSPH staff have identified Eligible Training Provider and Employers that offer nationally recognized credentials in sector-driven occupations that are on the Florida's Master Credentials List. We have implemented service strategies to increase activities that inform employers/job seekers of the various career pathways. Ongoing communication with targeted industries and job seekers to provide career and training information in the form of on-site presentations, virtual meetings, workshops, and career fairs. Staff utilizes career and skills assessment to better inform Workforce Development Specialists with identifying job seekers that are a match for industry recognized credentials. Our business and job seeker/worker services and delivery designed and organized to reflect a focus on sector priorities and are relevant to the identified workforce needs such pre-apprenticeships, on the job training and integrated education and training, and short-term stackable educational/training options.

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

- a. Facilitate engagement of employers in workforce development, including small employers and employers in in-demand industry sectors and occupations; and
- b. Support a local workforce development system that meets the needs of businesses in the local area.

Such strategies and services may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers. These initiatives must support

the strategies described above.

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

CSPH will maintain the flexibility available in WIOA to offer pre-apprenticeship training to prepare youth for registered apprenticeship or other career opportunities. Career Academies have been a strong focus in the past 7-8 years as CSPH assisted in the initial planning stages for both Pasco and Hernando counties. Staff participates on local steering committees with region's School Board staff as well as higher education, business and economic development organizations in order to review and determine needs of the area. The contracted youth provider works closely with school personnel in the region in an effort to assist qualified youth in funding for industry recognized certifications as well as other types of support services. There is also a strong focus on training, entrepreneurship and work experience in an effort to enable our youth and other job seeking customers to successfully enter and advance in our workforce. CSPH staff was invited to provide input on the five-year strategic plan for both Pasco and Hernando School Boards. The school systems are excited about the prospect of engaging youth at younger ages – middle school youth are now a focus for Career Pathways and gaining credentials through obtaining industry certifications. CSPH will continue to include registered apprenticeship programs on its eligible training provider list for the Adult and Dislocated Worker programs as long as they remain registered and achieve the minimum standard of performance outcomes. CSPH will continue to include a representative of a registered apprenticeship program as a member of the Local Workforce Development Board, thus ensuring that a key employer voice contributes to strategic planning activities for the workforce system. CSPH will recognize registered apprenticeship completion certificates as a post-secondary credential as allowed by WIOA, providing job seekers with employment flexibility. CSPH currently has individuals enrolled in electrical pre-apprentice/apprentice programs with the local electrical union in Hillsborough County.

In addition, CSPH also works closely with AmSkills. AmSkills (American Manufacturing Skills) Initiative is a European-Style Apprenticeship Training Program in Pasco, Hernando & Pinellas Counties (Tampa Bay Region). The AmSkills Pre-Apprenticeship Program provides hands-on foundational skills training in a

manufacturing environment setting and places semi-skilled or skilled apprentices at local manufacturers in paid positions upon successful completion of 400 hours. In PY 2022-23, CSPH will work with AmSkills and ARM on a new robotics program. This is a Department of Labor National Dislocated Worker Grant with AmSkills as a sub-recipient, through the ARM Institute. The grant is focused on the Tampa Bay region and the AmSkills Career Discovery Bootcamp, training those who are unemployed or underemployed in the basic skills needed to start a career in the Manufacturing Industry. This includes expanding our reach through a second mobile workshop, and basic training/pre-apprenticeships scholarships for those who are WIOA DWG eligible.

Our most recent apprenticeship venture is with Withlacoochee River Electric Cooperative (WREC). WREC is a Registered Apprenticeship Program with the Florida Department of Education. Among the apprenticeships currently offered are Electric Meter Repairer, Electrician – Substation and Line Erector (Lineman).

CSPH partners with the Iron Workers Union by offering student tours, guest speakers at events, hosts students during Summer Trades and allows CSPH to give students a hands-on introduction to a career in Iron Working. They support and assist us in educating students by introducing them to skills such as welding, basic tool knowledge and helping them understand what a career with a Union Trade entails. They offer a lucrative apprenticeship program that many students have entered into directly out of high school as a result of the partnership through CSPH and the Union.

We also have customers attending the Tampa Area Joint Apprenticeship and Training Committee. The Tampa Area Joint Apprenticeship and Training Committee (JATC), is a partnership between the Florida West Coast Chapter of the National Electrical Contractors Association (NECA) and the International Brotherhood of Electrical Workers (IBEW) Local Union 915. It is the JATC's responsibility to recruit and train Apprentices to meet the ever-growing needs of the Electrical Industry. In addition to training Apprentices in the necessary skills required to be an Electrician, the JATC also provides an extended education program of skills update and improvement courses to Local 915 members.

To search available apprenticeship opportunities, job seekers are encouraged to visit <https://web02.fldoe.org/Apprenticeship/search.aspx> for the most current list of occupations and contact points. The apprenticeship website can also be accessed on the CSPH website: Job Seeker Services – New Port Richey, FL – CareerSource Pasco Hernando. Staff also have a good rapport with our Registered Apprenticeship Providers and Local Unions. When opportunities become available, customers

may be contacted to verify interest via email blasts, flyers and reverse referrals.

E. DESCRIPTION OF THE LOCAL ONE-STOP DELIVERY SYSTEM

(1) General System Description: Describe the one-stop delivery system in your local area, including the roles and resource contributions of one-stop partners (WIOA §108(b)(6)).

(a) Describe how required WIOA partners contribute to the LWDB's planning and implementation efforts. If any core or required partner is not involved, explain the reason.

All core programs are included in the one-stop delivery system. The entire one-stop system, operated by PHWB provides access to core programs and other required partners. Each one-stop provides in-house access to Wagner-Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Trade Adjustment Assistance (TAA), Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF). In addition to the core programs, access is provided to partner programs. These are the foundations for all other services generated from CSPH. These activities ensure low-income and low-skilled workers have as great or greater access to services whether funded by WIOA formula funds, TAA, WP, SNAP or TANF. The first point of contact for all universal customers will be our Resource Room where staff are trained to assist customers with high quality career services, education and training as well as supportive services to assist them with finding and retaining good jobs and by doing so, helping businesses find and retain skilled workers.

Partner programs that are located in the centers (either full or part time) are Division of Vocational Rehabilitation, Title I/Career and Technical Education (CTE), Community Services Block Grant (CSBG), Local Veterans Employment Representatives (LVER), Disabled Veterans Outreach Program (DVOP), Senior Community Service Employment Program (SCSEP), Temporary Assistance for Needy Families (TANF) and Trade Adjustment Assistance (TAA), Ticket to Work Program (TTW) and Unemployment Compensation programs. Beginning in January 2020, Job Corps began providing services in both Pasco and Hernando counties on a monthly basis. YouthBuild, Native American Programs and Migrant Seasonal Farmworker Programs do not operate in Pasco and Hernando counties. Referrals are currently given to Job Corps, HUD and National Farmworkers Job Program while continuing to reach out to other required partners. CSPH also has a link on the www.careersourcepascohernando.com website to Job Corps and Native American Programs. CSPH

has a MOU in place with the National Farmworkers Program that operates in Hillsborough County. Staff is currently working with correctional agencies and DJJ to coordinate activities relating to the reentry of individuals returning from incarceration into the community. CSPH also partners with the Pasco County Housing Authority and currently has a MOU and referral system in place.

The following partners are co-located in the one-stops and pay a proportionate amount of infrastructure costs.

- WIOA Dislocated Worker - WIOA dislocated worker program services target individuals who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible (or have exhausted) unemployment compensation.
- WIOA Adult - WIOA Adult program services include career services, training services and job placement assistance. Priority is given to recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills-deficient.
- WIOA Youth - WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities.
- Division of Vocational Rehabilitation – Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual’s disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services.
- Wagner-Peyser (WP), often referred to as basic labor exchange services provide access to employment services to all job seekers including job search preparation and placement assistance services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders.

Other co-located partner programs include:

- Temporary Assistance to Needy Families – co-located – proportionate share of costs
- Local Veterans’ Employment Representative – co-located – proportionate share of costs
- Disabled Veterans’ Outreach Program – co-located – proportionate share of costs
- Senior Community Service Employment Program – co-located – nonpaying partner with in-kind support

- Trade Adjustment Assistance Programs – co-located – proportionate share of costs
- Unemployment Compensation Programs – co-located – proportionate share of costs
- Hernando County School Board Title I Literacy Program – once or twice a month – nonpaying partner

(b) Identify any optional/additional partners included in the local one-stop delivery system.

- Gulf Coast Jewish Family & Community Services – co-located – proportionate share of costs
- Mid-Florida Community Services – once a month – nonpaying partner – provides supportive services and training to mutual customers
- Tobacco Free Florida – monthly – contract with TFF to receive payment for referrals
- Supplemental Nutrition Assistance Program – co-located – proportionate share of costs

(2) Customer Access: Describe actions taken by the LWDB to promote maximum integration of service delivery through the one-stop delivery system for both business customers and job seekers.

(a) Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners, comply with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing needs of individuals with disabilities. Describe how the LWDB incorporates feedback received during consultations with local Independent Living Centers on compliance with Section 188 of WIOA (WIOA §108(b)(6)(C)).

Over the years we have worked with various community and faith-based organizations to train staff on how to best provide services to targeted populations. Partner agencies that assist customers with disabilities are only a phone call away in most instances. Several of these agencies are Division of Blind Services and Division of Deaf Services. We also have the CEO of ARC Nature Coast as a very active LWDB Board Member. Vocational Rehabilitation is co-located in all of the region's one-stops and interacts daily with customers with disabilities. Our one-stops are monitored internally by CSPSH staff and Vocational Rehabilitation staff for ADA compliance. In addition, the one-stops were monitored for compliance by the state and federal government. In order to ensure the highest level of service we have invested in various assistive technologies for our resource rooms. We have purchased computers that

have Jaws and other software that will assist customers, whose sight is impaired, TTY phones for hearing impaired customers, computers loaded with information to connect customers to a translator, a ball mouse for customers with disabilities and adjustable height track tables that will raise or lower to accommodate wheel chairs. We also provide printed materials that describe specialized services to targeted populations. Each actively participates in one-stop partner meetings and members are never hesitant to offer advice/best practices and services our customers can receive. Our whole operation is geared to providing the very best service to each of our customers, including individuals with disabilities and barriers to employment. Each One-Stop location has a Business Services Consultant assigned to assist our business customers with their employment needs.

(b) Describe how entities within the one-stop delivery system use principles of universal design in their operation.

By working with core and mandatory program partners, community and faith-based organizations, CSPH has been able to incorporate a universal design to best provide services to any individual that walks through the doors. The first step was to make the design appealing to all users while accommodating a wide range of individual preferences and abilities. For example, the accommodation of right- or lefthanded access and use, assessments that can be completed online or through an in-person interviewing process and resource materials available in places and heights that are highly acceptable, to name a few.

Trainings and workshops present information verbally and in writing and also by incorporating graphics to illustrate the information being provided. Adjustable tables and chairs have been provided in the Resource Room and classrooms. All one-stops are ADA compliant and have wheelchair ramps located outside the main entrances in each building. Each one-stop also has an automatic door opener. CSPH's One-Stop Operator is also involved in working with the entities to ensure the use of universal design in their operation.

Upon entering the one-stop, all customers are welcomed and advised that staff is available to assist if needed. Staff is cross-trained in the general eligibility of all programs that are co-located within the one-stop in an effort to make the visit as pleasant as possible and to avoid duplication of services. Signs are clearly visible directing customers to the requested services. Customers have the option of visiting a one-stop in person, communicating via telephone, email or live chat and virtually through our online orientations and workshops. All three one-stop locations have access to public transportation. LWDA also has a calendar of events that can easily be accessed online. These workshops and events are available to universal customers.

(c) Describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, using technology and other means (WIOA §108(b)(6)(B)).

CSPH staff operates the Mobile One Stop, a self-contained resource room on wheels with twelve computer stations; satellite Internet and telecommunications; printing, copying, and total mobility. The Mobile One Stop travels to remote locations within the region to bring services to customers that may not otherwise be able to access our services.

Employers can use the Mobile Unit to anchor employee on-site recruitment efforts, job fairs, testing and training. Job Seeking customers can search for work, create and print resumes, access local and statewide job listings, and receive referrals to and information about the programs offered by CSPH.

The MOS is also available for Disaster Assistance, if needed. In recent years a state of disaster was issued for Pasco and Hernando counties. In the past, CSPH staff traveled to remote locations to assist the Federal Emergency Management Agency (FEMA) and disaster affected individuals and employers.

Local colleges, schools, libraries and mental health agencies will provide office space to CSPH staff to deliver services remotely as needed.

Virtual workshops to assist all universal customers can be easily accessed at our website: www.careersourcepascohernando.com. There are a variety of workshops offered on a daily basis. In addition to the aforementioned virtual services that are available to CSPH employers and jobseekers. Employ Florida (EF) is available 24 hours a day, seven days a week. The EF website at www.employflorida.com provides access at to employment opportunities, resume-building resources and many other services. The Florida Abilities Work portal is available at abilitieswork.employflorida.com. The micro-portal is housed on the EF website. The portal was specifically designed to provide resources to persons with disabilities and to assist employers who are interested in hiring.

(3) Integration of Services: Describe how one-stop career centers implemented and transitioned to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by one-stop career center partners (WIOA §108(b)(21)).

Workforce has a number of programs and activities offered to individuals that touch the workforce system. Creating one-stop centers that are implementing and transitioning to an integrated, technology enabled intake and case management process will allow for programs to be carried out effectively and expand on partnerships in our communities. The workforce system is a very complex system of required interactions between Workforce Development Specialists and individuals seeking services in the one-stop centers. One-stop centers also collaborate with community agencies and partners to serve as a seamless system to provide job seekers with the highest level of services and resources.

One way that CSPH has worked toward transitioning and implementing a more technology – enabled intake process is by utilizing a web-based portal system that allows individuals to access one main website and then transition to various websites within the one-stop integrated system. Some of the components utilized on the website allow individuals the opportunity to conduct job searches, orientations, electronic intake, electronic signatures, and e-courses. This means that the individuals we serve can actually apply for benefits online, meet work requirements online and lessen the burden and hardships that can create a stressful experience and is possibly time consuming. By permitting individuals to conduct online internet-based applications and fully utilizing technology, it allows for an expanded pathway that is cost effective and allows CSPH to collaborate with partner agencies in a more efficient timeframe. When systems being utilized have capabilities of interfacing with each other, such as the State of Florida DCF eligibility system and the One Stop Service Tracking system for cash and food stamp benefits, it not only allows individuals to apply and participate 24/7 but is also effective for Workforce Development Specialists. When two or more systems can interface on a nightly basis, productivity never stops and actions can be taken on through an automated process that is effective and reduces the amount of clerical work to be completed by Workforce Development Specialists.

One of our continuous improvement pieces in our one-stop centers is creating e-courses that are web based and accessible 24/7 from our website. This allows individuals access to technology-based systems and deliver courses and materials that will provide and improve skills and abilities to seek employment. For example, we have created presentations that are voiced over that cover How to Write a Winning Resume, Dress for Success, Nail That Interview, and even Improving Social Skills. These e-courses have voice capabilities and provide the job seeker with a certificate of completion. These e-courses are offered to all programs and universal job seekers to help coordinate the seamless approach amongst programs and investing in those served in our centers.

(4) Sub-grants and Contracts: Describe the competitive process used by the LWDB to award sub-grants and contracts in the local area for WIOA-funded activities (WIOA §108(b)(16)).

CSPH staff will prepare draft outline(s) of the needs it feels should be available in the local area according to WIOA guidelines. These needs will be presented to the LWDB. The LWDB will review, amend and approve the needs outline. A complete Cost/Price Estimate must be completed prior to release of the RFP. A cost or price analysis will be performed in connection with every procurement action including contract modifications. To ensure a reasonable and fair price is negotiated for a service, consideration will be given to the complexity of the service to be performed, the risk borne by the contractor and the contractor's investment.

Once the outline is approved, the staff will prepare a solicitation package which contains detailed RFP requirements for the need(s) specified in the outline. That full RFP solicitation will be presented to the LWDB/Executive Committee for review and approval. When approval is given, staff can advertise to solicit responses. Page one of our procurement policy says "2. The procurements must comply with the Uniform Administrative Requirements, Cost Principles, Audit Requirements for Federal Awards, **and Stevens Amendment.**

If time permits, staff may advertise for potential providers to establish a list of interested respondents to which an RFP would be sent. This procedure can be implemented in the same manner as a specific RFP solicitation. It would establish a list of "eligibles". If such a list as mentioned above is not established, CSPH will, or, in addition to the above list, CSPH may, for at least one weekend, solicit responses to specific RFPs by advertising those RFPs in local area newspapers for one day. Such advertisements will be followed by a period of at least one month (30 calendar days) during which respondents may develop their proposals. This thirty-day period may be waived/decreased by the LWDB in instances where such a time would cause a lack of services to meet an immediate need. One example of such a situation, but not meant to be limiting or all inclusive, would be one involving a plant closing or layoff.

Staff, along with an Ad Hoc Committee made up of LWDB members or partners, will be assigned by the CEO/President to review and rate the proposals in accordance with criteria established in the RFP. Those individual ratings will be averaged and combined into a Committee report which will be made available to the appropriate LWDB Committee for their review and selection of service providers to be recommended to the LWDB/Executive Committee for its final approval. A cost price analysis will be part of the review. The Demonstrated Effectiveness of providers will be reviewed in accordance with LWDB policy and the RFP requirements.

Records Maintenance: Records sufficient to detail the significant history of a procurement to include, at a minimum, rationale for the method of procurement, contractor selection or rejection, and, the basis for the contract price will be maintained.

Protest Procedures: Protest procedures to handle and resolve disputes relating to procurement will be the appeals mechanism of LWDB's Debt Collection Procedure.

Negotiation with Governmental Agencies and Institutions - A State or governmental agency or institution may respond to a Request for Proposal Solicitation (RFP) to be considered to provide the services sought by CSPH may also enter into negotiations directly with that agency or institution without any formal procurement process, provided this process is approved by the Board.

For both informal procurement and formal procurement actions, the basis of awarding contracts shall be: Awards will be made to the responsible firm, whose proposal is most advantageous to our program, with lowest price and other factors being considered. When there is a tie or identical bid from two or more conforming bidders, the award will be made to the local firm. In cases where there are two local firms, the decision will be made by drawing.

If an organization is not chosen to receive a sub grant or contract, the following procedure would be followed if an entity wanted to appeal the decision that had been made by the LWDB. The LWDB /Executive Committee meeting, at which Staff Recommendations are presented, (date, time and location of meeting is included in the RFP Package) Appeals/Protests may be submitted for Formal Procurements only. That meeting date/time will be considered the date/time of official bid opening. From that date/time, any bidder has 72 hours (3 business days) in which to file a written appeal/protest with the CEO/President. At the scheduled meeting of the LWDB in which final selection of Service Provider(s) is/are to be made (date, time and location of meeting is included in the RFP Package), the board will hear any Appeal(s)/Protest(s). The decision made by the LWDB is final.

(5) Service Provider Continuous Improvement: Describe how the LWDB will ensure the continuous improvement of eligible providers through the system and that such providers will meet the employment needs of local employers, workers and job seekers (WIOA §108(b)(6)(A) and 20 CFR 679.560(5)(i)).

An integral part of CSPH's process for continuous improvement also includes quarterly reviews of programs and administrative procedures by internal monitors. The findings and recommendations from
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the internal monitoring, as well as state sponsored monitoring, complement other efforts to improve services on an on-going basis.

CSPH uses a multi-tier process to gather information from employers, job seekers, and the local workforce to assist in determining the needs of our communities. Additionally, ongoing surveys of employers explore hiring patterns and other workforce needs such as training and recruitment issues. CSPH's Business Services Team (BST) visits hundreds of employers annually, gaining their input on current needs. Job seekers are engaged by CSPH with surveys using EF generated target lists and employing Survey Monkey to measure customer satisfaction and input on CSPH services. Additionally, job seekers using CSPH's resource rooms are surveyed on a variety of topics such as current skills, prior industries, relocation, and training needs. CSPH customers are able to directly input their review of services at each computer terminal in the Resource Rooms. Staff, employers and jobseekers can receive information from CSPH through its web site and labor market information products are updated at least once per month.

Continuous improvement is also facilitated through meetings between the Youth Provider and CSPH staff. These meetings often include front-line staff. Most often these meetings are management team meetings, scheduled monthly or as needed, where CSPH staff and provider staff report and discuss performance, goals, and the means that they may be achieved and performance improved.

The CEO/President has an open communication policy that encourages CSPH and provider staff to elevate concerns quickly. Performance that falls below negotiated performance standards will be deducted from provider at a rate stipulated in the current contract. There are currently no performance incentives offered in CSPH. Regular meetings between core program and partner staff will be required for continued coordination and collaboration.

F. COORDINATION OF SERVICES

- (1) Coordination of Programs/Partners:** Describe how services are coordinated across programs/partners in the one-stop career centers, including Vocational Rehabilitation, TANF, SNAP E&T, and Adult Education and Literacy activities. Specify how the local area coordinates with these programs to prevent duplication of activities and improve services to customers.

Program and Partner staff (including VR, TANF, SNAP and Adult Education and Literacy) work together

to create a seamless system / process by offering and creating referrals to all job seekers, discussing services, and providing insight on training and education services available throughout the regional workforce area. Also, outside community agency meetings are attended either on monthly or quarterly basis to allow our partner agencies to hear about our services with an attempt to create awareness in our local communities and collaborate and coordinate with an emphasis on efforts to serve special populations to include homeless populations, dropout prevention and those that may have been previously incarcerated. Agencies collaborate and discuss the importance of these services and how the services can be not only implemented but also provided throughout the different programs within the workforce area.

CareerSource Pasco Hernando (LWDA 16) also offers a resource page on the website that offers tools and resources to job seekers, partner agencies, and staff to use as a resource and guide to services in our local area. This page can be located at:

<https://www.careersourcepascohernando.com/employment-resources>

(2) Coordination with Economic Development Activities: Describe the strategies and services that are used in the local area to better coordinate workforce development programs and economic development (20 CFR 679.560(b)(3)(iii)). Include an examination of how the LWDB will coordinate local workforce investment activities with local economic development activities that are carried out in the local area and how the LWDB will promote entrepreneurial skills training and microenterprise services (WIOA §108(b)(5) and 20 CFR 679.550(b)(4)).

The PHWB's CEO/President is a current Ex Officio member of the Pasco Economic Development Council Board of Directors where he stays abreast of developing trends, supports the mission, vision, values, goals, policies, and programs and serves as a leader regarding workforce initiatives. CSPH staff will coordinate planning and service delivery strategies with local economic development organizations and align with current economic development initiatives and strategies to meet the needs of local and regional industries and potential new employers. The PEDC CEO roundtable program was recently revamped as the Executive Success Program and provides employers an opportunity to learn about and meet key local stakeholders including workforce development partners like CSPH. CSPH will conduct periodic gap analyses in partnership with local economic development agencies through the use of surveys and focus group discussions with the business community to identify the skills and credentials employers in key industry sectors currently need in the short term and will need in the long term. Pasco Economic Development Council facilitates a CEO Forum for Target Industries in the region which provides valuable input into workforce development and service strategies. Core programs' key staff will be invited to

participate in the discussion with the local employers, review the final draft of the analysis of the survey results, disseminate the final report and work with CSPH staff to determine what changes, if any, are needed based on this input from local employers in targeted industry sectors. CSPH staff will participate in regional workforce committees and task forces convened for the purposes of working to meet the employee needs and training initiatives of employers. CSPH staff will continue to work with the Economic Development organizations in both counties to expand partnerships and improve communication between the target industry clusters and the workforce development system. PHWB's CEO/President is a current member of the Pasco Enterprise Network. Since April of 2010, collaboration meetings were held to develop a plan to coordinate assistance to small businesses and entrepreneurs in Pasco County through the creation of a small business assistance network with "virtual network" components. PHWB's CEO/President has been involved in the development and continued meetings. Members of this coalition also include the Pasco Economic Development Council, seven Pasco county Chambers of Commerce, Pasco County libraries, PHSC, St. Leo University, Small Business Development Center, SCORE, UF/IFAS Extension Pasco County, and the Prospera. Prospera is an economic development, non-profit organization specialized in providing bilingual assistance to Hispanic entrepreneurs trying to establish or expand their business. The Pasco Economic Development Council, Inc. has a full menu of services for entrepreneurs and people looking to start businesses. These programs include business and entrepreneurship education, funding, workspace, business incubation and technical assistance in the form of workshops, classes and mentoring. CSPH STAFF also attended the Annual Pasco Economic Forecast Meeting and networking event as well as the Pasco 50 event, held in December 2021 and attended and sponsored by CSPH. Pasco 50 is a focus group comprised of local human resource professionals. The Business Services Team and the management team of CSPH are invited to network, have tables and participate at these events.

(3) Coordination with Rapid Response: Describe how the LWDB coordinates workforce investment activities carried out in the local area with statewide rapid response and layoff aversion activities (WIOA §108(b)(8) and 20 CFR 679.560(b)(7). The description must include how the LWDB implements the requirements in CareerSource Florida Strategic Policy 2021.06.09.A.2. – Rapid Response and Layoff Aversion System and CareerSource Florida Administrative Policy 114 – Rapid Response Program Administration.

If employers need assistance due to downsizing, the local area stands ready to assist in cases where a formal WARN notice is received or any type/size of potential layoff. The Reemployment and Emergency Assistance Coordination (REACT) Team provides onsite and offsite rapid response to coordinate services for employers and/or workers affected by temporary or permanent layoff. CSPH staff will

immediately contact other employers to assess their hiring needs and supply resumes of impacted workers. In the event that the dislocation is as a result of outsourcing, the local REACT Coordinator will attempt to educate the business' senior management on the positive factors for filing a petition for Trade Adjustment Assistance with the U.S. Department of Labor. The local TAA Coordinator will assist the business with filing of the petition if necessary. If the petition is subsequently approved, the TAA Coordinator will conduct Trade Adjustment Assistance specific information sessions with all potentially eligible workers. Other services to be provided:

- Applying for re-employment assistance
- Claiming benefit weeks
- WIOA training opportunities
- Available workshops – either in-person or online
- Transferrable Skills
- Career Exploration
- Employ Florida
- Other services provided at the local one-stop center

CareerSource Pasco Hernando will institute agendas and programs that respond to our local workforce challenges. Layoff aversion strategies include, but are not limited to:

- a) Ongoing engagement, partnership, and relationship-building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to affected workers in obtaining reemployment as soon as possible;
- b) Assisting employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms, and the delivery of services to address these needs;
- c) Funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs;
- d) Developing, funding, and managing incumbent worker training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity;

- e) Connecting companies to state Short-Time Compensation or other programs designed to prevent layoffs or to quickly reemploy dislocated workers, employer loan programs for employee skill upgrading; and other Federal, state and local resources as necessary to address other business needs;
- f) Establishing linkages with economic development activities at the Federal, State and local levels, including Federal Department of Commerce programs and available State and local business retention and expansion activities;
- g) Partnering or contracting with business-focused organizations to assess risks to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered;
- h) Conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from a potential closing or shift in production of their major customer;
- i) Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses; and
- j) Coordinate with local government divisions and organization, and local non-profit organizations, to plan for and respond to natural and other disasters; and
- k) Connecting businesses and workers to short-term, on-the-job, or Incumbent Worker Training programs and apprenticeships before or after layoff to help facilitate rapid reemployment.

The Incumbent Worker Training (IWT) program provides reimbursement grants to businesses that pay for preapproved, direct, training-related costs to upgrade the skills of their current employees. The IWT program is used to help avert potential layoffs of employees, or to increase the skill levels of employees so they may be promoted within the company and create backfill opportunities for the employers. When appropriate, Local Business Development Representatives shall provide IWT program information and resources to employers during meetings, interviews, and other engagements. For more information regarding IWT, please refer to the CareerSource Florida Incumbent Worker Training Program Guidelines.

Short-Time Compensation Program The provision of information and access to RA benefits and programs, such as Short Time Compensation (STC) are required activities under Rapid Response. The

STC Program is a voluntary employer program designed to help employers maintain their staff by reducing the weekly working hours during temporary slowdowns instead of temporarily laying off workers. Employers who wish to participate in the Short-Time Compensation Program must apply to be a part of the program before being able to offer it to their workforce. To apply for the Short-Time Compensation Program, employers must apply through the DEO website. Applying for STC for employees is exclusively online. The process to apply for the STC Program in Florida requires furnishing requested documents as well as information on the affected employees as outlined in Chapter 443, Section 1116 of the Florida Statutes.

(4) Industry Partnerships: Describe how the LWDB identifies and collaborates with existing key industry partners in the local area. Describe how the LWDB coordinates and invests in partnership infrastructure where key industry partnerships are not yet developed (WIOA §108(b)(4)A)). The local area must describe how the following elements are incorporated into its local strategy and operational sector strategy policy:

- A. Describe how selected industries or sectors are selected based on, and driven by, high-quality data (cite data source used);

The Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing sectors in Pasco and Hernando counties have grown and continue to show growth according to the Florida Department of Economic Opportunity, Bureau of Labor Market Statistics.

The major data sources are the Employment Projections product produced by DEO and the Quarterly Census of Employment and Wages. CSPH collaborates with economic development and chamber partners to create detailed surveys to gauge Manufacturers and Healthcare hiring trends and business expansion proposed for the next five years. CSPH is a mid-size region. However, business growth is stable and promising. Additionally, local unemployment rates are at record lows. CSPH partners with economic development to recruit and grow Manufacturing, Healthcare, Information Technology, Finance and Transportation & Warehousing businesses in the region. Construction and Retail Trade industry sectors are growing organically and need very little outside assistance. The basis starts with LMI data from DEO's Employment Projections and CSPH staff also receive input from economic development interests, educational entities and boards of county commissioners.

B. Describe how sector strategies are founded on a shared/regional vision;

CSPH's vision reflects the local economies of Pasco and Hernando counties. CSPH sector strategies shared vision with its local economic development, chambers and county economic development is to assist the businesses growth through growing the talent it needs to fill the vacancies for workers needed in its growing economy. Local career academies created in the school board systems are a valuable resource to assist CSPH in growing apprenticeships.

This regional shared vision is self-sustaining employment with focused industries that bring in monies to the region. Therefore, growing sectors become the basis for inclusion and regional vision changes as former sectors decline (i.e. agriculture).

C. Describe how the local area ensures that the sector strategies are driven by industry;

CSPH receives constant feedback from its Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing groups on new and upcoming economic trends that assist CSPH in promoting the efforts of these sectors to the business community. One central goal of the strategy is to grow the economy and be a global competitor. Growing industries drive the sector strategy – those employing and continuing to employ the most residents rise to the top of the list. With the aspect of full employment approaching the next factor will be wage growth and retention.

D. Describe how the local area ensures that sector strategies lead to strategic alignment of service delivery systems;

The CareerSource Pasco Hernando Business Service team provides a priority of service to the Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing sectors. All seven sectors are the growing industries that need replenishing of its growing workforce due to new technology, growth and the retiring baby boomers. OJT, CT training funds along with candidate services are made available to assist these sector industries to compete locally and globally and assist with business growth.

The sector strategies drive occupational training at the local level and prevents offerings of esoteric training. If training offered by school systems and state colleges does not lead toward a job, CSPH will not fund with WIOA assistance. CSPH also will not fund private provider training that is not linked to

employment.

- E. Describe how the local area transforms services delivered to job seekers/workers and employers through sector strategies: and

CSPH works to outreach one-stop services to Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing industries that attract job seekers. OJT and CT are tools available to train and retrain those workers so sector industries can maintain and increase its workforce. CSPH will strive to hold specific Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing candidate job fairs and inhouse recruitments to highlight the available workforce in the region. The region recruits for employers in the selected industry sectors through its Business Services Team to include job orders and recruitment events. CSPH advertises opportunities in the selected industry sectors and upcoming events on social media. This is another source of information for job seekers to apply and obtain employment in growing and targeted industries.

- F. Describe how the local area measures, improves and sustains sector strategies.

CSPH adjusts to economic demands to maintain sector growth and improvement. CT, OJT and special state dollars are made available to help sustain and improve business growth in the region. CSPH success is measured by business and job growth. CSPH looks at both quarterly and annual data to confirm sectors are growing and reviews training to ensure training is resulting in employment. Again, the most useful data remain DEO's Employment Projections and the Quarterly Survey of Employment and Wages.

- (5) Coordination with Relevant Secondary and Postsecondary Educations:** Describe how the LWDB coordinates relevant secondary and postsecondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services (WIOA §108(b)(10) and 20 CFR 679.560(b)(9)).

Partners from Career and Adult Education work in a close partnership with LWDA 16. Staff work together to create internal referrals, discuss employment and training activities and integration of services to leverage funds among programs while addressing the needs of special populations, drop-

out prevention and other needs among organizations. Staff work together to evaluate new funding sources to determine whether the community needs would be met by co-authoring state grants. Although not physically located at the one-stop, staff comes to the one-stops on a regular basis to provide services to our mutual customers and attend partner meetings. Students register for Career Source services at orientation. Staff from each agency communicate regularly to avoid duplication of efforts amongst the various institutions.

(6) Coordination of Transportation and Other Supportive Services: Describe how the LWDB coordinates WIOA Title I workforce investment activities with the provision of transportation assistance, including public transportation, and other appropriate supportive services in the local area (WIOA §108(b)(11) and 20 CFR 679.560(b)(10)).

In addition to the services provided by WIOA funding, supportive services are also provided through several programs in the local area. The Temporary Assistance for Needy Families (TANF) provides transportation, childcare, personal and family counseling (must be approved by the Program Manager or designee) and medical services that are necessary but not covered by Medicaid. In addition, it will also cover education and training as well as student fees. Gas card and bus passes are also given. PHWB has operational policies and procedures to direct issuance and coordination of transportation and other supportive services. A participant budget is created and maintained as per allowable levels of services for non-transportation services tracking annual issuance. Part of the developed procedure is monthly or quarterly review of program issuances, participant budgets and program resources to manage overall delivery of services and maintain coordination. Referrals are given to our partner agency, Mid Florida Community Services. Working closely with Mid Florida allows CSPH to leverage funds. Services provided by Mid Florida include educational assistance, vocational training, rent/mortgage assistance, energy assistance and food assistance. In addition, Mid Florida will assist with childcare, medical and financial literacy.

CSPH 's Mobile One Stop travels to remote locations throughout both counties to bring services to those remote areas where no public transportation is available. CSPH is also a participating member of the Pasco County Transportation Board. This ensures that workforce development representation is present to address the needs and issues facing our customers. It also provides us with the opportunity to provide input on budget issues facing public transportation needs in our community, as well as service delivery.

Through the Workforce Re-Entry Program, funded by Pasco County, supportive services can be provided to those hardest to serve individuals. This program provides gas cards and bus passes and has purchased a bicycle for a customer that was walking to his new job. It is also an allowable cost to purchase work clothes, tools, car repairs and pay for skills upgrades and On the Job Training (OJT). With these and other support services being provided and the one on one attention and mentoring they receive; the majority of these customers have retained employment past the 90 days CSPH agreed upon in the contract with the county.

- (7) Coordination of Wagner-Peyser Services:** Describe plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C 49 et seq.) services and other services provided in the local area through the one-stop delivery system (WIOA §108(b)(12) and 20 CFR 679.560(b)(11)).

Wagner-Peyser (WP) has been co-located in the CSPH one-stop long before it was mandated under WIOA regulations. CSPH/DEO staff provide WP services on a daily basis and have been trained to deliver those services to avoid duplication of services and to provide improved, coordinated service delivery. PHWB, in partnership with the state agency, the Department of Economic Opportunity (DEO), provides employment services through the one-stop system under the Wagner-Peyser Act. Funding for state employees is provided through DEO as well as oversight of human resources and policy guidance in the delivery of WP employment services. PHWB's management have the authority to hire and fire staff upon receiving approval from DEO, train state employees and supervise all day-to-day functions along with the delivery of WP services within the one-stop centers in coordination with all other programs and services.

PHWB has operational policies and procedures for the delivery of programs and program services to include WP employment services under the Wagner-Peyser Act. Staff training and development is seamless across board, partner and state staff. All staff manages and tracks delivery of services through a single integrated state management system, Employ Florida (EF), which captures staff-assisted and self-services through labor exchange. One central MIS system strongly supports coordination and reduces duplication of services. PHWB's central document management system, ATLAS system, helps support participant record retention, promotes coordination of services and reduces duplication of services. All three of Pasco and Hernando county one-stops provide universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need. CSPH provides a variety of employment related labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for

job seekers, re-employment services to unemployment insurance claimants including work test requirements, and recruitment services to employers with job openings. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available. The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs. Job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance. The system also provides specialized attention and services to individuals with disabilities, migrant and seasonal farm-workers, ex-offenders, youth, minorities and older workers.

All staff are required to obtain a Tier I certificate within six months of being hired. Staff is given access to online training modules that covers topics including the history of workforce, an overview of workforce programs, customer service and various job placement techniques. Once the modules are completed, staff must then take and successfully pass a comprehensive exam to demonstrate their proficiency in assisting job seekers and employers. Staff is also required to complete 15 hours of continuing education on an annual basis.

(8) Coordination of Adult Education and Literacy: Describe how the LWDB coordinates WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II. This description must include how the LWDB carries out the review of local applications submitted under Title II WIOA § 108(b)(10), consistent with WIOA sections 107(d)(11)(A) and (B)(i) and WIOA § 232 (20 CFR 679.560(b)(12)).

LWDA 16 has a strong working relationship with the Hernando Adult Education program. An internal referral system is used to refer interested customers to services that are provided. Services provided include adult literacy courses, GED and ESOL courses, a GED testing center, postsecondary adult vocational courses, and an Adult High School Program.

Staff from both agencies work together to identify youth who would qualify for Career Source programs, identify potential students who need adult education services, create internships opportunities and solicit and evaluate input and support from a diverse range of relevant stakeholders prior to implementing new programs and continuing existing programs. The staff at Hernando Adult Education also works with

Career source to create high wage, high skill programs that align with Region 16 data offered in the county's technical school, Wilton Simpson Technical College. LWDA 16 provides job placement assistance and employability skills training to interested students. During orientation, all student register for Employ Florida. Title II of the Workforce Innovation and Opportunity Act legislation requires the local workforce board to coordinate with adult education providers, including reviewing applications from eligible adult education providers to determine whether they are aligned with the local plan and make recommendations to the state agency administering adult education on promoting alignment. WIOA legislation also requires a partnership among the Federal Government, States, and local workforce development boards to provide adult education and literacy activities.

(9) Reduction of Welfare Dependency: Describe how the local board coordinates workforce investment activities to reduce welfare dependency, particularly how services are delivered to TANF/Welfare Transition and Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) participants, to help individuals become self-sufficient. This description must include strategies and services that will be used in the local area to support co-enrollment of Welfare Transition and SNAP E&T participants into other workforce development programs. 20 CFR 675.100(h) and 20 CFR 680.620

CareerSource Pasco Hernando has streamlined processes and procedures, as well as processes in place to assist individuals into sustainable employment opportunities and self-sufficiency. CareerSource Pasco Hernando has a robust array of services and resources referrals that can be delivered to mandatory participants to reduce barriers to self-sufficiency.

Our local regional emphasizes work, self-sufficiency, and personal responsibility in a program structured to enable participants and families to move from welfare to economic self-sufficiency. Our goals are as follows:

- Provide supports and guidance to participants while referred to the WT program to keep children and families intact and stable.
- Participants interested in training opportunities are often dual enrolled in WT/WIOA. For our hardest to serve Pasco County residents, we also have the Workforce Reentry program funded by Pasco County Board of County Commissioners.
- Develop opportunities for participants to provide for their own needs, enhance their well-being, and preserve the integrity of self-reliance.

- End dependence of needy families on government assistance by emphasizing work, self-sufficiency, and personal responsibility while meeting the transitional needs of program participants who need support to achieve independent, productive lives, and gain responsibility that comes with attaining self-sufficiency.
- Deliver needed services and referrals to participants to ensure full cooperation during the mandatory referral to the programs and transitional services afterwards.

G. PERFORMANCE & EFFECTIVENESS

The local workforce plan must include:

- (1) The local levels of performance negotiated with the Governor and CLEO(s) with WIOA section 116(c), to be used to measure the performance of the local area and to be used by the LWDB for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B, and the one-stop delivery system in the local area. (WIOA §108(b)(17) and 20 CFR 679.560(16)(b))

Florida Statewide USDOL Performance Negotiations 2020-2021 and 2021-2022

Performance measurements are negotiated annually with the U.S. Departments of Labor and Education. The below are expected levels of performance relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) of WIOA. Please note “Effectiveness in Serving Employers” is not included. Negotiations for that metric are TBD per the Department of Labor.

Employment in 2nd Quarter After Exit	2020 Negotiated Level	2021 Negotiated Level
Adults	85.5%	85.5%
Dislocated Workers	85.0%	85.0%
Youth	79.0%	79.5%
Wagner-Peyser	65.0%	65.0%

Employment in 4th Quarter After Exit	2020 Negotiated Level	2021 Negotiated Level
Adults	84.0%	84.5%
Dislocated Workers	79.0%	80.5%

Youth	73.0%	74.0%
Wagner-Peyser	64.2%	64.2%

Median Earnings 2 nd Quarter After E	2020 Negotiated Level	2021 Negotiated Level
Adults	\$7,000	\$7,000
Dislocated Workers	\$7,000	\$7,100
Youth	\$3,200	\$3,200
Wagner-Peyser	\$5,000	\$5,100

Credential Attainment Rate	2020 Negotiated Level	2021 Negotiated Level
Adults	68.0%	68.0%
Dislocated Workers	70.0%	70.0%
Youth	76.5%	76.5%
Wagner-Peyser	Not Applicable	Not Applicable

Measurable Skill Gains	2020 Negotiated Level	2021 Negotiated Level
Adults	47.0%	49.0%
Dislocated Workers	47.0%	49.0%
Youth	45.5%	46.5%
Wagner-Peyser	Not Applicable	Not Applicable

- (2) Describe the actions the local board will take toward becoming or remaining a high- performing board, consistent with the factors developed by the state board pursuant to section 101(d)(6) of WIOA.

The CEO/President of CareerSource Pasco Hernando meets with the LWDB Chair, the Chief Local Elected Officials (CLEOs), board members and business partners on a recurrent basis to obtain feedback on goals and priorities. All state and local performance measures are presented and discussed at committee and Board meetings to ensure satisfactory progress and appropriate correction measures are taken, if needed. The CEO/President also meets with management staff to provide direction in the day to day operational and financial processes needed to meet those goals. CSPH will solicit input from businesses to ensure their needs are being met and to find out what else may be needed to provide them with a highly trained workforce. CSPH will increase the number of OJTs, CTs, apprenticeship, work experience and internships for training and job creation purposes. Staff will continue to receive a minimum

of 15 continuing education hours annually, be Tier I certified, receive cross training and have goals that tie into performance measures. All programs are monitored internally throughout the year. DEO also monitors finance and programs on a yearly basis as does an independent CPA firm. By having processes and policies in place, CSPH is intent on remaining a high-performing board.

- (3) Describe how the LWDB considered feedback from one-stop career center customers when evaluating the effectiveness of its one-stop career centers.

All Board Meetings are publicly noticed in advance. Customer comments are welcomed at the meetings. In addition, customers are asked to complete surveys regarding their experience with CSPH staff. Customers will also call and leave messages regarding staff who have provided exemplary customer service.

END OF LOCAL PLAN INSTRUCTIONS

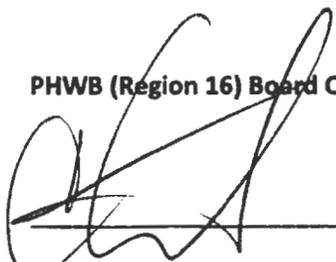


This plan represents the efforts of LWDA 16 to implement the Workforce Innovation and Opportunity Act in the following counties:

- Pasco County
- Hernando County

We will operate in accordance with this plan and applicable federal and state laws, rules, and regulations.

PHWB (Region 16) Board Chair



Signature

CHARLES GIBBONS

Name (printed or typed)

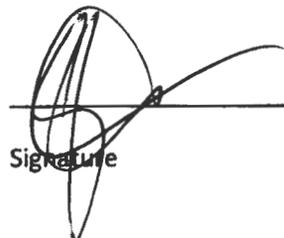
BOARD CHAIR

Title

8/18/2022

Date

Chief Elected Official – Hernando County



Signature

Steve Champion

Name (printed or typed)

Chairman

Title

September 13, 2022

Date

APPROVED AS TO FORM AND LEGAL SUFFICIENCY

BY  County Attorney's Office