

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

Florida's Unified State Plan Two-Year Modification | July 1, 2018 – June 30, 2020

The vision of WIOA is to achieve and maintain an integrated, job-driven workforce system that links Florida's diverse, talented workforce to our state's businesses and improves the quality of life for citizens.

Under WIOA, Florida's workforce system is supported by three key pillars:

1 | The demands of businesses and workers drive workforce solutions.

2 | The workforce system supports strong regional economies.

3 | One-stop career centers provide first-rate customer service to job seekers, employees and businesses.

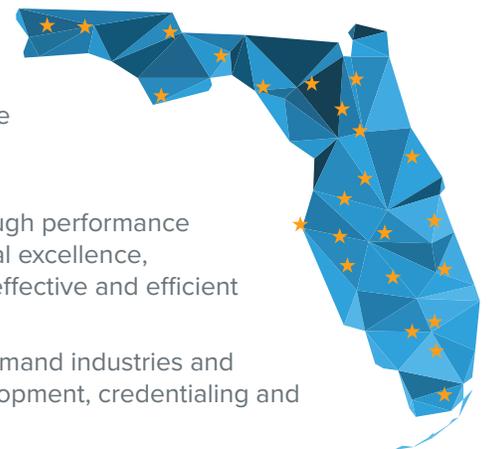
COLLABORATIVE IMPLEMENTATION

Florida's implementation of WIOA began with the formation of a legislatively created task force comprising of leaders in agencies with an impact on Florida's workforce development system. Recommendations from the WIOA Task Force were adopted by the CareerSource Florida board and included in the 2016 Unified State Plan.

Since the submission of Florida's first Unified State Plan in 2016, regular interagency meetings of the WIOA Core Partner programs addressed aspects of an advanced plan implementation. These meetings included leadership and subject matter experts from each of the WIOA core partners. Regular implementation meetings are conducted to share information, provide input for the two-year modification of the unified plan and make recommendations.

FLORIDA'S VISION FOR IMPLEMENTING WIOA

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



WIOA PARTNERS

WIOA brings together, in strategic coordination, the following core programs that design, implement and drive Florida's workforce development:

- Adult, dislocated worker and youth programs administered by the Florida Department of Economic Opportunity
- Wagner-Peyser Act job search and placement services administered by the Florida Department of Economic Opportunity
- Adult education and family literacy programs administered by the Florida Department of Education
- Vocational Rehabilitation and Blind Services administered by the Florida Department of Education
- Workforce investment and policy direction provided by CareerSource Florida

GOALS OF WIOA

- 1** | **Increase** access to education, training and employment—particularly for people with barriers to employment.
- 2** | **Create** a comprehensive, high-quality workforce by aligning workforce investment, education and economic development.
- 3** | **Improve** the quality and labor market relevance of workforce investment, education and economic development efforts.
- 4** | **Promote** improvements in the structure and delivery of services.
- 5** | **Increase** the prosperity of workers and employers.
- 6** | **Reduce** welfare dependency, increase economic self-sufficiency, meet employer needs, and enhance the productivity and competitiveness of the nation.

FLORIDA'S WIOA STRATEGIES

Focusing on the Business Customer.

- Evaluating and redefining standards and measures for business customer service to facilitate seamless access to tools and services across programs.
- Using the market segmentation framework and planning tools developed by CareerSource Florida to ensure businesses are identified for proactive talent support strategies.
- Coordinating business services across core programs.
- Implementing a Salesforce-based Customer Relationship Management platform to assess business customer participation and satisfaction.

Implementing Sector Strategies.

- Ensuring the workforce system has a baseline understanding of sector strategies, including state expectations.
- Building capacity of the state and local workforce system to move from sector-based work to sector strategies.
- Supporting operationalization of sector strategies into design/delivery of job seeker and business services.
- Empowering local systems to use sector partnerships to move beyond development of training programs to development of career pathways.
- Expanding apprenticeship opportunities within the sector strategy framework through a comprehensive program design funded by a USDOL ApprenticeshipUSA grant.

Establishing Career Pathways.

- Participating in the integrated education and training model for Florida's Integrated Career and Academic Preparation System led by the Florida Department of Education.
- Promoting the development of contextualized instruction with a specific career pathway focus, career development and transition services to be integrated into adult basic education.
- Continuing cross-referral and provision of CareerSource Florida representatives directly to numerous adult education facilities, providing counseling and advisement related to awareness of workforce services.

Enhancing Performance Measurement.

- Driving performance by measuring CareerSource Florida local workforce development boards on customized, agreed-upon goals, reflecting Florida's workforce development priorities.
- Providing technical assistance through webinars, one-on-one telephone consultations and in-person presentations.
- Evaluating and continuously improving performance management systems.
- Driving the types of outcomes Florida's workforce network needs for Florida to become a global leader for talent.

Providing Quality Services to Individuals with Disabilities.

- Implementing the Abilities Work portal to better link employers to job seekers with disabilities.
- Continuing collaboration through Employment First Florida to facilitate improved coordination of services to help people with disabilities gain employment and achieve self-sufficiency.
- Providing priority assistance such as job search, career planning and skill building through Florida's Ticket to Work program led by Florida's Division of Vocational Rehabilitation.

Enhanced Alignment with Florida's Workforce Network Partners.

- Engaging across core programs through specialized expert workgroups focused on measurement, reporting and strategy implementation.
- Coordinating leadership policy discussions and decision-making by WIOA core program leadership.
- Expanding strategic partnerships through collaboration with additional stakeholder agencies.