

**STATE OF FLORIDA  
REGIONAL WORKFORCE BOARD  
LOCAL WORKFORCE SERVICES PLAN INSTRUCTIONS 2009-2010  
Region 16 Pasco Hernando Workforce Board**

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## Executive Summary

The Pasco Hernando Jobs and Education Partnership Regional Board, Inc. (PHJEPRB) will incorporate the American Recovery and Reinvestment Act (ARRA) of 2009 with the Workforce Investment Act (WIA), Wagner Peyser (WP), and Welfare Transition/Temporary Assistance for Needy Families (WTP) programs into a single unified and coordinated workforce services plan.

The American Recovery and Reinvestment Act (ARRA) of 2009 has necessitated a need for new strategies for increasing the potential of the workforce system. The Pasco Hernando Board of Directors has chosen to utilize the ARRA funds for additional opportunities for training services to low income adults, youth, dislocated workers, veterans and other targeted populations, plans to increase hours of operation, if needed, and modifications to technology. It is the intent of the PHJEPRB to assist a minimum of 400 customers with ARRA funds while continuing to serve other customers with WIA formula funds. ARRA funds will focus on short term training while regular WIA funds will be used for longer term training. These services include, but are not limited to, training in a demand occupation, resume assistance and Employability Skills seminars. The expected outcomes for these efforts will encourage economic growth by providing a skilled workforce, strengthen businesses by providing training to current employees, and provide individuals employment and career growth opportunities.

This plan is being submitted as an addendum to the current Local Workforce Services Plan that was previously approved by the Board of Directors, Board of County Commissioners and Workforce Florida for 2007-2009.

The plan will address any changes that will be implemented due to the decline in the economy.

PHJEPRB also recommends the following modifications to the current plan:

A. The information in all the sections of the 2007-2009 services plan will remain unchanged with the exception of

a. **F.1.f Reemployment services**

b. **All other parts of the current plan remain unchanged.**

The PHJEPRB and its appointed committees will be guided by state of Florida Goals and Vision for designing and implementing a demand driven workforce development system that will meet or exceed the needs of local businesses and jobseekers.

This plan provides an overview of the PHJEPRB's on-going initiatives to accomplish its mission. In this document are outlined the tactics and procedures for establishing policies that allow businesses and job seekers seamless access to available employment and training resources. The PHJEPRB's detailed policies will establish a

sound organizational and oversight structure that maximizes both available resources and the effective participation of partner organizations and individual Board members.

The cornerstone of the PHJEPRB is its One-Stop Service Delivery System which unifies numerous training, education and employment programs into a single, customer friendly system. The PHJEPRB has established three One-Stop Centers in the Pasco Hernando region called Career Central. These One-Stop Centers are conveniently located in areas of high customer concentration. These locations are in New Port Richey, Zephyrhills and Spring Hill. The PHJEPRB will continue to ensure universal access for jobseekers and businesses through its' Career Central One-Stop Service Delivery System.

The PHJEPRB is the grant recipient of WIA, Welfare Transition, Wagner-Peyser, ACCESS and other funds and resources. The Regional Workforce Board will provide local administrative oversight and technical support to the PHJEPRB staff. The PHJEPRB through a competitive process has designated Arbor Education & Training, Inc. as the One-Stop Operator. Staff mailed invitation letters out to approximately 30 potential bidders as well as advertising in two local newspapers and posting on the Pasco Hernando website. Of those 30, three submitted a proposal. Proposals were reviewed and rated by a Committee consisting of Board members and bidders were given the opportunity to present to the Committee. The full Board voted to keep Arbor E&T as the One Stop Operator. As the One Stop Operator, Arbor is responsible for the WIA, WT, assistance to universal customers and jobseekers, oversight of the building and collaboration with partners, to name a few. Arbor currently has at least 35 full time staff positions as well as an extra 8 temporary (OPS) positions to assist customers and could possibly receive funding for additional positions to assist with added customer flow.

## **Section I. Context, Vision, and Strategy**

### **I.A. Economic and Labor Market Context**

**Provide a detailed analysis of the local economy, the labor pool, and the labor market context. (§112(b)(4)).**

# Pasco Hernando Workforce Board

Labor Market Analysis	% <b>Gain/Loss</b> of Employment	<b>Better or Worse</b> than State Average	<b>Gain/Drop</b> in Workforce		2008 Average Monthly Employment	Sector's Percent of Employment in Workforce Region
	2006 to 2008	2006-2008	2006-2008			
Total, All Industries	-1.12%	2.5%	-1557		137,902	100.00%
Agriculture, Forestry, Fishing and Hunting	-0.40%	2.4%	-5		1,250	0.91%
Mining	7.07%	8.9%	14		212	0.15%
Utilities	4.26%	4.5%	36		882	0.64%
Construction	-28.36%	-9.1%	-4704	□	11,880	8.61%
Manufacturing	-8.90%	-1.1%	-494	□	5,058	3.67%
Wholesale Trade	-7.25%	-6.7%	-217	□	2,777	2.01%
Retail Trade	3.14%	5.0%	751	□	24,697	17.91%
Transportation and Warehousing	-11.45%	-11.7%	-478	□	3,695	2.68%
Information	-12.54%	-6.2%	-142	□	990	0.72%
Finance and Insurance	-6.46%	-2.1%	-238	□	3,448	2.50%
Real Estate and Rental and Leasing	-7.84%	-3.4%	-188	□	2,210	1.60%
Professional, Scientific and Tech Services	5.37%	4.0%	248	□	4,863	3.53%
Management of Companies and Enterprises	22.81%	11.9%	73		393	0.28%
Admin & Support & Waste Mgmt. & Remediation Serv.	-1.08%	25.3%	-83		7,583	5.50%
Educational Services *	10.66%	8.8%	1451	□	15,060	10.92%
Health Care and Social Assistance *	7.40%	-0.1%	1567	□	22,731	16.48%

Arts, Entertainment, and Recreation	-1.09%	-7.6%	-27		2,444	1.77%
Accommodation and Food Services	1.06%	-2.8%	148	□	14,100	10.22%
Other Services (Except Public Administration)	9.03%	7.6%	413	□	4,987	3.62%
Public Administration *	3.84%	2.1%	317	□	8,570	6.21%

\* - Area directly effected by changes in property tax collections due to drop in home values and 2006's Ammendment 1

□ - Gain of 100 or more between 2006-2008

□ - Loss of 100 or more between 2006-2008

**In responding to this question, the RWB should update its analysis to indicate how the economic downturn has impacted the local labor market context.**

**Response:** The Pasco Hernando Workforce Board geographical service area consists of Pasco and Hernando Counties with a population in 2008 of approximately 603,575 persons. The unemployment rate for the region for the month of June 2009 (not seasonally adjusted) was 12.4 percent with 32,419 individuals in the labor force unemployed. This percentage was higher than the State's unemployment rate of 10.8 percent, and higher than the national rate of 9.7 percent for the same month. The total number of jobs located in the service area in December 2008 was 138,475. The largest major industry sector was Trade, Transportation, and Utilities with 31,788 individuals employed, followed by Total Government with 25,244 individuals employed. The fastest growing occupations are Veterinary Technologists and Technicians, and the occupation with the most new jobs is Retail Salespersons.

The region's average annual wage for 2008 was \$31,963 and the State's average annual wage was \$40,569.

The fastest growing industries in Pasco and Hernando Counties are:

- Healthcare
- Corrections
- Manufacturing
- Retail
- Information Technology

PHJEPRB partners with local education partners in an effort to identify educational opportunities that will meet the needs of the business community. Our organization also works closely with the local Economic Development and Chamber organizations to attract and retain jobs that offer an above-average salary in targeted primary industries. High-wage jobs support a high quality of life, and contribute to the county's overall economy.

PHJEPRB has entered into a contract with both the Pasco Economic Development Council and the Hernando County Chamber of Commerce. PHJEPRB receives a monthly report detailing business/employers that were visited promoting Career Central Services. Assist with three Business Advantage events and distribute an annual survey to employers on workforce and training issues.

The expected outcomes are to encourage employers' involvement with worker training programs that are available from Federal, State, and local (including the Workforce



Board) sources. This will include participation as a team member of the Business Services team to assist in the promotion of Career Central's Business Services team. They will also develop an assessment form for employers to identify their human resource/employment needs.

### **Overarching Local Strategies**

#### **I.B. Describe the strategies that are in place to address the local strategic direction, local priorities, and workforce development issues identified through the local economy.**

The RWB should describe the following local actionable strategies it is deploying to achieve the state and local vision for the use of Recovery Act and regular formula funds.

#### **How the local workforce investment system resources, both stimulus and regular formula funds, can and will be used to serve the increased numbers of workers in need.**

**Response:** With customer flow in the One Stops ever increasing, the PHJEPRB intends to use both stimulus and regular formula funds to provide training and support services to customers requesting assistance. Having a highly trained workforce will assist with the preservation of jobs within the two county region. In an effort to create jobs, promote the nation's economic recovery, and assist those most affected by the recession, the PHJEPRB is researching the possibility of providing On the Job Training (OJT). We intend to assist workers who are facing challenges with the opportunity to retool their skills and reestablish themselves in viable career pathways. Assessments such as CHOICES, Ready To Work, TABE and Sage are readily available to customers to guide them in their chosen paths. Recovery Act funds will be spent *concurrently* with regular formula funds to greatly increase the capacity of the workforce system to serve workers in need. Recovery Act funds received by PHJEPRB will not be used to replace state or local funding currently dedicated to workforce development and summer jobs. PHJEPRB will fully utilize the additional workforce funding to substantially increase the number of customers served, provide more in-depth services, as needed, and to substantially increase the number and proportion of those customers who receive training, especially training in emerging and high demand occupations and industries. PHJEPRB will accomplish this by increasing number of staff, provide extended hours on an "as needed" basis and have added additional seminars to address the needs of our universal customers. To date, ten (10) OPS and three (3) new WIA staff have been hired to assist with these needs. Our New Port Richey Career Central was operating on extended and Saturday hours for almost four months. The Center was placed back on normal operating hours when there was no longer a demand. All staff is aware that should customer demand deem keeping the Centers open for extended hours, it will be reinstated.

**How adults and dislocated workers, including low-income adults, who need to acquire new skills will have increased access to education and training opportunities.**

**Response:** Targeted groups' education and training access will expand as PHJEPRB takes the following steps:

- Increase the ITA/Support Service ceiling from \$1500 to \$5,000 per individual customer in order to increase their likelihood of training completion.
- Work directly with all regional training providers to have all potential ARRA customers seeking education and training become informed about stimulus funding availability.
- PHJEB will allow use of all state certified training vendors for training to expand both availability and choice of customers.
- Encourage customers and staff to explore all options, including looking at unique and non-standard training programs and program combinations.
- Explore and implement the use of on-the-job training (OJT) to have employers partner with Career Central and its employment seeking customers to provide the specific skills training needed for productive employment in their (employers) industries.
- Have continuous outreach at Career Central and among its partners, informing unemployed individuals of training services and availability.

Because the Regional Workforce Board holds the responsibility for Wagner-Peyser, Reemployment Services, Trade Adjustment Assistance Programs and information concerning Unemployment Insurance, coordination and alignment are ensured between these programs and staffs.

**How the RWB will address a dual-customer approach, meeting the skill needs of existing and emerging employers and high-growth occupations, as well as the needs of under-skilled adults.**

**Response:** The Board's Business Services Team remains in direct daily contact with the employers of all industry sectors within the Region and is able to stay attuned to the changes in the workforce and the skill requirements employers need. This is enhanced by the Board's participation on local business, economic development, technology, and education committees. Training program recommendations are and will continue to be generated from these contacts and participation.

Truly under-skilled employment seekers are afforded adult education opportunities at each of Career Central's One Stop Centers offering GED and literacy education. Additionally WIA formula funds are used to assist those seeking further training in demand occupations. These opportunities will be greatly expanded with the use of Recovery Act support.

**How workforce activities (e.g., adult education, job training, postsecondary education, registered apprenticeship, career advancement, needs based payments, and supportive service activities) will be aligned in career pathways both now in implementing the Recovery Act and in the transformed workforce system of the future.**

**Response:** All training activity emanating from the Region's One Stop Centers is grounded in the Targeted Occupation List tailored annually for the Region by Florida's Workforce Estimating Conference. The Targeted Occupation List drives the training programs currently offered by Regional training providers answering workforce needs. Additions or subtractions to the training programs are also driven by workforce analysis and aided by the Targeted Occupations List (TOL).

Career Academies are available for youth in Pasco and Hernando counties. The career pathways represented by these academies have been well researched and the opportunities for recognized certification are significant. The Board continues to participate in the committees advising these academies.

Additionally, the Board used the Recovery Act funding to align its Summer Youth Employment Program with the emerging career sectors of information technology and green engineering. This type of consideration will continue as the Board engages its partners in the economic development and education fields.

As funding from the Recovery Act continues, the Board looks to enter into specific, Recovery Act/WIA customer only training classes in the medical and technology fields.

**How the RWB will partner to develop workforce solutions with community colleges, business and labor organizations, registered apprenticeship program sponsors, civic groups, and community organizations to align workforce development strategies and align workforce strategies with strategies for regional development and shared prosperity.**

**Response:** The PHJEPRB directly engages economic and workforce development by its participation in variety of local governmental and education task forces and committees included but not limited to: The Pasco Economic Development Council, Hernando County Office of Business Development, The Hernando Pasco Nature Coast Consortium, The Early Learning Coalition, Homeless Coalition, and the Hernando Transportation Disadvantaged Board. Additionally, the Board's Business Services Unit continues offering businesses access to the latest training and employee development through WIA employed worker training and Business Advantage Seminars. Through these partnerships, PHJEPRB gets an insight into community and business needs. Input is gathered and plans are formed. As an example, when several of our partner agencies received ARRA funds, staff met to discuss how we could partner to meet the needs of a larger population of unemployed or under-employed customers. One partner, Mid-Florida Community Services mentioned that they had funding available for

CNA training. Through conversations, it was determined that in the best interest of our mutual customers, assistance could come from both Mid-Florida and the Workforce Board. A plan is currently being developed to decide what each partner can contribute. A meeting between The Early Learning Coalition (ELC) proved to be quite beneficial to some of the PHJEPRB's jobseekers in that the ELC offered to provide daycare to dislocated jobseekers. Prior to ARRA, childcare was provided to customers receiving cash assistance and was not available to our unemployed customers who were not on any kind of assistance. These are just a few of the partnerships that have been formed that will allow customers in Pasco and Hernando counties a greater chance to find sustainable employment.

The Board currently is the primary information source for both the Hernando County Office of Business Development and the Pasco Economic Development Council on labor market information and training fund availability. The Hernando County Office of Business Development and the Pasco Economic Development Council work closely with our business services team to develop strategies and provide information on new and prospective businesses and assist with various events.

### **I.C. Service Delivery Strategies, Support for Training**

**Describe innovative service delivery strategies the RWB has or is planning to undertake to maximize resources, increase service levels, improve service quality and achieve better integration.**

In answering this question, the RWB should describe innovative strategies to accomplish its vision and achieve the goals of the Recovery Act, including how the RWB will:

**Increase services to workers in need.**

**Response:** The PHJEPRB through its Career Central One Stop System expanded outreach to potential customers eligible for services under the Recovery Act. Specific strategies included expanding in-house promotion of ARRA available services, conducting a series of career/training fairs with local education partners, extensive newspaper advertising campaign that reached the entire workforce area, modifying its web site to provide Recovery Act information and an initial contact application. Additionally, the Board is considering opportunities to reintroduce on-the-job training and customized training as facets of the WIA program in response to the high demand and need. PHJEPRB will extend its hours of operation as needed, has added online applications and is currently working on online orientations to provide easier accessibility to services that are offered at the Career Central One Stops. Any customer who lacks computer access or wishes to come in person will be assisted by one of our highly trained Customer Service Representatives.

**Support the full range of One-Stop Career Center customers in acquiring the skills needed to attain jobs in high growth, high-wage industries and occupations, including such support services, needs-based payments basic skills remediation, English as a second language, and other supportive services.**

**Response:** The Board, through its staff and its service providers continuously promotes the educational and training opportunities targeting high-skill / high-wage employment that are currently available in and outside our region. On an individual basis, customers may seek support services beyond these skills training programs in order for them to achieve success in their chosen profession. As stated previously, the Board is currently partnering with the Early Learning Coalition to provide childcare for ARRA customers and with Mid-Florida Community Services for entry level skills training.

Basic skills remediation and General Equivalency Diploma training are provided at each of our three Career Central One Stop Centers through an agreement with both Pasco and Hernando County School Boards. English as a Second Language (ESOL) is also offered. Other supportive services that are offered to eligible customers are transportation assistance, one time utility assistance, uniforms or tools for work and car repair.

**Ensure education and training delivered through the workforce system results in education and workforce skills of demonstrated value, and focus assessments and certifications towards the next level of education and employment.**

**Response:** All education and training promoted by Career Central focuses on the demand occupation list created by the Workforce Estimating Conference of the State of Florida. By using this focus, Career Central ensures demonstrated value in the educational pursuits of its customers. This applies to youth programs as well, in order for those new to the workforce to be introduced to what is available and what pays well in the local region and beyond.

**Strategically use youth, dislocated worker and adult funds to quickly deliver innovative services.**

**Response:** PHJEPRB implemented a Summer Youth Program for 400 youth ranging in age from 14-24 years old. Youth were provided orientation and took advantage of classes that taught Job Skills. Youth learned interviewing techniques, how to properly fill out an application, the importance of dressing professionally and reporting to work timely.

The Summer Youth Program has been a success in that some of the youth are being retained as paid employees for the employers that they worked for this summer. There were 280 older youth that participated in the Work Experience portion of the Summer Youth Program. To date, 21 employers have expressed an interest in hiring the youth that worked for them during this summer program.

PHJEPRB is targeting Dislocated Workers and Adults to fund training in high demand occupations that require a fairly short training time. At present, we are looking into the idea of onsite training that will allow a CNA to continue working while focusing on becoming an LPN. The PHJEPRB would like to work with a local hospital or nursing home to provide training to employees that are already a Certified Nursing Assistant. The training would be provided at the hospital or nursing home. PHJEPRB would hire an onsite instructor (preferably from one of our local colleges) to teach those onsite classes. At the very least, we would like to have a classroom located close by that would be convenient for employed workers to enhance their education without giving up their income. It is the intent of PHJEPRB to meet with local colleges in an effort to develop additional classes that will enable more customers to access training.

With ARRA Dislocated Worker and Adult funds, PHJEPRB is looking at high demand occupations whose training time is less than one year. For those customers who may have already received training but require minimal services to find sustainable employment, there are always options available. For instance, if a customer has already completed training and meets eligibility requirements but needs assistance paying for Nursing Licenses and NCLEX exams, we can assist. We have found this to be a very inexpensive way to assist our customers in moving into a higher paying job and give us the ability to assist more customers with less money.

**Provide targeted work experiences in order to prepare individuals for job opportunities in new industries or occupations, particularly using registered apprenticeship and on-the-job training for all jobseekers, and summer work experience for youth.**

**Response:** At the present time, PHJEPRB is not offering OJT's or Apprenticeships. However, we are researching the possibility of utilizing OJT contracts with employers who represent the targeted occupations in the two county areas

As stated previously, PHJEPRB had a very successful summer program with 280 older youth who were placed on various worksites throughout the two county areas. The first week was onsite to teach youth Job Readiness Skills that encouraged responsibility and positive outlooks. Youth developed teamwork and leadership skills and learned about accountability. Also, youth learned about workplace maturity, workplace loyalty and financial literacy. These youth gained valuable work experience and some have been offered employment. Youth participating in the Work Experience portion of the SYP learned what was expected from employers such as work ethics, the demands of the job and the penalties for not meeting the aforementioned. Youth were placed at worksites that matched their areas of interest and their goals. The youth learned how to build relationships with supervisors, co-workers and customers. Communication, dressing for success, decision making and interpersonal skills all played an important role in the Summer Work Experience. Youth were closely supported and monitored by

trained mentors who worked with each employer to create a successful experience for both youth and employer.

For the younger youth, the focus was on Green Jobs. After completing a week of Job Readiness Skills Training and assessments, our youth had the chance to build a miniature wind turbine, a solar cell hydrogen fuel car and a computer from the ground up. Participants developed teamwork skills, leadership skills, and learned accountability. They learned about work maturity and loyalty in the workplace and in life as well as financial literacy. The job readiness skills training encouraged responsibility, decision-making capabilities, and other positive attributes. Instruction was delivered in a simulated work experience environment due to the age of the youth participants and compliance with child labor laws. Younger youth were also given a guided tour of one of our largest employer's worksites. In the classroom setting, youth learned about "Green Jobs". Youth learned more about the environment and how green technologies will impact our society with introduction to "Green Jobs", concepts of energy awareness and conservation practices through the hands-on assembly of a wind turbine and a Hydrogen Fuel Cell car. Youth were also able to work in teams to assemble a personal computer from a custom designed educational kit. They also learned academic and career skills on the computers they built. During the 6 week program students learned and utilized team work and team building skills, leadership skills and accountability to complete all the required components.

**Align workforce activities with education strategies and economic and community development strategies to meet skill needs of jobs and industries important to the local and regional economies and meet the needs of under-skilled adults.**

**Response:** The PHJEPRB participates and will continue to participate with the Pasco and Hernando County School Boards and the Pasco Hernando Community College (PHCC) to ensure that "Career Academies" and workforce training programs are relevant to the current economy and forward-looking in addressing the changes expected within our area. This is accomplished in two ways: direct participation on the Boards and Committees that determine the curriculum offered and by directing customers using local training funding to only those positions and programs that are in demand in our local region.

After speaking with the Presidents of Pasco Hernando Community College and the Pasco Economic Development Council, the PHJEPRB has agreed to request an addition to the Targeted Occupations List (TOL) for our region. In an effort to provide a qualified workforce for a new employer relocating to Pasco County, it was decided to ask the TOL be updated to include Finance and Energy Management.

## **Section II. Service Delivery**

### **Local Governance and Collaboration**

**II.A.1. Describe how the local partners involved in the workforce investment system interrelate on workforce economic development, and education issues.**

**In its response, the RWB should describe how it is ensuring cross-agency and partner collaboration so that workforce investments are tied to other investments funded by the ARRA outside of workforce development.**

**Response:** The Pasco Hernando Jobs and Education Partnership Regional Board will partner with the Pasco Hernando Early Learning Coalition to coordinate the Coalition's use of ARRA funds to provide childcare to unemployed job training participants. Additionally, the Board is collaborating with Mid-Florida Community Services to combine funding in order to offer Certified Nursing Assistance Training under ARRA and explore additional training that will move a customer from CNA to LPN using both ARRA and standard WIA formula dollars, thus improving their lifestyle and giving them a sustainable income.

The Board continues its participation with County and Regional Boards and organizations. These include the Hernando County Office of Business Development, the Pasco Economic Development Council, the Regional Transportation Taskforce, and others. It remains flexible in considering how it can support other efforts funded by the ARRA. PHJEPRB ensures cross –agency and partner collaboration through the strategic planning process as well as Memorandums of Understanding and mutually beneficial programs. PHJEPRB encourages partners to participate in the planning process and in certain cases implementation. This gives the partner a true sense of ownership and buy-in from the start of the process.

**II.A.2. Describe the steps the RWB will take to improve operational collaboration of the workforce Investment activities and other related activities and programs outlined in section 112(b)(8)(A) of WIA at the local level (e.g., joint activities, memoranda of understanding, planned mergers, coordinated policies, etc.).**

**In responding to this question, the RWB should describe how collaboration will be supported and sustained between the organizational entities responsible for WIA, Wagner-Peyser Act, Unemployment Insurance, Trade Act services, and Registered Apprenticeship. Additionally, how will barriers to coordination be eliminated.**

**Response:** The PHJEPRB is the organization responsible for WIA, Wagner-Peyser Act, Unemployment Insurance, and Trade Act services. Coordination is ensured through direct input and management of these services. Currently there is no identified registered apprenticeship in the Region; however, the Board actively seeks their establishment.

**II.B Reemployment Services and Wagner-Peyser Act Services**



The ARRA makes funding available for reemployment services (RES). RES funding provides job search and other employment related services to UI customers. These funds are to be used to provide RES through the one-stop career centers, in addition to regular Wagner-Peyser Act funded employment services in order to accelerate UI customers' return to employment. Under the Wagner-Peyser Act, Section 7(a) through (c), allowable activities include job search and placement services to job seekers including counseling, testing, occupational skills, labor market information, assessment, referral to employers, and appropriate recruitment services and special technical assistance services for employers. These services may include: STATE OF FLORIDA

- Services provided to UI claimants identified through the UI profiling system
- In-person staff assisted services
- Initial claimant reemployment assessments;
- Career guidance and group and individual counseling, including provision of materials, suggestions, or advice which are intended to assist the job seeker in making occupation or career decisions;
- Provision of LMI, occupational, and skills transferability information that clarifies claimants' reemployment opportunities and skills used in related or other industries;
- Referral to job banks, job portals, and job openings;
- Referral to employers and registered apprenticeship sponsors;
- Referral to training;
- Assessment, including interviews, testing, individual and group counseling, or employability planning; and
- Referral to training by WIA-funded or third party service providers.

**Response:** Staff will identify Unemployment Insurance claimants entering the Employ Florida Marketplace (EFM) system through the Unemployment Compensation (UI) Fluid Interface by accessing a specific file (REGIST-1) in the SAR1 (System Archival Retrieval) system on a daily basis. The UI customer will be provided a "welcome letter" and invited to visit the One Stop Center that is the closest to them. Customers will be offered the full list of services listed above.

**II.B.1. Please describe the full array of reemployment services the RWB provides to Unemployment Insurance claimants and the worker profiling services provided to claimants identified as most likely to exhaust their unemployment Insurance benefits in accordance with section 3(c)(3) of the Wagner-Peyser Act (§112(b)(17)(A)(iv)).**

In responding to this question, the RWB should describe:

**How RES will be coordinated with other services provided at the One-Stop Career Center under WIA. Describe any changes to the reemployment services including the ARRA funded services that will be provided to unemployment insurance claimants and the Priority Reemployment Planning (PREP) services that are provided to include a discussion of the increased numbers of ARRA job seekers entering the One-Stop Career Centers. Also describe how PREP will advance the local ARRA funded RES efforts. For those RWBs participating in the Reemployment and Eligibility Assessment Program pilot please also describe how this effort will be coordinated with RES.**

**Response:** PHJEPRB will have WIA Representatives participate in all (PREP) Reemployment service orientations to discuss and educate all customers on the current Recovery Act Programs as well as all other Local WIA Programs available within the One Stop. PHJEPRB will also be participating in the Reemployment Eligibility Assessment pilot Program. This program will also have WIA representatives participating in all Reemployment service orientations to discuss all ARRA WIA programs and local WIA Programs that are available within the One Stop. All Reemployment Eligibility Assessment Participants will receive an Assessment, Labor Market information with an Employability Development Plan completed individually with a (REA Representative).

**How UI claimants will be identified quickly and RES provided as early as possible following initial receipt of UI benefits or referrals through UI profiling systems. What methods will be used to assess claimants to identify the mix of interventions and services for different groups of UI claimants.**

**Response:** PHJEPRB intends to hire staff to assess claimants to determine the services that will most benefit that customer. To begin that process, claimants will be grouped according to the following:

- Claimants who are likely to quickly regain employment and have a low likelihood of benefit exhaustion and short potential benefit duration may be referred to immediate and intensive job development and job referral services.
- Claimants who have a high likelihood of exhaustion and short potential benefit duration may be referred to skills training or skills transferability analysis. These claimants tend to have a strong work history, received lower wages and have lower education. These claimants need additional skills.
- Claimants who have a high likelihood of exhaustion and long potential benefit duration may be referred to job search assistance services. These workers often have long tenure, very high education, and high wages. These claimants have

strong attachment to the workforce but may not have looked for a job in a long time. They are often good job candidates, but may need job search assistance such as resume writing assistance, job search workshops, and labor market information. They may also be facing an adjustment in wage expectations as a result of their work histories.

- Claimants who have a lower likelihood of exhaustion and long potential benefit duration may be referred to assessments, intensive services, and training. These claimants, who are characterized by low job tenure, high reserve wages, and low education, may have other barriers that affect their ability to find and maintain employment in the regional labor market.

**The model used to ensure that UI claimants receive the full array of services as indicated above, including an enhanced level of service in the one-stop career centers. The description should include all services that will be provided under RES, including in-depth services such as skill assessment, career guidance, individual service plans, labor market information, job clubs, expanding UI profiling systems for referring UI claimants through the one-stops, etc.**

**Response:** PHJEPRB will ensure all Reemployment Service Customers in the (PREP) and (REA) Programs are given an orientation of services available within the One Stop. Each (REA) participant will receive a skill assessment, will be provided labor market information that meet their needs, and will also have an in-depth Employability Development Plan completed individually with a Reemployment Eligibility Assessment Representative. All participants will then be referred to any programs that meet the customers Employability Plan.

**How the RWB will use information from the enhanced FLUID-EFM interface to provide enhanced services.**

**Response:** PHJEPRB will provide a full array of services for UI claimants through RES, Wagner- Peyser Act, and WIA grant funding as applicable that will provide UI claimants with an enhanced level of services. Based on the claimants' needs, PHJEPRB will provide the following services:

- Claimant reemployment job clubs and/or networking support groups, including our Professional Placement Network;
- Expanding the basis under the UI profiling system for referring UI claimants for services through the One-Stop system;
- Providing training for One-Stop staff on assessments, including worker profiling;

- Labor Market Information, etc. to help staff understand how to use information and technology tools to target RES;
- Collaboration with UI to identify claimants who would benefit most from RES or WIA services, and encouraging UI to adjust the profiling models to target these individuals;
- Targeting job development efforts to better identify the skills transferability needs of UI claimants;
- One-on-one career guidance and counseling to include examination of whether an individual is likely to return to previous occupation or industry and, if not, use of skills assessment and testing techniques, labor market information data, workforce information, O\*NET, and other tools to identify the claimant's transferable skills and other occupations and/or industries in which these skills can be used;
- Development of individual reemployment plans for claimants who, based on assessments, would not be a candidate for immediate reemployment in the regional labor market area and would benefit from additional RES and/or WIA intensive and training services; and
- Soft-skills pre-training services such as computer and internet keyboarding, and other competency classes to improve claimants' ability to job search and apply to jobs online.

**The specific population among UI claimants (including exhaustees and those most likely to exhaust benefits) that the RWB intends to target with Recovery Act funds for RES. Also describe the process used by the RWB to effectively serve UI claimants and businesses in need of a job ready, LMI connected workforce. Describe how the RES process will be coordinated with other services provided at the One-Stop Career Center under WIA. How will staff collaborate with UI to identify claimants who would benefit most from RES or WIA services?**

**Response:** It is the intent of PHJEPRB to provide information to claimants during the PREP meetings that are given on a weekly basis. PHJEPRB also intends to participate in the Reemployment Services Program, which will provide all reemployment Eligibility Assessment participants with an in-depth look at all services and Programs provided within the One-Stop. All Participants will receive an assessment, Labor Market information and an Individual Employability Development Plan. Career Specialists will devote individualized attention to these customers.

**How the RWB intends to integrate information technology into its RES program to better identify and serve UI claimants, including the percentage of funds that will be used for integrating ES and UI technology requirements to identify and serve the needs of UI claimants.**

**Response:** PHJEPRB is constantly seeking ways to improve information technology and better serve our customers. PHJEPRB proposes spending up to 5% of Reemployment funds received to integrate ES and UI technology requirements. Our IT team is currently researching upgrades to our administrative system and Internet access to improve efficiency. Training is available to staff on all upgrades. PHJEPRB feels that any updates or improvement between the UI/WP funded management information system could be very beneficial. Implementing O\*Net-SOC AutoCoder software in the UI claims taking process and in One-Stop Career Center intake operation would also be a valuable addition to the systems we currently use. Integrating labor market data into a strategic decision-making system would provide immediate and future benefit to the efficiency of service delivery.

**Any labor market information tools that will be funded and integrated into RES.**

**Response:** PHJEPRB is currently using the Economic Modeling Specialist Inc. (EMSI). We are also planning to meet with the Pasco Economic Development Council to discuss new Labor Market Information (LMI) tools that are available. The Pasco Economic Development Council is currently looking to fund a survey that would provide Labor Market Information for the two counties. PHJEPRB is considering funding a portion of that project.

**What type(s) of training will be provided to one-stop center staff on assessments, UI profiling, LMI, technology, etc., to help staff understand how to use and apply the tools to target RES and increase proficiency.**

**Response:** 21 staff in Region has received training to become certified TABE administrators. By training a large number of staff, more customers who want or need to take the TABE test will be served in a timely manner. PHJEPRB will take advantage of the technical assistance provided by ETA including broadcasting podcasts, Webinars and Webcasts on topics related to using Recovery Act funds and effective economic recovery strategies. PHJEPRB will consult with other Workforce Boards to ensure the effective implementation of these investments. PHJEPRB has access to the RWB Blog that offers advice and best practices, including reemployment and One-Stop service delivery. PHJEPRB also intends to receive technical assistance related to Recovery Act implementation from [economicrecovery.workforce3one.org](http://economicrecovery.workforce3one.org). In funding allows, PHJEPRB staff will attend regional events and conferences to glean more in-depth learning and networking opportunities. PHJEPRB will utilize the resources found on: [www.workforce3one.org](http://www.workforce3one.org).

**II.B.2. Describe how the RWB will ensure the three-tiered service delivery strategy for labor exchange services for job seekers and employers authorized by the Wagner-Peyser Act includes: (1) self-service, (2) facilitated self-help service, and (3) staff assisted service, and is accessible and available to all customers at the local level. (§112(b)(17)(a)(i).)**

**In order to ensure that jobs generated through the Recovery Act are accessible and available to all customers, describe how the RWB will facilitate the listing of such jobs on the State Job Bank.**

**Response:** PHJEPRB will work closely with the State to facilitate the listing of all jobs generated through the Recovery Act on their State Job Banks. This will enable all job seekers to view and, if appropriate, pursue new jobs created, as well as to assist job placement coordinators in identifying reemployment opportunities for job seekers. All customers with computer access have the option of searching for employment from the comfort of their home or they may come into one of our Centers to browse through the systems. Programs for jobseekers and employers have been designed so that a customer may conduct a job search or input a job order on their own. This self-service method has been the option of choice for many customers. Dedicated Resource and Job Hub staff are available should this customer need any assistance in their search. This ensures “facilitated self-help”. For the customer who may not feel comfortable with the “self-service” approach, staff is readily available to support their needs. Staff will speak to customer on a “one on one” basis for everything from taking a job order to giving a referral to one of the jobs we have listed or to services that we or a partner agency can provide. The “staff assisted” approach seems to be the top choice for many jobseekers and employers in the region. Whatever the need, qualified staff is available to offer assistance.

There are currently three (3) One Stop Career Centers located in Pasco and Hernando Counties as well as the Mobile One Stop (MOS) that services customers in remote areas. There is no fee charged for any of the services for employers or jobseekers. PHJEPRB develops strategies to target the needs of employers and then matches them to job seekers assisting those seeking entry level positions in the workforce to recruiting workers to fill highly skilled management positions. PHJEPRB has a Professional Placement Coordinator and a College Placement Coordinator that is dedicated to those customers who qualify for those services.

**II.C.1. Describe local strategies and policies to ensure adults and dislocated workers have universal access to the minimum required core services as described in §134(d)(2).**

**Response:** All customers that are assisted by staff in the Resource Room or referred by a partner agency (such as the Department of Children and Families) will be offered the following progressive steps in the seamless system of service delivery:

- Core Services
- Intensive Services
- Training Services

The PHJEPRB will establish productive and effective working relationships with partners to ensure customers may be referred directly or have electronic access to all required and supplemental services. The designation of the One Stop Center as “ACCESS” points by Florida’s Department of Children & Families for application for TANF, Food Stamps and Medicaid enhances the coverage, particularly in the aspect of servicing low income Adults. The Mobile Unit focuses on provision of core services, including work registration, job search, self-assessment, and job search preparation.

Core Services begin for WTP customers as applicants and for WIA customers at the “Universal Customer” stage. Core Services are divided into two categories, “Unassisted Core” and “Assisted Core” services. The following are the services provided in each category.

#### **UNASSISTED CORE SERVICES**

Orientation

Group Workshops (Employability Skills)

Self directed job search (forms and/or Internet and computer searching)

Referral to community/One Stop partners

The availability of Labor Market Information

#### **ASSISTED CORE SERVICES**

Initial Assessment

Assisted Job Search

Intensive Seminars (more individualized and to the customer need/situation)

Individualized Career Counseling

Simple Planning

The State of Florida Agency for Workforce Innovation and Workforce Florida Inc. have outlined various items and services which are to be available and provided in the One-Stops Resource Rooms. According to the Training and Guidance Letter from the State of Florida the information required to be available in the Resource Room in any Comprehensive Center. The following strategies have been adopted by the PHJEPRB:

- Performance and cost information for training providers around the state;
- Performance information about the One-Stop System and providers;
- Current, up-to-date job listings and placement information;
- Information about the types of jobs available in the area (Pasco, Hernando and surrounding counties), and the skills, education, and experience necessary to obtain them;

- Referral information about all human and social services available in the community;
- Financial aid information about non-WIA paid training;
- Electronic training in soft skills, other skills, adult basic education, and reading skills upgrades;
- Electronic initial assessments, other self-test skills or interest inventories, etc.;
- Access to the Internet and available job listings, training listings, etc.;
- Resume writing;
- Hard copy magazines or books about career planning and career search.

Resource Rooms are staffed with knowledgeable staff at all times that the Center is open. Resource Rooms in each Career Central One Stop offer comparable services to ensure consistency of service. They are the primary means of delivering information in Core Services, and should be as comprehensive as possible.

The Pasco Hernando Board's goal for the One-Stop Centers is the placement and retention of local residents who are seeking employment with a sustainable wage. Priority of services is given to those activities that best promote and sustain jobseeker customers in keeping and retaining jobs.

The Board designates the employer as the primary customer and the jobseeker customer as the close secondary customer.

These recommended activities may include but are not restricted to (in priority order):

- A full range of employer services that includes, but is not limited to:
- Retention assistance;
- Referral of qualified potential employees;
- Specialized job placement (filling specific employer requests for specialized positions) from customers in the One-Stop;
- Provision of specific information to employers (e.g. labor-market information);
- Assistance in creating special programs or training opportunities to meet employer needs, with other community resources such as the education system;



- Development of specialized assistance to employers in major or targeted employer clusters that are selected by the Board (such as health care or information technology).
- Determination of barriers to employment and agreement on activities to overcome those barriers now and in the future (this includes career counseling);
- Information about and provision of support services during One-Stop services and after employment, so that customers may stay employed;
- Success Seminars (work behaviors) that are available as often as possible to customers in the One-Stop and for them to access after employment.
- Initial, comprehensive, and specialized assessment to determine skills and aptitudes.

The prioritization of services will allow staff and providers to make service level decisions if/when funding levels or jobseeker customer levels fluctuate. It will also allow staff to design the services with an emphasis on placement and retention.

Assessment of One-Stop System customers will be an ongoing process from the first visit to the One-Stop Center, and will be conducted formally and informally. Customers in the Core Services component of the One-Stop System may receive an Initial Assessment, with a focus on barriers to employment and a determination of initial support services required for continued participation. WIA and WTP customers will complete the Initial Assessment process with a Career Specialist.

All WIA Adult, Dislocated Worker, and Youth customers (excluding employed workers in training), and WTP customers, at a minimum, will receive a formal Comprehensive Assessment within 30 days of their attendance at the One-Stop Orientation. This assessment will:

- Be based on formal assessment instruments such as TABE, Sage, Ready to Work or other comprehensive assessment systems;
- Include a substance abuse problem (drug and alcohol) assessment;
- Identify other barriers to successful employment and retention;
- Result in recommendations for further services, and be the basis for the completion of the Individual Responsibility Plan (IRP).

Any customer considered for an ITA or other educational services must have the need for such services documented in the assessment process. Assessment updates will be

made as the customers' circumstances change, and as new barriers to success are identified.

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. Such assessments are especially important for lower-skilled or less-experienced potential workers, and for those seeking to enter a new field due to layoff.

One of our main focuses is the provision of universal services to local job seekers and business services to local employers, known as labor exchange. Staff facilitates a match between the job seeker looking for work and the employer looking for qualified help. The job seeker may register from home, post their resume(s) and conduct their employment and re-employment efforts. Employers may register, post their job openings and conduct their candidate searches. For "hands on" assistance, job seekers visit our local One Stops where qualified staff assess their re-employment needs and refer to appropriate staff or partner agencies. Employers may access services by merely contacting one of our qualified business services staff. Onsite recruitment events may also be scheduled per the needs of the employer.

**II.C.2. Describe how the RWB will integrate resources provided under the Wagner-Peyser Act and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs to deliver core services. (§112(b)(17)(a)(i).)**

**The RWB should address how it will integrate resources provided under the Recovery Act, the Wagner-Peyser Act, and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs. For example, how will the RWB use these resources to provide significant funding for low-income and low-skilled workers that help them access the services and training needed to pursue family-supporting jobs.**

**Response:** The One Stop systems will integrate resources by serving all targeted populations through our resource rooms. Workshops such as Success Seminars, Resume Workshops, and Interviewing Techniques are offered along with assistance on how to search for jobs online (EFM) are available to all customers.

PHJEPRB has partners such as Experience Works that are co-located in the centers to assist in the delivery of core services for the older worker population thus sharing the workload and streamlining the process for customers. Other co-located partners include Voc Rehab, Youth Connections, Gulf Coast Community Services, Lutheran Services to name a few.

The entire Career Central system, operated by the PHJEPRB is centered on the integration of the Wagner-Peyser Act, WIA Title I for adults and dislocated workers, and

Welfare Transition Programs. These are the foundation for all other services generated from Career Central – particularly it's three full-service centers and it's Mobile One Stop. These activities are under the control of the PHJEPRB and ensure low-income and low-skilled workers have as great or greater access to Core, Intensive and Training services under the WIA, whether funded by WIA formula funds, the ARRA, or WTP.

One example of this is a policy change where ARRA and WIA funding are to be used first for training cost such as tuition, fees and books, and thus allowing Pell Grant funds to be used for living expenses. This policy greatly benefits low income training seekers.

**II.C.3. Describe the RWB's vision for increasing training access and opportunities for individuals including the investment of WIA Title I funds and the leveraging of other funds and resources. (§112(b)(17)(a)(i).)**

**The RWB should describe how it will increase training access and opportunities for individuals, including the investment of WIA Title I funds and Recovery Act funds, and the leveraging of other funds and resources. How will the RWB's contract with and use contracts with institutions of higher education and other training providers to maximize funds to the greatest benefit.**

**Response:** The vision of PHJEPRB is to increase training access and opportunities for individuals by contracting with institutions of higher education along with leveraging of other funds and resources. PHJEPRB is currently exploring the option of funding ARRA and WIA only classes and programs. These will focus on the healthcare and manufacturing industries, particularly on skilled medical professions and high-tech industrial skills. This is a combined effort of the Pasco Hernando Workforce Board, Pasco Hernando Community College, Rasmussen College, the Pasco Economic Development Council, Hernando County's Office of Business Development, Pasco and Hernando County School Boards as well as other partners. PHJEPRB requires up to a 50% match in all employed worker grants and proposals for training but at this time does not have a contract with institutions of higher education or training providers.

**II.C.4. The RWB should describe its models/templates/approaches for service delivery in the One-Stop Career Centers, particularly whether it is adjusting its approach to deliver increased levels of services with funds received under the Recovery Act.**

The RWB should:

**Describe the method of organizing service delivery for Business customers in the One-Stop Career Centers.**

**Response:** Our primary customer is the employer, and The Business Services Unit is the focal point for services to these customers. As we are unable to be "all things to all people" we have moved forward with a "tiered" approach that ranks area employers and

provides enhanced services depending on the quality of employment offered. These enhanced services to businesses are often the impetus for the upgrading of individual jobs, thus positively impacting the job seeking efforts of our customers.

Those needs could be as simple as posting a job order to hosting a recruiting event. Our Business Services Unit is available to assist employers facing mass layoffs, recruitment, profiling (through our Ready To Work program), Work Opportunity Tax Credits (WOTC) and bonding. These are but a few of the services that are available to local employers. Business services representatives, specialized by industry, provide information and services tailored to individual business needs.

This system of service delivery is closely tied to the economic development goals and targeted industries of the area and the economic development efforts of other regional partners.

PHJEPRBs also hosts Roundtables and Business Advantage Seminars geared towards our local employers to find out their needs and answer frequently asked questions.

### **What assessment process will be utilized in the One-Stop Career Centers?**

**Response:** Career-Central offers a variety of employee assessments. The tests have met EEOC guidelines and have been proven to predict the success of current and potential employees.

- **TABE** (Test of Adult Basic Education)

The TABE assesses the basic education level. Over a 185 question test covering Reading, Math Computation, Applied Mathematics, Language, and Spelling the employer discover the general academic level, on an easy to interpret grade level basis, of the potential employee.

- **SAGE** (System Assessment Group Evaluation)

The SAGE assessment is a wide ranging online test that covers much of TABE's subject matter in addition to evaluating the testers Physical Coordination and Vocational Aptitudes.

The SAGE assessment tests use answers to the previous tests to ascertain the potential employee's Work and Life Attitudes, Work Environment Preferences, Learning Style Preference, and Vocational Interest levels. The Work Attitude testing is related to the person's understanding of what the employer expects from the employee as well as the person's Personality Characteristics indicating their tolerance toward stress, repetitive actions, directing others, working alone or with others, handling variety, and good judgment.

- **GED** related tests in Reasoning, Math, and Language academic levels are timed tests followed by untimed tests covering general abilities in these same areas.
- The **CHOICES** Assessment instrument is updated by the Department of Education with input from the Department of Labor with job market analysis, trends in employment, pay ranges, and related careers with transferable skill sets. The PHJEP has stated in their RFP questions that TABE testing materials are currently being used in the One Stops for Adult clients, and can be used by the OSY youth. The Pasco and Hernando district schools use these products (TABE & CHOICES) throughout their schools.
- **Florida Ready To Work** is a new employee credentialing program that tests – and scores – job skills and work habits. It gives jobseekers a competitive edge – a Credential that proves to employers that they have the right skills and the right attitude for the job. For employers, it takes the guesswork out of hiring, saving time and money. Florida Ready to Work is sponsored by the state of Florida, so there is no cost for employers or jobseekers to participate in the program.

**What approaches will be used to ensure funds are targeted to those most in need, including low-income assistance recipients, persons with disabilities, etc.?**

**Response:** While we recognize the needs of all customers that access our services, priority of service will be given to customers who have been impacted the most by the current recession. These customers may include low-income, persons with disabilities, displaced and under-skilled adults, veterans as well as disconnected youth. PHJEPRB is using extensive outreach in an effort to ensure that all potentially eligible customers are aware of the training funds and other services that are currently available. PHJEPRB ran newspaper ads, press releases and radio spots to announce the availability of the Stimulus funds. The Business Services staff as well as our College Placement Coordinator gave presentations and informational handouts to businesses and college students. Staff will wear brightly colored buttons that say “Ask me about training”. Surveys are conducted at the conclusion of each in person visit to our centers asking if they are interested in or have been told about training.

**How will the RWB streamline the sequence of services to facilitate individual access to needed services and training?**

**Response:** In an effort to facilitate the need for access to all services, PHJEPRB is currently in the process of developing on-line orientations, applications and workshops. This on-line approach will allow customers to self evaluate as to their eligibility and then decide if they want to continue with possible training services. The on-line approach can also provide customers with 24-7 access to valuable services and in combination with the use of Employ Florida Marketplace (EFM), customers will have access to valuable job listings. Customers that do not have computer access will still have the option to receive one-on-one assistance within the One-stop centers if desired.

## **Youth Services**

**In preparing responses to the questions identified below, please consult the RWB's Summer Youth Plan submitted in May 2009 and attach a copy of that plan. In your responses, you may also make reference to the Summer Youth Plan where appropriate rather than repeating the same language.**

**II.D. Describe the RWB's strategy for providing comprehensive, integrated services to eligible youth, including those most in need (§112(b)(18).)**

In responding to this question, the RWB should include the following:

**Describe the anticipated program design for the WIA Youth funds provided under the ARRA. Include in the description a program design for both younger, in-school, and older or out-of-school youth (including the 22-24 year olds that can be served with ARRA funds).**

**Response:** Outreach was provided through schools (guidance counselors, teachers), local newspaper ads, and coverage on local cable television station, flyers posted throughout the two county areas and in the local one-stops. Worksite monitors were hired and distributed fliers and information to community based organizations, faith-based organizations and youth organizations throughout the two county area.

Efforts were made to reach the targeted candidates through EFM e-mail functions to all registered veterans in the age range and region for the program.

The Summer Youth provider accepted and screened all applications to ensure WIA eligibility, then gave priority to those designated groups such as Foster youth, DJJ youth, veterans and family of veterans. Applications were date and time stamped.

Due to the large numbers of applications that we received and the many ways the applications arrived, faxed, mailed, hand delivered from schools, etc. the time stamp and often the dates were not documented. An application database was developed and all applications were sorted with the following priorities.

All applications were first sorted by age bracket, 14 - 16 and 17 - 24.

The second division of applications was for the areas that the applicant lived. East and west sides of both Counties and one central Pasco location. This was done to provide services to the largest number of areas in the region.

The third division was to sort for those with the largest numbers of barriers to employment, with priority given to Veterans, foster youth. A youth with three barriers supported on their application would have priority over an application with one barrier.

The final division of application came down to the application date. The earlier dates were given priority.

After reviewing the applications for the summer program the need for a special Regional workforce barrier was needed. The following barriers were identified for those purposes:

- Deficient in basic literacy skills
- A school dropout
- Homeless, a runaway, or a foster child
- Pregnant or a parent
- An offender
- An individual who requires additional assistance to complete an educational program or to secure and hold employment
- Behind grade level
- Lack of work history
- Disability
- English as Second Language

Note: Any other barriers not identified above will require an applicant statement documenting the need for additional assistance.

With the screening process complete, 400 participants were chosen and received either a letter of acceptance or regret. The program design was set to have 70% of the participants from the older and out of school population. The other 30% of the program participants are younger in-school youth.

The Summer Youth provider is using the standard WIA assessment that they use for the Year Round participants and will be using the Work Readiness training for the individual service strategy.

Youth were divided into two groups, Tier I and Tier II. The Tier I Youth are In School Youth (ISY) and were 14 to 16 years old. The entire Tier I program ran for 6 weeks. All

activities for this age group were project-based learning opportunities. Students participated in activities designed to develop the following skills:

- Work Readiness:

Participants developed teamwork skills, leadership skills, and accountability. They learned work maturity and loyalty in the workplace and in life as well as financial literacy. This TIER addressed job readiness skills training to encourage responsibility, decision-making capabilities, and other positive attributes. Instruction was delivered in a simulated work experience environment due to the age of the youth participants and compliance with child labor laws. All younger youth were taken on a tour of a large distribution center in the Brooksville area, (Wal-Mart), to introduce them to a working environment.

- Green Technology – “GREEN JOBS”:

Participants learned about the environment and how green technologies will impact our society with introduction to “Green Jobs”, concepts of energy awareness and conservation practices through the hands-on assembly of a wind turbine, a Hydrogen Fuel Cell car or other eco-friendly projects.

- Computer Technology - BUILD TO LEARN:

Participants worked in teams to assemble a personal computer from a custom designed educational kit. Next they learned academic and career skills on the computers they built. During the 6 week program students learned and utilized team work and team building skills, leadership skills and accountability to complete all the required components.

Tier II consisted of In School Youth (ISY) as well as Out of School Youth (OSY). These youth ranged in age from 17 to 24 years old. This program also lasted 6 weeks.

All activities for this age group were summer work experience employment opportunities with some team based learning activities. The activities are as follows:

- Work Readiness: (1 week)

Participants developed teamwork skills, leadership skills, and accountability. They learned work maturity and loyalty in the workplace and in life as well as financial literacy. This TIER addressed job readiness skills training to encourage responsibility, decision-making capabilities and other positive attributes.

- Summer Employment: (5 weeks)



Participants were placed in summer employment positions. Summer youth staff acted as a conduit to arrange for mentors through “on the job training” and “job shadowing” experiences. The SYP provided an emphasis on training coupled with an innovative and invigorated service delivery strategy. The design was intended to meet the demands of today’s economy and result in an improved workforce for tomorrow’s global economy. Local employers have been pleased with many of our placements and have enabled us to place our youth in jobs that provide a career path. Youth were placed in positions and closely supported and monitored by a trained mentor who worked with each employer to create a successful experience for both the youth as well as the employer.

**Will the RWB use the Recovery Act funds to fund only a 2009 summer youth program or some combination of 2009 and 2010? If using the funds over two summers, what percentage of funds does the RWB anticipate using for the first summer?**

**Response:** PHJEPRB will only use Recovery Act funds for the 2009 Summer Youth Program (SYP). For those youth that will be carried over into the year round youth program, regular formula funds will be used.

**If using the funds for summer employment opportunities, describe how the RWB will deliver summer youth employment opportunities. Will the RWB operate the program or allocate the funds?**

**Response:** PHJEPRB chose not to operate the SYP but to allocate the funds. PHJEPRB chose to use a competitive process. Letters of invitation were sent to approximately 30 potential providers. Of those, four organizations responded. Proposals were reviewed and a presentation was given by each bidder to the Review Committee. After making their final selection, the vote was turned over to the full Board. The Board voted unanimously and Henkels and McCoy was selected to operate the SYP.

**Describe the types of worksites that will be developed for summer employment, including a mix of public and private sector work experiences, and how the RWB will ensure that meaningful work experiences will be developed.**

**Response:** The provider, Henkels & McCoy, in collaboration with board staff developed worksite agreements utilizing the standard requirements regarding workplace safety, job descriptions, supervisory requirements and child labor laws.

Youth were matched to employers by their interests. “Job Fairs” were held in various locations throughout both counties that gave youth and employers to interact and decide if they were a suitable match for each other. This also afforded the youth a valuable opportunity to practice their interviewing skills first hand.

The worksites were a mix of public and private sector work experiences. They ranged from clerical work with the County to hydroponic farming. The worksites were chosen using as a first choice Government, State, not for profit, community based and schools. Then the private businesses were selected as work sites. Employers understood and agreed that the SYP could in no way interfere with their current employee's positions and hours or dislocate a worker in any way.

Worksite inspections were conducted prior to the start of the program and continued on a weekly basis until the program ended.

**Describe the RWB's policy for developing the mix of classroom versus worksite time in a summer employment opportunity. Describe the RWB's policy for determining that summer employment opportunities are connected to academic and/or occupational learning and the types of connections that will be utilized.**

**Response:** Prior to the start of the program it was decided that all older youth would receive one week of classroom activity followed by five weeks of work experience. Worksite Monitors developed jobs that taught youth about occupations that were of interest to them. Due to the ages of the younger youth, work experience in an external setting was not allowable. However, simulated work experiences were developed and incorporated into the classroom settings. Younger youth learned a lot about "going green" and even built a wind turbine, hydro car and a computer from the ground up. We received letters of thanks from many students for providing them with this opportunity.

Younger youth were also introduced to one of the career clusters targeted in this region. All younger youth were taken on a tour of a large distribution center in the Brooksville area (Wal-Mart). More locations were identified but time did not allow for the logistical coordination.

**Describe any policies or strategies that the RWB is implementing to ensure that local areas implement activities that support out-of-school youth during summer and/or non-summer months, such as supportive services, needs-based payments, or day-care.**

**Response:** Activities will continue to be available to support out of school youth through the year round youth program if youth meet the eligibility requirements and funding allows. Youth that participated in the SYP and showed a need for additional support have already been carried over to the year round youth program.

**Provide the anticipated number of youth to be served with Recovery Act funds, including the anticipated number of summer employment opportunities created with Recovery Act funds.**

**Response:** 400 youth were served with Recovery Act funds. Of these, 120 were younger youth and 280 were older youth.

Employment created by Recovery Act funds as follows:

There will be a total of 48 staff that will assist with the SYEP. Of these, five (5) are current staff members of the SYEP provider, Henkels & McCoy. These five staff members, from the year round youth program, were used to assist in determining eligibility of youth and developing SYEP worksites.

Additional staff hired to assist in the SYEP:

- SYEP Youth Manager
- Worksite Monitors
- Supervisors
- 24 Summer Teachers
- 8 Worksite Coaches
- 2 Admin Support

This equated to a total of 41 full and part time temporary staff.

### **Veterans' Priority of Service**

**II.E. What policies and strategies does the RWB have in place to ensure that, pursuant to the Jobs for Veterans Act (P.L.107-288) (38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor?**

In response to this question, the RWB should outline the changes to local policies and strategies that make them sufficient to meet the requirements of 20 CFR 1010.230, published at 73 Fed. Reg. 78132 on December 19, 2008, of the Jobs for Veterans Act regulations issued on December 19, 2008 implementing priority of service for veterans and eligible spouses in Department of Labor job training programs. This includes providing the following information and/or attachments to the local Plan modification:

**The RWB should describe the changes to its local policies for the delivery of priority of service by the One-Stop Career Centers for its qualified job training programs. The description must include how:**

- **The local policies ensure that covered persons are identified at the point of entry and given an opportunity to take full advantage of priority of services.**
- **That local policies ensure that covered persons are aware of:**
  - **Their entitlement to priority of service.**
- **The full array of employment, training, and placement services available under priority of service; and**
- **Any applicable eligibility requirements for those programs and/or services.**

Pasco Hernando's Policy for Prioritization of Services ensure that veteran customers are identified at the point of entry and given an opportunity to take full advantage of priority of service. Veterans Services are provided at each of the three Pasco Hernando One-Stop Career Centers. Each center has full time staff of Veteran Employment and Training Representatives to assist Vets. These Veteran Reps are trained and dedicated to helping all qualified Veterans in their career goals and job finding.

All three of the Pasco Hernando One-Stop Centers are full service with a coordinated staff to accommodate all mandated workforce programs, to include those specific to providing priority of services to military veterans. Core, Intensive and Business Services are all represented to serve employers and job seekers of Pasco and Hernando Counties. LVER and DVOP staff are functionally assigned to Business Services, although they continually strive to integrate with other sections to ensure Pasco Hernando Workforce partners and job seekers are best served and aware of veterans priority of service and grant availability. Furthermore, LVERs participate in marketing training and meetings to organize their outreach activities with the Business Services Unit. Training of all One-Stop staff on veterans' services is a continuing process and cooperation and program understanding is imbedded in all sessions.

One new feature that has been added to the Spring Hill One-Stop Center is a Customer Tracking System that allows the greeters to "swipe" the customers' identification cards or Driver's Licenses. Staff then enters basic information into the system to alert staff regarding what service the customers are seeking. "Veterans Services" is an option which enables vet staff to immediately offer services. Veterans' priority is also observed by signage prominently posted asking that all veterans identify themselves as such to receive priority of service. As military veterans are registered in the Employ Florida system, they are contacted and further prompted to complete a detailed section containing specific veteran priority related information. This allows the veterans' representatives to further assist them, as required by federal and state guidelines. Each new job is file searched to permit veterans to be referred in a priority manner.

All staff is trained to be knowledgeable of the programs, law and related issues involving veterans, federal government contractors, priority of service to veterans and preference

in the hiring process. The veterans' sections at all One-Stop Career Centers in PHJEPRB interact continually with Core, Intensive and Business Services sections in a "Teamwork" manner. In addition, Veteran staff has close working partnerships with key veteran organizations including: the U.S. Department of Veterans' Affairs (VA) and Florida Department of Veterans' Affairs (FDVA). Veterans Reps in Pasco and Hernando County take advantage of the Mobile One Stop on a weekly basis. Two of our four Veterans Reps have the experience and the willingness to take the MOS to various sites that service Veterans in our two county areas. PHJEPRB also hosts or partners a yearly Veterans Job Fair.

### **Service Delivery to Targeted Populations**

**II.F. Describe the RWB's strategies to ensure that the full range of employment and training programs and services delivered through the One-Stop delivery system are accessible to and will meet the needs of dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farm workers, women, minorities, individuals training for nontraditional employment, veterans, public assistance recipients and individuals with multiple barriers to employment (including older individuals, limited English proficiency individuals, and people with disabilities). (§112(b)(17)(A)(iv).)**

The RWB should:

**Describe the strategy it will use to effectively implement the Recovery Act priority of service for low- income individuals and recipients of public assistance under the WIA Adult program.**

**Response:** PHJEPRB is committed to a seamless and fully integrated service delivery system that ensures availability of services to all customers and will utilize our Prioritization of Services to guide the development of ARRA funded programs. PHJEPRB continuously offers low-skill or low-income workers the opportunity to acquire 21st century skills, find family-supporting jobs in healthy industries and access the middle class through training in high demand occupations. PHJEPRB will utilize ARRA funds to enhance this by expanding training funding limits (referred to earlier in Plan), the number of customers served and providing expanded outreach efforts. PHJEPRB will assess the skills, abilities and career goals of our customers to compare with current and/or anticipated jobs. PHJEPRB attends meetings with other regions, communicates with partner agencies, community colleges and other education providers in an effort to glean information on the Best Practices used to give our customers the greatest advantage when accessing training and/or support services. PHJEPRB's support services include, but are not limited to childcare, transportation, housing assistance and other services customers may need that are not available through other programs and that will allow these customers to continue participating in the WIA program. Staff is also researching employment and training related to renewable energy, broadband and telecommunications, health care, advanced manufacturing, and other high-demand

industry sectors identified in PHJEPRB. Staff is currently participating with Pasco Hernando Community College in an effort to enlarge the broadband capabilities in Pasco and Hernando counties.

**Indicate how the RWB will use Wagner-Peyser resources to support individuals with disabilities, such as funding disability program navigators in One-Stop Career Centers or assisting other targeted populations.**

**Response:** PHJEPRB serves all targeted populations through our resource rooms and training programs. Over the years we have worked with various community 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. Also, we have Abilities and Vocational Rehabilitation co-located in the One Stops and who deal daily with customers with disabilities. 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 population. Our whole operation is geared to providing the very best service to each of our customers.

### **Section III. Operations**

#### **Transparency and Public Comment**

The Recovery Act places a high priority on transparency. The public, including partners, must have an opportunity for public comment and input into the development of the local Workforce Services Plan update prior to its submission to the State.

**III.A. The RWB should provide a description of the process it used to make the Plan available to the public and the outcome of its review of the resulting public comments. (§§111(g) and 112(b)(9).)**

The RWB should describe:

#### **Local efforts to promote transparency**

**Response:** A publicly noticed conference call was held on August 25, 2009 in an effort to promote transparency in the review of this Plan. Due to a recent setback that was beyond our control, posting the Plan for public review was delayed. PHJEPRB will continue to post all Board Meetings and minutes on the website for public review. From the receipt of the ARRA funding through the initial development of this plan, Pasco

Hernando Workforce's Board of Directors have participated in and approved the development of programs and budgets as well as the procurement of providers. All meetings related to ARRA funding are publicly noticed as well as the meeting at which this plan was reviewed.

**The process used to make the Plan modification available to the public and the outcome of its review of the public comments received. The RWB should describe the updated process used to ensure public comment on and input into the development of the local Workforce Services Plan. Include as an attachment, all comments including those that express disagreement with the plan. Include a description of specific steps taken to include input from members of the local board and members of businesses and labor organizations. Comments received after submission of the local Workforce Services Plan modification that express disagreement with the plan should also be forwarded to WFI at the address previously indicated.**

**Response:** The Pasco Hernando Jobs and Education Partnership Regional Board, Inc. (PHJEPRB) provided opportunities for public comment and input into the development of this ARRA Plan prior to its submission. A draft was placed on the PHJEPRB web-site ([www.pasco-hernando.com](http://www.pasco-hernando.com)) and an advertisement in both local newspapers directed individuals to the web-site. A copy of this plan was also available at our administrative offices. PHJEPRB staff prepared planning issues for the consideration of our business led board, and sub-committees relied heavily on collaboration with partnering organizations, business entities, elected officials, labor and educational leaders in formulating discretionary policy recommendations. As part of day-to-day operations, meetings among community partners, stakeholders, board and staff contributed elements to this plan. Committee service delivery recommendations often resulted in policy and procedural changes. The Plan received board approval prior to implementation. Memorandums of Understanding and Letters of Agreement with required, suggested and interested partners include the responsibility of working within the regional One-Stop Service Delivery System to coordinate efforts that sustain and improve operations and to ensure all relevant federal, state and local policies are properly incorporated into Pasco Hernando One-Stop Delivery System operations.

The community has actively participated and contributed on an on-going basis through board and sub-committee meetings. All board and sub-committee meetings are publicly noticed and comments from partners and interested parties are discussed by the appropriate board committee and made a part of committee recommendations. As a result of these discussions, this plan and other supporting funding source specific plans have been revised to meet evolving community needs and priorities. This plan provides general guidance for the next program year, however it is a living document and the policies and procedures that guide our operations will continue to be enhanced and improved as new information, regulations and ideas are forthcoming.

No comments have been received to date expressing disagreement with this plan during the public review process. If comments are received, they will be forwarded along with this plan or in a separate mail-out if received after submission of the Plan.

This ARRA Plan was submitted to a Review Committee of the Pasco Hernando Jobs and Education Partnership Regional Board, Inc. on August 25, 2009. Committee members provided comments and recommendations. Plan was revised and submitted to the full Board for review on August 26, 2009 and posted on the website. Ads were placed on August 27 in two local newspapers. Finally, it was submitted to the Executive Committee for concurrence at the next scheduled meeting held on August \_\_ and also publicly noticed. This plan was submitted on September 08, 2009, to the Hernando Board of County Commissioners and on September 09, 2009 to the Pasco Board of County Commissioners.

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

- Planning groups held – July 2009
- Draft of ARRA Plan written – July/August 2009
- Draft presented to Pasco Hernando Jobs & Education Partnership Review Committee and full Board & revised – presented August 21, reviewed August 25 and revised August 26, 2009
- Draft presented to Key Partners and Stakeholders - comments accepted
- Draft posted at [www.pasco-hernando.com](http://www.pasco-hernando.com) – comments/questions received via email at <http://info.career-central.org>. – to be posted on website until September 8, 2009
- Draft advertised in two local newspapers
- Draft presented to PHJEP Board of Directors, Executive Committee – comments accepted
- Draft presented to Chief Elected Officials – September 8 & 9, 2009
- Comments incorporated into draft and plan finalized
- Presented to Workforce Florida –

#### **Increasing Services for Universal Access**

#### **III.B. The RWB should describe what policies are in place to promote universal access and consistency of service. (§112(b)(2).)**

**The RWB should explain how it will efficiently and effectively use its Wagner-Peyser Recovery Act funds to support the hiring of sufficient levels of staff in the limited time period available for local One-Stop Career Centers to provide universal access and services required to meet the needs of increased numbers of customers in the economic downturn.**

**Response:** PHJEPRB has seen an influx of customers this past year. The One Stops customer flow increased to 15,488 walk-ins in June 2009 compared to 9,498 in June



2008. This is a combination of customers in all three Centers. Thanks to additional funding received from the State of Florida, PHJEPRB has hired 10 OPS staff to assist with the increased traffic flow in each of the One Stop Centers as well as on the Mobile One Stop. Staff assists customers with job search assistance, skills assessment and labor market information. PHJEPRB offers a universal Employability Skills class to refresh customers in interviewing techniques, resume creation as well as other desirable skills. Staff has been trained to match job requirements with job seeker experience in an effort to provide outstanding service to both the employer and the jobseeker. These referrals are monitored internally on a monthly basis as well as by an independent monitoring team on a quarterly basis. Customers are provided access to State Job Bank resources along with the ability to access institutions and organizations that provide training. Having three One Stop Centers and a Mobile One Stop in our two county region affords PHJEPRB the opportunity to offer a wide variety of services under the Recovery Act such as WIA Services, Unemployment Insurance and access to co-located Partner Agencies in an effort to meet the employment and training needs of our customers. Our One Stops are conveniently located and the Mobile One Stop targets those areas in the two counties with the biggest needs.

### **Procurement**

**III.C. The RWB should describe its competitive and non-competitive processes that will be used to award grants and contracts for activities under title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts. (§112(b)(16).)** (Note: All procurements must comply with OMB requirements codified in 29 CFR Parts 95.40-95.48 and 97.36.)

In answering this question, the RWB should describe:

**How providers of all youth services will be procured under the Recovery Act. If using funds for summer employment opportunities and the fiscal agent is not operating this program element, please specifically describe procedures for procuring summer employment operational entities and job opportunities. (Note: If this question was answered in the local Summer Youth Plan, please attach a copy).**

### **Pg. 2 of Local Workforce Plan for Summer Youth**

**Response:** The PHJEPRB (Region 16) issued an RFP on March 5, 2009. Invitations were also sent to previous bidders (approximately 30) for Youth Services. Deadline for submission was April 1, 2009. The proposals were rated by a Review Committee and the PHJEPRB Youth Committee listened to a presentation from each of the four bidders. The Youth Committee voted and the decision was given to the full Board for a vote on April 9, 2009. Pasco Hernando staff began contract negotiations with Henkels & McCoy on April 10, 2009.

### **Describe any exception to a competitive process**

**Response:** There were no exceptions to the competitive process. PHJEPRB chose not to do a non-competitive process.

### **Include in your description how information on the selection process and awardees will be made public.**

**Response:** The PHJEPRB announced its decision at the full Board Meeting on April 9, 2009. A formal letter was sent to the remaining bidders. Press releases were sent out, as well.

### **How the RWB will implement the Recovery Act provision that it a may award a contract to an institution of higher education or other eligible training provider if the local board determines that it would facilitate the training of multiple individuals in high-demand occupations, and if such a contract does not limit customer choice.**

**Response:** PHJEPRB is currently working on a plan to contract with PHCC in an effort to create additional classes for high demand occupations. Our plan is to to have an additional class opened to students who are eligible for the WIA/ARRA funds. Our intention is to also offer class/classes on the worksite for transitioning a CNA to an LPN or a temporary Corrections Officer who is only allowed to work on a temporary basis without certification to receive their certification. We are researching emerging sectors and will also suggest the local college develop curriculum for those sectors.

### **Technical Assistance**

**III.D. The RWB should describe how it identifies areas needing improvement and how technical assistance will be provided. (§112(b)(14).)**

**The RWB should describe its strategy for providing training and technical assistance to all programs funded by the Recovery Act, including whether Recovery Act funds will be used for technical assistance and training. The RWB should also address training to be provided to new staff and technical assistance on the creation of a summer employment program.**

**Response:** PHJEPRB provides feedback to all staff and management related to all programs including those funded under the ARRA umbrella. Staff first receives detailed policy and systems training as well as mentoring and coaching for seasoned staff. Staff has been given access to Webinars and Webcasts to increase their knowledge of the programs that are currently available. PHJEPRB also relies on key partners such as the USDOL and the Agency for Workforce Innovations to provide guidance and assistance. Local policy and training materials are developed based on Training and Employment Guidance letters 14-08 and the Summer Youth Meeting provided by the

USDOL in Orlando, Florida. Best practices have been brought back from seminars and meetings that were attended by Pasco Hernando Workforce Staff and One Stop Providers and Partners. Staff will tap into the various resources that are provided for technical assistance such as the website, [economicrecovery.workforce3one.org](http://economicrecovery.workforce3one.org).

### **Monitoring and Oversight**

**III.E. The RWB should describe the monitoring and oversight criteria and procedures it utilizes to move the system toward achieving the local vision and goals, such as the use of mystery shoppers, performance agreements, etc.**

**In responding to this question, the RWB should describe its policies and procedures, through a monitoring plan or otherwise, that the local monitoring system meets the requirements of 20 CFR 667.410(b)(2), and that the RWB's local plan includes monitoring and oversight of the additional funds provided under the Recovery Act, particularly plans to monitor reemployment services and summer employment, including summer employment worksites.**

**Response:** PHJEPRB has hired a team of independent monitors, Taylor Lombardi Hall and Wydra (TLHW) that provide oversight of all programs. This includes the addition of the Summer Youth Program, all ARRA funds and Reemployment Services. The monitors come to the region on a quarterly basis to review all areas to ensure compliance with the programmatic, accountability and transparency provisions of the Recovery Act as well as our other programs. The first visit for this Program Year is scheduled for August 31 to September 3, 2009. A monitoring report is provided after each visit that is distributed to all involved parties for responses and corrections. PHJEPRB receives both a hard and an electronic copy from TLHW. Monitoring reports are given to Board Members in the Board Packets provided prior to the regularly scheduled Board Meeting. Once the responses are received back at the Admin Office, the responses are compiled into one document and sent back to the monitors for their review and any questions or concerns they might have. The monitors will follow up during their next scheduled visit to ensure that all recommendations are being adhered to.

All contracts between PHJEPRB, Inc. and its program service providers shall be formally monitored on a quarterly basis, and the contracts shall also be subject to monthly, unannounced and random monitoring throughout the quarter and program year.

In addition to scheduled events, the Interim President and staff provide direct feedback to the One-Stop Operator resulting from observations of the day to day operations as well as regularly reviewed performance reports. Service Providers also provide Quality Assurance Reports to PHJEPRB staff on a monthly basis. The Interim President has an open communication policy that encourages Board and Operator staff to elevate concerns quickly.

## **Accountability and Performance**

**III.F. The RWB should describe its performance accountability system, including any system measures and any performance goals established. The RWB should identify the performance indicators being tracked to measure its progress toward meeting its strategic goals and vision. (§§112(b)(3) and 136(b)(3).)**

**The Recovery Act emphasizes the importance of accountability. The RWB should describe its overall efforts to account for the results of activities funded by the Recovery Act, and how it will measure whether it has achieved its local implementation goals.**

**Response:** All performance measures are looked at by One Stop Management on a weekly basis and activities are entered into EFM and/or One Stop Service Tracking (OSST). To date, PHJEPRB's provider, Arbor E&T, has enrolled 71 customers into EFM to have training funded with ARRA funds. This is a far cry from the 300 we had anticipated having in August. The One Stop Provider has stepped up efforts to meet the needs of our customers, including having select staff and management work evenings and Saturdays. Meetings with staff and Providers occur on a frequent basis and updates are provided to the Interim Director. A team of Board staff are dedicated to ensuring Recovery Act funds are utilized to assist our customers in meeting their needs.

**The Recovery Act requires RWBs to report on work readiness to assess the effectiveness of summer employment opportunities for youth. The RWB should identify its methodology for determining whether a measurable increase in work readiness skills has occurred, and what tools will be used for this determination. (Note: If this question has been answered in the Summer Youth Plan, please refer that plan where appropriate).**

### **Pg. 7 Summer Youth Plan - E. Work Readiness Indicator (Goal) Measurement**

**Describe the process and tools that will be used to establish an age appropriate work readiness goal and the process and tool to determine if a "measurable gain" in work readiness skill has been achieved as a result of participation in the SYP. Also include in the description the process and tools that will be used to verify any other goal that has been established to signify a successful completion of the summer program.**

**Response:** All participants will receive a pre and post assessment on Work Readiness Skills. They will have demonstrated improvement as documented with pre and post assessments. In addition to the youth being able to show improvement on the Department of Education (DOE) work readiness test, the worksite supervisors will provide performance feedback on a weekly basis. Work site coaches will work with

youth that have been identified as weak in any areas until they have demonstrated improvement as shown in the weekly time sheet. These areas include: Behavior, Job Performance, Attitude, Appearance, Punctuality, Following instructions and initiative.

The Pre and Post test being used for this region was developed by the Department of Education, Division of Workforce Education. The assessment tool being used is the 2009 edition "Career Cruiser".

#### **Section IV. Signature Page**

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

#### **Section V. Required Attachments**

The following documents must be completed and signed for the period covered by this plan update and included in the Workforce Services Plan addendum as required by law:

- A. List of One-Stop MOUs (Board and One-Stop Partners)
- B. Local Operating Procedures Referenced in the Local Workforce Services Plan
- C. Public Comments on Local Workforce Services Plan
- D. Current Board Membership Roster Certification
- E. Signature Page

Board Membership - The instructions for completing the required Board Membership forms are appended to these instructions. The certification of membership of each RWB is required by law and is conducted by WFI to determine whether the composition and appointments are consistent with the provisions of state and federal law.

#### **REGIONAL WORKFORCE BOARD (RWB) MEMBERSHIP**

The certification of membership of the Regional Workforce boards is conducted per Public Law 105-220 Title I Section 117 (c)2, Workforce Investment Act of 1998. The certification of the RWB is conducted by Workforce Florida to determine whether or not the composition and appointments are consistent with the provisions of the state and federal law and regulations. Each RWB will be reviewed to ensure its compliance with representation requirements. Information should reflect the present board status and any major changes that may occur on or before August 1, 2009.

Per Title I Section 117 (b) of the Workforce Investment Act of 1998 – Public Law 105-220, at a minimum, the membership of the Regional Workforce Board (RWB) requires:

A majority of local area business representatives who are nominated by local business organizations and business trade associations;

Representatives of local educational entities, including representatives of local educational agencies, local school boards, entities providing adult education and literacy activities, and postsecondary educational institutions (including representatives of community colleges, where such exist) nominated by regional or local educational agencies, institutions, or organizations representing local educational entities;

Representatives of labor organizations, nominated by local labor federations;

Representatives of community-based organizations, including organizations representing individuals with disabilities and veterans;

Representatives of economic development agencies; and

Representatives of each of the one-stop partners

Chapter 445.007(1) Laws of Florida requires

One representative from a *nonpublic postsecondary educational institution* that is an authorized individual training account provider within the region and *confers certificates and diplomas*,

One representative from a *nonpublic postsecondary educational institution* that is an authorized individual training account provider within the region and *confers degrees*, and

Three representatives of organized labor.

It is the intent of the Legislature that, whenever possible and to the greatest extent practicable, membership of a Regional Workforce Board include persons who are current or former recipients of welfare transition assistance . . . or workforce services.

**The importance of minority and gender representation should be considered when making appointments to the board.**

INSTRUCTIONS FOR COMPLETING  
CURRENT MEMBERSHIP RWB CHART

TOTAL NUMBER OF VOTING MEMBERS Numeric, represents size of Board, majority of which should be business

NUMBER OF VACANCIES Numeric, as of August 1, 2009

DATE FORM COMPLETED MM/DD/YYYY

INSERT OFFICIAL NAME OF REGIONAL WORKFORCE BOARD AND INCLUDE REGION NUMBER

NAME OF RWB MEMBERS Indicate names of all board members

AREA(S) OF REPRESENTATION Use codes on the sheet, "AREA(S) OF REPRESENTATION CODES". List all that apply. If a member is appointed as a non-voting member, include NV in the area of representation.

NOTE: Members may represent more than one area if nominated appropriately.

QUALIFICATIONS Give the member's title or position and the company or organization.

NOMINATING ORGANIZATION List the organization which nominated the Member

DEMOGRAPHICS Use the codes on the sheet,

"DEMOGRAPHICS CODES". List the gender code first, followed by the ethnic code, and then any other codes, if applicable. Separate codes by commas. Example: female, black, disabled = F, B, D

PERIOD OF APPOINTMENT List beginning and ending dates, such as MM/DD/YYYY thru MM/DD/YYYY

USE AS MANY SHEETS AS NECESSARY AND SUBMIT AN ELECTRONIC VERSION

## AREA(S) OF REPRESENTATION CODES

BU – Business

CBOD –Community-based Organizations representing individuals with disabilities

CBOV – Community-based Organizations representing veterans

EA – Education

ED – Economic Development

NPEAC – Nonpublic Postsecondary Educational Institution, confers certificates and diplomas

NPEAD – Nonpublic Postsecondary Educational Institution, confers degrees

NV – Non-voting member

OL – Organized Labor

OSPM – One-Stop Partner, Mandatory

OSPO – One-Stop Partner, Optional

WT/WS – Current or former recipient of welfare transition assistance or workforce services



## DEMOGRAPHICS CODES

### GENDER CODES

M – male

F – female

### ETHNIC CODES

W – white (not Hispanic)

B – black/African American (not Hispanic)

H – Hispanic

O – other

### OTHER CODES

D – disabled individual

OI – older individual

V - veteran

TOTAL NUMBER OF BOARD MEMBERS 31

Of the total number of members, NUMBER OF NON-VOTING MEMBERS 5

NUMBER OF VACANCIES (as of August 1, 2009) 2

DATE FORM COMPLETED 08/05/2009

**CURRENT MEMBERSHIP**

**PASCO HERNANDO JOBS & EDUCATION PARTNERSHIP REGIONAL WORKFORCE BOARD (RWB), INC.**

**REGION 16**

<b>NAME</b>	<b>AREAS OF REPRESENTATION</b>	<b>QUALIFICATIONS</b>	<b>NOMINATING ORGANIZATION</b>	<b>DEMOGRAPHICS</b>	<b>PERIOD OF APPOINTMENT</b>
Dr. Wayne Alexander	EA	Superintendent, Hernando County School Board		W,M	
Mark Barry	CBOD	Executive Director, ARC Nature Coast	Hernando County Board of County Commissioners	W,M	2009-2010
Ed Blommel	BU	Regional Director, Tampa Electric Company	Pasco County Board of County Commissioners	W,M	2008-2010
Don Burgher	BU	President, Florida Insurance Brokers of Central Florida	Hernando County Board of County Commissioners	W,M	2008-2010
Dennis Callaghan	OSPM	Manager of Hernando and Sumter County, Dept. of Children & Families, District 5		W,M	
Linda Campo	BU	Director of Human Resources, Spring Hill Regional Hospital	Hernando County Board of County Commissioners	W,F	2009-2011

Michael Cox		Pasco County Commissioner, District 4	Pasco County Board of County Commissioners	W,M	
Mark Earl	BU	Market Asset Protection Manager, Wal-Mart Distribution	Hernando County Board of County Commissioners	W,M	2009-2010
Heather Fiorentino	EA	Superintendent, District School Board of Pasco County		W,F	
David R. Franklin	OSPO	Experience Works Employment & Training Coordinator	Pasco County Board of County Commissioners	W,M	2008-2010
John Howell	OSPM	Interim Area Director, Vocational Rehabilitation	Pasco County Board of County Commissioners	W,M	
Dr. Kathy Johnson	NPEAC	President, Pasco Hernando Community College		W,F	
Emile Laurino	CBOD	Chief Executive Office, Center For Independence	Pasco County Board of County Commissioners	W,M	2008-2010
Michael McHugh	ED	Director, Hernando County Office of Business Development		W,M	
Christopher Oleson	NPEAD	Business Relations Officer,	Pasco County Board of County	W,M	2009-2010

		Saint Leo University	Commissioners		
Steve Sacone	BU	General Manager, VLOC	Pasco County Board of County Commissioners	W,M	2008-2010
Melissa Seixas	BU	Community Relations Manager, Progress Energy	Pasco County Board of County Commissioners		2009-2011
Lex Smith	BU	SunTrust Senior Vice President	Hernando County Board of County Commissioners	W,M	2008-2010
Jeff Stabins		Hernando County Commissioner	Hernando County Board of County Commissioners	W,M	
Larry Utt	OL	West Central Florida Federation of Labor	Hernando County Board of County Commissioners	W,M	2008-2010
Todd Vega	OL	President & Organizer, Plumbers & Pipefitters 123	Pasco County Board of County Commissioners	W,M	2009-2011
Claire Walker	NPEAC	Campus Director, Rasmussen College	Pasco County Board of County Commissioners	W,M	2009-2010
Vacant	ED	Pasco Economic Development Council			
Francine Ward	OSPO	Director of Programs and Operations, Mid Florida Community	Hernando County Board of County Commissioners	W,F	2008-2010

		Services			
Patty Wisman	OSPM	Operations Program Administrator, Dept. of Children & Families		W,F	
Bill Woodard	BU	President, Alumni-Guard	Hernando County Board of County Commissioners	W,M	2009-2010
Randy Woodruff	BU	Woodruff and Company, PA Certified Public Accountant	Hernando County Board of County Commissioners	W,M	2009-2011
Rob Aguis	NV	Director of Career, Community & Technical Education, District School Board of Pasco County	Pasco County Board of County Commissioners	W,M	
Elizabeth Callaghan	NV	Administrator and CEO, Hernando County Health Dept.	Hernando County Board of County Commissioners	W,F	
Dave Schoelles	NV	Curriculum Supervisor for Middle Grades and Career/Tech Education	Hernando County Board of County Commissioners	W,M	
Ryan West	NV	Legislative Analyst, Economic			

[illegible]