

Citrus Levy Marion Regional Workforce Development Board
Region 10
Local Workforce Services Plan 2009-2010

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Region 10

Local Workforce Services Plan

2009 - 2010

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PURPOSE

The purpose of this addendum is to serve as a modification to our Local 2 Year WIA Strategic Service Plan (2007-2009). This plan is in response to the ARRA, its implementing guidelines, and to maintain consistency with the State's 2009-2010 Workforce Investment Plan.

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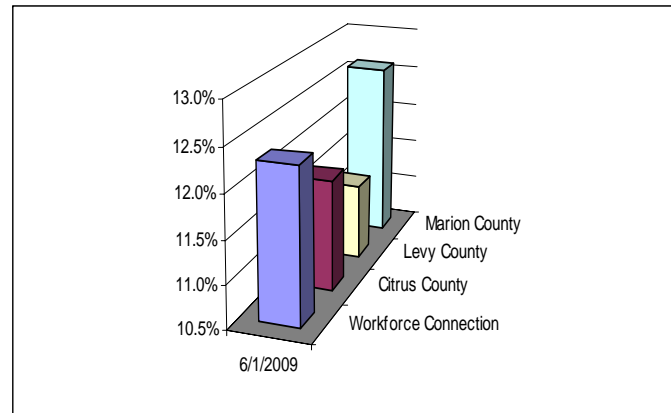
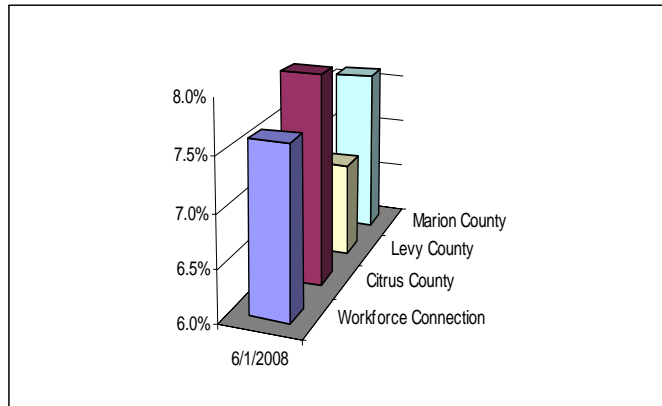
Section I. Context, Vision, and Strategy

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)).

RWB RESPONSE: The picture of the local economy of Region 10 is one that continues to expand in its scope and offers many challenges and opportunities. The current economic profile requires a deliberate and unique approach by Workforce Connection in servicing the needs of both businesses and job applicants. These services will cut across all lines of business including WTP, FSET, WIA, TAA, AND WP. By understanding the workforce development needs of our business community, and with sufficient funding, we will utilize strategic and diversified actions to help fill the talent pipeline with work-ready candidates who are capable and eager to meet the needs of businesses when required.

The unemployment rate in the CLM Workforce Connection Region (Citrus/11.8%, Levy/11.4%, and Marion/12.6%) was 12.3 percent in June 2009, up .5 percentage points from May 2009 and up 4.7 percentage points over the year. The region's jobless rate was 1.5 percentage points above the state rate of 10.8 percent. Out of a labor force of 216,006, there were 26,469 unemployed CLM residents.



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What industry sectors have been hit the worst? Industries that declined over the year were: manufacturing (-1,500 jobs); trade, transportation, and utilities (-1,500 jobs); mining, logging, and construction (-900 jobs); professional and business services (-500 jobs); leisure and hospitality (-400 jobs); and information (-100 jobs). Financial activities and other services remained unchanged over the year.

Where is job growth? Job gains in the Ocala metropolitan area were limited to two industries: education and health services, and government (+200 jobs each). Industry sectors that expanded faster in the Ocala metropolitan area than in the state were: education and health services (+1.4 percent) and government (+1.2 percent). Utilities and Construction are expected to become a growth areas, largely due to activities related to Progress Energy's Crystal River and planned Levy County facilities. Training to support the need for welders has being implemented at Withlacoochee Technical Institute in Citrus County and Community Technical and Adult Education in Marion County.

How does this impact our One Stops? We measure "foot traffic" or applicant visits. These numbers show a substantial increase (see below).

Overall customer traffic

County	July 2008 – June 2009	July 2007 – June 2008
Citrus	18,015	11,285
Levy	5,944	3,308
Marion	71,831	54,624
TOTAL	95,790	69,217

To accommodate the increasing number of customers (approximately 38% increase) we expanded our space as well as increased staff to serve job applicants and those who are unemployed - we opened a fourth One Stop location in June 2009 in Marion County, and expanded our service space in Citrus and Levy Counties.

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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.

RWB RESPONSE: Workforce Connection's Strategies

In tracking workforce intelligence data, we need to

- Understand areas of job growth and decline
- Identify high growth, high wage occupations
- Discover new skills requirements sought by employers
- Find grants and other funding opportunities to support our local community
- Support the Economic Development Councils with data needed for prospects and expansions

Retrain and support dislocated workers for new and expanding areas

- Landed \$859,829 National Emergency Grant
- Acquired \$200,000 Rapid Response Grant
- Maximize on-going Dislocated Worker Funds
- Implement new workshop series called "Career Launch"
- Expand training and career coaching space to provide extraordinary customer service
- Develop expanded career coaching abilities

Develop and Utilize Business training partnerships to support growth and expansion

- Assist companies who are expanding with employed worker training funds to upgrade existing employee skills
- Provide on-the-job training funds to companies hiring dislocated workers that may need additional training
- Identify needs of large and expanding employers such as Progress Energy and promote K-12 and postsecondary training programs

Employer recruitment assistance

- Post jobs of any type, technical or professional
- Review and provide feedback on job descriptions
- Provide assessments such as Ready to Work or Prove-it to screen large applicant pools to obtain most qualified workers

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- Refer job candidates to suitable positions
- Host job fairs, both general and company specific
- Receive application for employers and/or set-up interviewing at the One Stop Workforce Centers

Outplacement Services

- Provide best practices for downsizing
- Conduct unemployment briefings at the work site
- Host custom workshops for larger downsizing events
- Assist with resume and interviewing skills for dislocated workers
- Provide scholarships for those that qualify
- Reach out-of-state to employers, when needed

Our Plan

A. Budgeting

Cost allocation occurs for administrative costs, one stop costs and business development costs. Expenditures from Stimulus funding through June 30, 2009 freed up current year (and State DW and NEG) funds for reallocation. At the onset of planning, we used our current year's base allocations as the planning numbers to begin our 2009-2010 planning. These funds were planned along with our NEG funds and the Stimulus funds that remain as of June 30.

B. Stimulus Program Plans

- a. Youth:** In line with the Congressional intent for the money to be used for summer jobs, we are planning on using our full allocation for our program this summer. That program has two phases: younger youth ages, 14 - 17; and older youth ages 18 - 24.

In the past, summer was a "separate effort" which may or probably may not, have any connection with on-going activities and services after it ends. In order to "connect" to on-going support for the youth involved in summer, we linked with other youth serving agencies to enroll youth in the summer jobs program. This produced several positive aspects. It simplified our eligibility process. Rather than opening applications to anyone interested, it allows us to manage this without costly overtime for staff. It also ensures that when our funding ends, those youth- who must be "hard-to-serve" youth will have the ongoing support that they need to be successful and removed our requirement for a

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12 month follow-up. It also ensured that during the program, we have a “team” working with the youth to make sure that they benefit from the employment experience.

All youth received a classroom orientation to work with a total six to eight week engagement. This included testing on work readiness skills; a work readiness education program; assessments and orientation to “green jobs” which included a “hands-on” exercise- building a “green car”- one that is hydrogen powered and a wind turbine. The only performance indicator for the summer program is work readiness.

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In a major departure from past programs (of course the last was over 13 years ago), we structured the “jobs” around internships and job shadowing. The focus was to open up employment experiences that the youth would not normally experience. In the past, for instance, many of the younger youth (14 and 15 year olds) worked in jobs such as mopping floors and picking up trash. While important and necessary, these jobs did little to reinforce the importance of staying in school and getting an education. In another departure, we focused this effort on private business opportunities. In the past, youth have been assigned work in public agencies. Instead of wages, youth received a weekly “stipend.” To achieve the maximum, the youth would have to get an evaluation by their “supervisor” that is above average and attend all scheduled hours (20 hours per week).

Our older youth, which are no longer in school, will also, be targeted for continuing services through our funds if they are successful. Because our youth funding is limited, our plans are to use the Adult Stimulus funds to assist these older youth in gaining skills training following this summer component.

Current enrollment goals are as follows:

Citrus:	132
Levy:	50
Marion:	268

b. Services for Adults and Dislocated Workers

Keeping in mind that most of the people who are seeking our services have lost their jobs, and therefore their income, we have tried to consider services that will be provided while they are receiving unemployment insurance payments. At the same time we are looking at targeting temporary and part-time jobs as income alternatives. If all of these fail, we will institute our “Needs-based Payment” policy which calls for us to continue a payment equal to their unemployment wages until they complete their training program. We met with representatives of the staffing industry to see how they may be able to assist in the area of temporary and part-time jobs.

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We have continued the mini-workshops that were started in all counties. They will be expanded and contracted based upon enrollments and the needs of those we are serving, including making these geographically convenient to job seekers.

We have locally defined which occupations and training programs offer the “best chance” of employment. This has been a process that has involved training providers; our staff and our committees. We have also used labor market information provided by AWI. The “demand occupations list” was taken to our training provider and they were asked to advise us if they had training programs that could be completed within the time frames of the law that corresponded to the demand occupation list. This information-demand occupation list- was also shared with our staff for their input from businesses that they work with. All of this information was taken to our committees for decisions regarding which occupations they felt hiring would be occurring over the next 18-24 months. Since “green jobs” have not been part of our demand listing- due to the way the listing is developed- we will add green job opportunities as they arise. This is the approach that is being used to direct those seeking classroom training. We initiated this process with our customers through the use of three “Training Opportunity Days.”

May 1 at CFCC Ewers Century Center in Ocala
April 15 at WTI, Room 115
May 7 at CFCC in Chiefland
All are scheduled from 8:30 – 4:00

Training providers who offer training in areas that match the above were present and those seeking training were able to visit with the various providers to determine which they would like to consider. Afterwards, each customer was scheduled to meet with our workforce center staff where they were certified for eligibility; scheduled for an assessment to confirm their training potential and scheduled to enroll with the training provider.

Other training options will be used, depending on their suitability for the customer. These include on-the-job training; customized training (designed by the employer) and vendor-delivered training (chosen by the employer).

Other services include relocation assistance (for dislocated workers); and, customized, one-on-one placement assistance for professional and highly skilled technical applicants.

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- c. Adult:** Adult funds were targeted to support older youth exiting the summer program as a first priority. After that, funds will be used to support persons not covered by our dislocated worker funding. The Recovery Act requires that these funds be used only for disadvantaged, low-income individuals.
- d. Dislocated/Laid off Workers:** In this area, we are using all four funding sources- base allocation; state DW supplemental; NEG and Stimulus. We already have on-going relationships as a result of our state supplemental and NEG funding for persons laid off from manufacturing. Our mini-workshops and more advertising are directed at persons from other industry sectors that have been laid off. Our major effort in this area is to outreach to those who have filed for unemployment electronically and have not been into one of our workforce centers.

C. “Green” and Other Stimulus Grants:

- a.** We are working on a number of project areas that focus on “green” business options. In Marion, along with CFCC, the Chamber and the EDC, we put together a “Green Symposium for businesses. These also include exploring how we can support businesses that are either turning to green product lines or “greening” their business.
- b.** We are also looking into other grant opportunities that will allow us to expand services for business and services to people affected by the economy. This effort includes partnering with other local organizations, including the cities and counties.

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.

RWB RESPONSE: Even before the American Recovery and Reinvestment Act was finalized in February 2009, Workforce Connection began to ready their ship for a rocky and challenging year. We realize that one of the key elements in determining workforce needs is working with economic development and education partners, embracing a proactive coordination of all resources. This partnership ultimate results in customers acquiring careers, not just jobs.

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Positioning Ourselves for Dislocated Workers

With major plant closings and downsizings occurring beginning in September 2008, we initiated efforts to secure additional federal funding to address the increasing numbers of unemployed workers. Initially we obtained a \$200,000 Rapid Response Grant to address downsizing at Emergency One, Merillat, Fluid Routing Systems and Universal Forest Products. Then Workforce Connection was awarded an \$860,000 National Emergency Grant to serve dislocated workers from 13 manufacturing companies.

The two grants gave the Workforce team a head start on developing approaches to successfully assist dislocated workers to transition from areas such as manufacturing to growth areas such as healthcare. Innovative strategies such as a healthcare bridge program to help better prepare people for certificate programs and intensive career planning workshops were implemented.

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Healthcare IT Funding

Prior to Christmas, Workforce Connection wrote for and received an \$186,000 grant to help launch Healthy Ocala's Healthcare IT Training Project. The advance planning has set the stage for our community to be a leader for ARRA opportunities in the future.

Summer Youth

As signs appeared that the Summer Youth Programs of the past might be included in ARRA, the team at Workforce Connection began laying the groundwork for a model statewide program. When the funds became reality, the program was shovel-ready with a few adjustments to meet the goals of ARRA. We collaborated with 132 business sites in three counties in our effort to serve approximately 300 youth from ages 14 to 24. The younger youth participated in work readiness activities that included building a computer and hydrogen powered car, experimenting with solar energy modes and participating in world of work learning activities at related businesses. We made a concerted effort to offer internship opportunities that would provide the youth with a realistic view of the work environment.

Readying Our Staff

In addition, staff had to become prepared on how to refocus efforts on retraining, not just aggressive placement. With a scarce job market and extended unemployment benefits, frustrated job candidates are being given the opportunity to retrain through a Workforce scholarship or a Pell Grant through local education providers, whichever is appropriate. Advance research was done on which training areas might lead to good job opportunities or areas that are emerging over the next two years.

We created a new computer drive for all the stimulus items. The S drive will be accessible by all our network users and will be the site for all stimulus documents. All existing Stimulus items have been moved to this drive.

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Facility Preparedness

With an enormous increase in walk-in traffic, Workforce Connection staged its facilities to stem the increasing tide of unemployed workers. The Inverness Workforce Center was expanded and training space added. The Ocala Workforce Center was reconfigured with innovative workforce communities focused on growing fields to improve work flow and service. Most recently, an additional facility was added in the Paddock Park Business Center focusing on retraining and reemployment of laid off manufacturing and construction workers, as well as professional services. We are now in the process of expanding our service space at our Levy County One Stop to better accommodate our customers.

Shaping the Workforce of the Future

As day to day customer needs are being met, Workforce Connection continues to work with the local economic development and education partners to help attract and expand new and existing businesses. Workforce convened the partners to conduct nine stimulus workshops in the three counties to help businesses access opportunities through ARRA funding.

Forward progress is occurring. The past few months have been encouraging as new business prospects have increased and small business start-up interest is on the rise. With our new candidate inventory and screening process, Workforce can more readily identify qualified applicants to meet employer's needs.

In order to accelerate services, we also used the following tactics:

Calls /E-mails:

- We dedicated a specific telephone number to use for inquires during this economic downturn: 352-840-5769. We also created an e-mail address as another outlet: stimulus@clmworkforce.com. Staff are assigned to return calls/emails, assess the need, and if appropriate are setting up appointments for the individuals so employment consultants, HR Recruiters, and/or Supervisors can evaluate career portfolios and determine enrollments for assisted core, Intensive Services and/or scholarship eligibility. We are returning calls/e-mails and setting up appointments within 24 hours.

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Walk – ins:

New customers that come to the workforce centers inquiring about services, training and/or scholarships, are afforded the opportunity to meet with one of our trained staff. If no one is available to meet with the customer, we follow these steps: have the customer complete the contact needs form and let them know that we will contact them to set up a follow up appointment; an email is sent to stimulus@clmworkforce.com for tracking purposes with their name and contact information; Deliver to or forward via scan or courier the hard copy of the form is delivered to or scanned to appropriate staff for subsequent assignments. If we are unable to connect customers to the appropriate staff immediately, the goal is to make a connection within 24hours.

Career Launch and Training Expos:

Between February and May 2009, Career Launch/Mini Workshops and training expos were held throughout Citrus, Levy and Marion counties in efforts to reach other unemployed citizens that may not be aware or are not using our services. Staff were assigned to attend the workshops and/or meet with the customers to determine the next level of employment/training services.

Re-Employment Sessions:

These sessions are held each week in each county. In Marion County sessions are held on Tuesdays and Wednesdays at 4:00 and Fridays at 12:00, in Citrus sessions are held on Tuesdays at 2:00 and Levy on Thursdays at 10:00. In these sessions UC recipients are made aware of the various service venues available from Workforce. Information is gathered to pre-screen for additional services including training services. Customers are assessed and immediately connected to the next level of service.

Job Search/Resource Communities:

As we began to work with job candidates in the various communities in our One Stops, our goal with each individual was to assess their employment goals and job readiness. All customers whom we come in contact with are coached and strongly encouraged to complete a full EFM profile including a resume (the outline of services in the prescription card is your checklist to be used in directing customers). If customers have been utilizing all the tools and information to find employment and are not finding work, they may be eligible for intensive and/or training services. We currently have staff in place that can meet with customers to determine the next level of service; however, our intent and goal is to train and engage several other current staff and/or new staff in maintaining a WIA Caseload for enrollments into assisted core, intensive services, and/or training services.

Stimulus Outreach & Education to the Business Community

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Workforce pulled together the Business Solution Partners in Marion County, Citrus and Levy Counties to discuss how to educate the business community about opportunities related to the stimulus funding. Green jobs and opportunities for stimulus funds in this area have been addressed at all events. As a result of this partnership, the following events have occurred:

Ocala/Marion County EDC Stimulus Briefing

On March 25, 2009 approximately 130 business leaders attended a briefing on the American Recovery and Reinvestment Act and related local funding. Workforce Connection CEO Rusty Skinner was one of the key speakers discussing Workforce Training as it relates to stimulus funding.

Stimulus Talks

The Ocala/Marion County Chamber of Commerce, UNF Small Business Development Center and Workforce are presenting five one hour sessions around Marion County geared towards small business opportunities. The sessions resulted in over a dozen business leads for grants and/or summer youth sites. Several small green companies emerged from these meetings include a solar installation company, a LED lighting business start-up and a tire company that is making car and trucks mats from recycled tires. An on-the-job training program and employed worker training grant was put in motion for the solar lights company. Expanded sessions like this were realized for Citrus and Levy in May in conjunction with the Economic Development Councils and Chambers.

Stimulus Grant Writers Group

Workforce hosted a grants writers' session to compare notes on competitive opportunities and how various community groups can collaborate. An email group was created for sharing as opportunities arise. A data warehouse is being developed to share data that can be reused by various groups. Several green jobs initiatives were discussed including a Youth Build Grant.

Green Jobs Initiative

Several targeted efforts are underway to promote and expand green job opportunities in the three counties. The following efforts are underway with partners:

Green Business Summit

CFCC took the the lead on a Green Business Summit that was held June 4 at the Ocala Campus. Workforce was a major partner on this initiative. Our organization sponsored the keynote speaker, as well as organized three of the breakout sessions. Our expectation was the generation of increased interest in green business expansion.

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Green Manufacturing

One-on-one meetings were held with manufacturers of green products and services in the three counties. Business Development staff is working with several companies on OJT and Employed Worker grants to support businesses expansion. A small group meeting of interested manufacturers is being scheduled to further expand interest and develop partnership for upcoming competitive grants.

Green Construction

Both the Marion County and Citrus County Builders Associations have been contacted regarding training support through Workforce. Citrus has an active Green Building Council. Marion is considering developing one. Workforce would like to advance certifications such as LEED in the community. A survey is being conducted in Citrus with the Green Building Council.

Alternative Energy Projects

Workforce has been in contact with the Florida Thoroughbred Breeders and Owners Association regarding their new waste to energy project. They are interested in partnering on recruitment and training for the new plant. Two other smaller waste to energy projects are in the discussion stages in Citrus County. Staff has been identifying solar projects throughout the three counties. CFCC has scheduled several solar related training programs this summer.

West Ocala Green Jobs Coalition

Workforce called an initial meeting of minority business people, community leaders, workforce representatives and education staff to discuss how to promote and develop green jobs for West Ocala. Partners are discussing how to structure a program around job training with a focus on weatherization and retrofitting of buildings for energy efficiency in the minority community. Solar installation work was also been discussed. Twenty-nine business and community members from West Ocala received scholarships to the CFCC Green Business Summit, due to a community donation. A pilot training program for 35 people, funded by Workforce Connection, launched in August 2009 to train unemployed individuals from West Ocala in core green building practices, weatherization, building retrofitting and solar installation. The groundwork laid by this pilot is being used to write a federal Pathways from Poverty Grant to train and provide placement services for up to 500 people, including area youth.

Summer Youth Program

The classroom portion on the Summer Youth Program for Region 10 includes a "Build to Learn" segment where students assemble a personal computer from a kit. Next they learn academic and career skills on the computers they built. The model addresses occupational skills exploration, basic reading and math, and green jobs concepts of energy awareness and conservation practices. Students learn with hands-on tools such as a hydrogen car model.

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**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.

RWB RESPONSE: Workforce meets regularly with the EDCs in each county to identify new job opportunities that are emerging. Workforce expects to see many of the victims of the fall layoffs exhaust their unemployment benefits. In order to address these needs, Workforce will expand all job fairs to be Job and Community Resource Fairs with partners such as Department of Children and Families, Childhood Development Services and United Way on site. Region 10 is sponsoring several safety nets events related to healthcare and housing. In order to insure the necessary educational training programs are available to meet the emerging career pathways, Workforce is partnering with Central Florida Community College, local school systems and private sector educational providers to develop new curriculum and programs. Academies are being supported at high schools in each county to build skills for the nuclear construction field in anticipation of the building of a new plant. Several MOU's have been renewed with partners for the benefit of our mutual customers. These are just a few of the partnerships that have proven beneficial in working for the successful accomplishments of workforce customers.

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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.).

RWB RESPONSE: During our monthly partners' meetings in each county with economic development, chamber and community college; workforce discusses programs and services that can support the priorities and strategies developed as part of each county's economic development plan. Each county is unique and requires totally different approaches. Last spring, the Workforce played a lead role in assembling the partners to develop a coordinated strategy for tapping into and utilizing stimulus funds. Eight workshops were held in the three counties to inform businesses on existing Workforce funding such as On-the-job Training Funds and Summer Youth Funding, as well as how businesses can identify their own opportunities through ARRA proposals. As businesses and organizations prepare for and acquire additional funding, Workforce will remain flexible and ready to train new and existing employees to complete projects.

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

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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:

- 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.

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).).

1. 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 Re-employment and Eligibility Assessment Program pilot please also describe how this effort will be coordinated with RES.

RWB RESPONSE:

The re-employment activities, orientations and workshops, are integrated into the everyday delivery of workforce services and AWI staff is part of an integrated team within all of our centers. There is a full array of services that are provided to UI claimants, from labor exchange services to offering our Job Seekers state-of-the-art computerized systems to provide them with complete job search resources. ARRA funds have facilitated the enhancement of staff assisted intensive services with the Workforce Connection offices.

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Staff triage all customers desiring services so that re-employment services, PREP services and REA services can be provided to unemployment insurance claimants. Most often customers visit our offices to initially apply for unemployment compensation, at that time, they are encouraged to visit our workforce services communities and work with a workforce representative.

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ARRA funding has also allowed the addition of personnel to the Workforce Connection team to better facilitate service delivery with the increased. Each office has shifted service delivery so that one-on-one service delivery can take place for targeted customers. Monday-Wednesday from 8-4 our offices offer fully staff assisted services and from 4-closing and all day Thursday and Friday our offices offer self service with limited staff assistance in our resource communities. However during these times, intensive level services are delivered via one-on-one appointments to targeted customers to include those mentioned above. Staff interacts with the customer to encourage a full registration in EFM to include a complete work history and resume as well as the establishment of a virtual recruiter. The creation of an email account is also highly recommended.

Our region will be participating in the REA program pilot and services provided to this target group will appear seamless to the customer however all required "behind the scenes" documentation and activities will be conducted. The new service delivery method described above facilitates nicely this program which is new to our region.

2. 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.

RWB RESPONSE: As described above once a customer has identified themselves or asked to initiate a claim or claim weeks they are triaged and referred to a resource community to receive the full compliment of workforce services if desired. In addition all new claimants, once registered in EFM, are contacted via mail or regular mail regarding workforce services. Customers are asked to complete a brief questionnaire that provides an initial assessment for staff to facilitate the development of a service plan.

3. 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.

RWB RESPONSE:

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Information sessions are provided for unemployment insurance claimants. These sessions are scheduled for various times and days to accommodate a variety of Job Seekers. The WP (Re-Employment) Orientation Session focuses on the needs of the Universal Job Seeker and incorporates the items required for Unemployment Compensation recipients. The primary objective is to identify dislocated claimants and match these individuals with needed re-employment services. Claimants who have received their first Unemployment Compensation (UC) check are identified along with those who are in their sixth week of their claim. Customer Service Call Center team members send these persons notification to attend a re-employment session at the closest workforce office. The purpose of the session is to ascertain what skills and training are necessary for employment, confirm that the claimant continues to meet eligibility requirements (is actively looking for work), and to provide re-employment services. Labor market information, resume writing assistance and an overview of the one stop system is provided to each attended.

The program consists of four strategic elements:

- Early intervention and aggressive recruitment;
 - A shift in unemployment compensation customer service, making re-employment the primary focus;
 - Integration with all workforce services
 - Mainstreaming claimants through a unified orientation to introduce claimants to the full spectrum of workforce services and their partners.
4. How the RWB will use information from the enhanced FLUID-EFM interface to provide enhanced services.

RWB RESPONSE: All new claimants, once registered in EFM, are contacted via mail or regular mail regarding workforce services. The establishment of new claims is tracked to help determine funding needs as well as service offering. For example this tracking helped our region to better demonstrate the need for NEG funds to the USDOL to serve our local manufacturing employers and their employees during these tough economic times.

5. 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?

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RWB RESPONSE:

Those persons identified by AWI for PREP will be scheduled for a group orientation session and those identified for REA services will be scheduled for a one-on-one orientation session. Information sessions are provided for unemployment insurance claimants. These sessions are scheduled for various times and days to accommodate a variety of Job Seekers. The WP (Re-Employment) Orientation Session focuses on the needs of the Universal Job Seeker and incorporates the items required for Unemployment Compensation recipients. The primary objective is to identify dislocated claimants and match these individuals with needed re-employment services. Claimants who have received their first Unemployment Compensation (UC) check are identified along with those who are in their sixth week of their claim. Customer Service Call Center team members send these persons notification to attend a re-employment session at the closest workforce office. The purpose of the session is to ascertain what skills and training are necessary for employment, confirm that the claimant continues to meet eligibility requirements (is actively looking for work), and to provide re-employment services. Labor market information, resume writing assistance and an overview of the one stop system is provided to each attended.

The program consists of four strategic elements:

- Early intervention and aggressive recruitment;
- A shift in unemployment compensation customer service, making re-employment the primary focus;
- Integration with all workforce services
- Mainstreaming claimants through a unified orientation to introduce claimants to the full spectrum of workforce services and their partners.

Ready to Work Credentialing is a tool that is a key component of service delivery to our customers. It is part of the workforce services plan for those customers who have limited or no formal certification/education beyond a high school diploma.

6. 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.

RWB RESPONSE: All Centers are outfitted with computers with high speed internet services available for job candidates to search through Employ Florida Marketplace. Additional computers have been purchased to accommodate the increase customer flow in the one stop centers. Candidates that appear to have difficulty with the computers and EFM are given one-on-one assistance and encouraged to attend a course. The daily hours, including night hours, will include some "self-service" hours where limited staff assistance will be available. During this time period, one on one appointments will be conducted with job candidates. This allows our

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staff to work with clients to create successful career plans and develop training plans. Another related strategy is the further expansion and development of our web site to provide more tools and tips for employers and job candidates in electronic form.

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

RWB RESPONSE: We have launched our online virtual job fairs using them as a tool to connect local job candidates with out of area opportunities. Companies engaged in EFM in the surrounding counties will be encouraged to participate in the monthly Job and Community Resource Fairs. Staff is increasing the emphasis in identifying and training in nationally recognized certificates in areas such as nuclear construction, solar installation, weatherization, green construction and healthcare. This will require both employer and educational provider education and understanding of the types and importance of portable and recognizable certificates for trainees. Workforce continues to utilize the four targeted industry committees to provide guidance on changing skills, available career pathways and associated training needs. The Workforce Centers are organized by Targeted Sector Communities. This design allows employees working in those communities to become more knowledgeable about career opportunities and paths in their area of focus.

8. 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.

RWB RESPONSE: Key staff will attend AWI delivered training on the above topics and in turn train existing staff. Every other month all workforce personnel attend a day long meeting that includes training on various topics. In addition, a training plan is in place for all staff members to target WP services, WIA basics and a review and explanation of TEGL 14-08. All staff have been provided with a service quota or goal for the program year in terms of a number of persons to enroll in training services. This is a new approach for our region. In the past, only a limited number of team members enrolled customers in training and now all staff have a responsibility for this action.

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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).)

RWB RESPONSE: The new service plan mentioned previously enhances our ability in provide staff assisted services to more customers. Our resource communities provide a full array of self-service options for customers. In addition staff are available to provide limited staff assisted services. Appointments are scheduled for staff assisted intensive level services.

On the job seeker side, workshops on how to use Employ Florida Marketplace are done as part of each outplacement event, our weekly professional round tables, and our on-going workshops and career coaching activities. Plans are to launch a campaign on the benefits of job seekers fully enrolling in the system. Without that, it is often difficult to pull qualified job candidates up by key words focusing on credentials and experience. Many candidates still use the site to do quick searches without fully entering their data.

All Centers are outfitted with computers with high speed internet services available for job candidates to search through Employ Florida Marketplace. Candidates that appear to have difficulty with the computers and EFM are given one-on-one assistance and encouraged to attend a course.

This fall, our four Centers will begin piloting a new service strategy. This is modeled after successful efforts in several other large workforce boards in Florida. The daily hours, including night hours, will include some "self-service" hours where limited staff assistance will be available. During this time period, one on one appointments will be conducted with job candidates. This allows our staff to work with clients to create successful career plans and develop training plans.

Another related strategy is the further expansion and development of our web site to provide more tools and tips for employers and job candidates in electronic form. A good example would be our "How to Downsize Right Guide" which was developed last fall. By providing more guidance on the web, we facilitate tech savvy employers and job candidates to serve themselves, anytime and anywhere. All jobs are recorded and posted in the Employ Florida Marketplace (EFM).

Adult and Dislocated Worker 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).

RWB RESPONSE: All customers have access to core services as described in §134(d)(2). Services are provided through our resource communities. All customers who wish to utilize these services are offered the opportunity. These services may be provided via self-service, staff facilitated and staff assisted.

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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).)

RWB RESPONSE: All services, whether current or added, are fully integrated in all aspects of our service delivery. Priority is given to low income and low skilled workers when accessing training scholarships or ITA's. Services to TANF and food stamp recipients are integrated in all program service plans. In particular the TANF and Food stamp recipients have, in our largest workforce office, a dedicated community area to access resources. Veterans also have a dedicated lab to work with Veteran staff in accessing services. As explained earlier, additional staff has been added to ensure all customers are given accurate and timely access to all services available to assist them in their job and career searches. As the norm in our region, partner agencies are on board and are providing additional services necessary to ensure accessibility, as evident by the cooperative effort in providing immediate services during job fairs, workshops and informational forums.

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).)

RWB RESPONSE:

Through our strong relationships with businesses and economic development partners, Workforce continually promotes the need to contact the Business Development Team in advance of a layoff, no matter how big or small. Last fiscal year, the Team participated in 22 events. By communicating early in the layoff process, Workforce can more readily inform and engage unemployed workers with our services. Workforce has an organized approach that can be put in place quickly, demonstrated by an August 7, 2009 event for approximately 600 recently laid off workers that was orchestrated in less than two days. Each participant completed a WIA enrollment application. The provision of comprehensive outplacement services is a key strategy in serving workers in need, as quickly as possible. The Board is executing a Healthcare IT grant and has three other applications in process to expand entrepreneurial training, healthcare bridge programs and green jobs training for low income areas. These grants will help extend the basic services provided through formula funding. All three are business-driven in design with the goal of providing employment opportunities at the project end.

Spring of 2009, Regional 10 conducted three Stimulus Training Expos in each county attracting over 800 people. The events included a briefing on stimulus training funds, targeted occupations and informational booths from approved educational providers. The events jump-started scholarship applications for stimulus funds with applications submitted. Over the next two years, Workforce plans to conduct other such education and training events as part of the monthly Job and Community Resource Fairs and for targeted areas such as healthcare. An Introduction to Healthcare Careers event is slated for October 2009 with plans to conduct the workshop at least quarterly.

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A concentrated pilot project has begun in West Ocala, targeting low-income residents interested in green jobs careers. This effort has provided Workforce staff with insights on how to better insure low income adults are successful in pursuing training and new career areas. Staff is increasing the emphasis in identifying and training in nationally recognized certificates in areas such as nuclear construction, solar installation, weatherization, green construction and healthcare. This will require both employer and educational provider education and understanding of the types and importance of portable and recognizable certificates for trainees. This year, Workforce will use our targeted industry committees to help provide direction and feedback on certifications that are most valuable in their particular field.

We have also set in motion procedures to work with our Community College's financial aid office to help them in identifying those dislocated workers who might qualify for a modification to the methodology used to determine the level of financial assistance that college can provide to them.

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.

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

RWB RESPONSE: Services to business customers are coordinated between regional board staff who handle business outreach, new business development, business grant assistance, workforce intelligence gathering and economic/workforce development projects and contractor staff who handle the delivery of recruitment, screening and placement services. Comparing this to a business model, the board staff would be considered the marketing, business development and research and development unit with the contractor staff being the operations team. The following describes some of the essential models and approaches:

Business Outreach Activities: The Board staff actively participates in key organizations such as three county EDCs and Chambers. In addition to networking and participating in on-going activities with these organizations, monthly partners meeting in each county provide focused time to look at new and expanding business activity. Through these meetings, assistance needed by Workforce for businesses is identified and all projects are tracked overtime to measure their success. This process is being further refined this year.

Other business-related groups have been targeted for participation such as the Business Leaders of Ocala, Emerging Leaders of Ocala, Citrus Women's Network, Team Levy, and area rotary and civic groups. Staff has both participated as on-going members and has spoken on key workforce issues. At all presentations, we provide information on how to engage our services or specific opportunities for participation (such as the Summer Youth Program).

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Through use of Employ Florida Marketplace, Info USA and other databases, the team has created lead generation email and direct mail campaigns. This fall, staff will work on creating a custom database of companies in the three counties that are involved in green job generation. Workforce sponsored a Green Business Summit with Central Florida Community College in May 2009. The businesses participating in that event, where over 186 attended, are being mined for possible green job training projects.

New and expanding business projects are a primary focus for board staff. Joint meetings, usually generated by the EDCs, are a key approach to job identification. The meetings zero in on the company's workforce needs, along with potential strategies. From each meeting, a workforce plan is developed that outlines our recommended approach and commitment. This has proven to be a very valuable business recruitment tool.

Outside of the EDC and Chamber generated leads; direct mail, email, trade show and event participation, and direct sales have proven to be the most effective outreach tools for business development. Those strategies will continue to be refined and used over the upcoming years.

Employee Recruitment:

With the shifting marketplace, Workforce has developed new approaches to ensure employers are receiving value from our services. With the large number of online services available to employers for recruitment, Workforce has developed job order processes that provide additional value to our employers. The following twelve step strategy, developed in collaboration with GeoSolutions staff, has been adopted to enhance that value:

TWELVE KEYS TO AN EMPLOYER-DRIVEN JOB ORDER PROCESS

1. Assign all companies to team members to create specific account lists for better and quicker customer service
2. Post all job orders within 24 hours of receipt
3. Allow board staff to post jobs, where appropriate, to eliminate delays
4. Use consistent job order desk aide and set of questions
5. Offer screening tools such as Ready-to-Work and Provelt or a follow-up visit to review those tools for future use
6. Make recommendations on the best posting method to use
7. Identify key employer requirements to screen applicant pool against, including them with the job posting
8. Identify initial available inventory from EFM in order to select best recruitment strategies, particularly if pool is low or non-existent
9. Communicate that candidate inventory to the employers within 24 hours of the job posting and provide job posting proof with that communication to assure all elements are correct

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10. Develop multi-prong recruitment approach for hard-to-find applicants
11. Provide closer management of applicant pool, checking on at least a weekly basis on the numbers and quality of those applying for each job order
12. Maximize existing and future tools in EFM

Screening and Assessment: With the large numbers of available job candidates, employers have become more interested in ways to screen and assess the candidate pool. The number one approach that is being used is the identification of critical job requirements for the initial job order. Employers are being encouraged to utilize the optional screening questions, as well as more specifically define their key requirements.

Other tools are being deployed. Region 10 has been one of the leaders in the state in use of Ready to Work, both the assessment tools and the job profiling options. Staff will continue to promote those options to employers, even though the profiling will now require a fee for service. Another suite of assessments has been purchased through a private sector company called Provelt. Both skills based and behavioral assessments are available in hundreds of areas. The ability to deliver those online has provided a manageable way to meet employer screening needs. The assessment questions can even be customized for the employer.

In some pilot projects, Region 10 has packaged background checks and drug screens with training programs to make sure training funds are not spent for employer-driven training programs. In other words, if the employer would not hire anyone with a criminal record, it is not prudent to train those individuals for the specific job. A recent demonstration project in nuclear construction resulted in 64 new hires in Citrus County. The employer felt the project exceeded their expectations. Due to this success, Region 10 will expand the number of similar custom approaches over the upcoming year.

Employee Training: Workforce is focusing on five key ways to train employees to meet employer needs - 1) individual scholarships for unemployed workers to retrain for targeted occupations, 2) class size training agreements to train in high demand areas such as welding and healthcare certificates, 3) pre and post training projects developed for a particular company with a large number of jobs, 5) employed worker training that is more focused on promoting existing employees to generate openings for new hires, and 6) on-the-job training opportunities to retrain talent for a new career field.

A more targeted approach to certification achievement is being developed. Through input from our targeted industry committees, Workforce staff will create a list of essential industry recognized certificates by sector. Those certificates will provide valuable information for area educational providers who have sometimes been reluctant to provide something outside a certificate of completion. Targeted training programs will be developed to meet those identified certificate needs. By increasing the emphasis on nationally-recognized, portable certificates, Workforce will add more value to the employee's skills portfolio.

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Outplacement Services: Due to the large number of outplacement events in Region 10 over the last fiscal year, leading edge approaches to outplacement have been developed. It is anticipated that the large employer closing (approximately 1500 employers) will result in an almost equal number of employees being lost through associated vendors and other impacted retail and service companies. Workforce is partnering with the Chamber in reaching out to vendors that are in danger.

2. What assessment process will be utilized in the One-Stop Career Centers? **RWB RESPONSE:** The process of administering assessments has not changed; however, we have added to the selection of available assessments: questionnaires, ready to work, and a recent suite of assessment have been purchased through a private sector company called Prove-It®. This skill based assessment offers assessments in more than 900 occupational areas and is delivered via the internet. The assessment questions can even be customized for the employer. We have also revamped our partnership with our local community college's assessment center in providing more intensive assessments for our customers, when warranted. Region 10 has been one of the leaders in the state in use of Ready to Work, both the assessment tools and the job profiling options. Staff will continue to promote those options to employers, even though the profiling will now require a fee for service.

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

RWB RESPONSE: Those customers facing multiple barriers shall be given priority when seeking services.

Barriers and priority categories/characteristics shall be defined as:

- 1.) Meeting WIA eligibility under Title I for the Adult Program as defined in the WIA section 101 (1)
and
- 2.) A resident residing within the geographic borders of Citrus, Levy or Marion counties or a resident of a neighboring county that is seeking employment in Citrus, Levy or Marion County.
and
- 3.) Exhibiting at least one of the following characteristics:
 - a. Belonging to a group designated by the Governor as a special needs group; (*Older Workers –those age 55 and over and Veterans*)
 - b. Is a low income individual as defined in the WIA section 101(25)(a-d);
 - c. Lacking “Self-sufficiency employment” as defined as:

Earning a rate of pay representing the higher of:

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200% of the Federal Poverty Level) based on family size (see CLM Workforce Connection Policy OPS: 34: *Lower Living Standard Income Level*);

or

The hourly equivalent at 80% of the layoff wage

d. Basic skills deficient as defined in the WIA section 101(4);

e. In need of training that is supported by demand of strategic industry clusters (Manufacturing & Distribution, Construction & Utilities, Healthcare Services, and Business & Professional);

f. Disabled as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102);

g. Offender;

h. School dropout;

i. Poor work history as defined as:

- Not having worked full time, in unsubsidized employment for a period of no more than 13 consecutive weeks in the last 12 months;

ii. - Having, within the last 12 months, participated in unsubsidized employment with at least 2 different employers;

iii. - Having worked but not been eligible for unemployment compensation in the last 2 years;

iv. - Long term unemployed (unemployment for 15 out of the last 26 weeks, including the last 7 days);

v. - Having worked full time in unsubsidized employment for a period of no more than 13 consecutive weeks in the last 12 months but at BELOW the living wage;

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

RWB RESPONSE:

Workforce Connection recognizes that all customers must receive core and intensive services before accessing the training tier, however as discussed in TEGL 14-08 we also recognize that there is no specific timeframe regarding the number of and sequence of these services. Our staff is able to triage the customer and deliver the most appropriate mix of services to customers as necessary. This has been most clearly demonstrated after a local layoff occurred and the community college announced that although its enrollment period had closed they would allow the enrollment of workforce sponsored dislocated workers from the affected companies. Workforce staff were able to quickly facilitate the needed services to a large number of customers in a very short amount of time.

Youth Services

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

RWB RESPONSE: Services and delivery information is included in our Summer Youth Employment Program Plan, which is attached.

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?**

RWB RESPONSE: No changes required to our plan in reference to our customers who are veterans as we have always given priority to these groups. However, in order to ensure that the veterans were aware of the ability of both their spouse and children under the age of 24 were eligible, a special letter was sent to all registered veterans and veterans staff provided the information contained in the letter in all outreach activities.

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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).)

- 1, 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.

RWB RESPONSE: Response to this item is covered in 11.C.4 (3), which states our priority of service.

2. 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

RWB RESPONSE: The Disability Navigator Program has been operated at the one stop provider level for the past two program years. This program has as its three main tenants: Advocacy and outreach to employers; Education of workforce staff; and Advocacy and outreach to local agencies. The Navigator position is intended to increase employment and self-sufficiency for persons with disabilities by linking them to employers and by facilitating access to supports and services that will enable the transition to employment. The Navigator will expand consumer choice in addressing the needs of people with disabilities seeking training and employment opportunities through workforce system established under the Workforce Investment Act.

Past efforts have had these duties split between two staff members with one member serving as the "lead". With the One Stop redesign in September 2009, our region has created industry specific resource communities centered around 4 in-demand industry clusters, which has increased staff capacity to provide a personal connection while serving thousands of customers on a monthly basis. Current efforts include increased integration of navigator initiatives within the resource areas. Each community is staffed with a team of workforce service professionals who are "industry experts". The team includes a community coordinator, recruiters and employer representatives. Each community will identify one staff member to serve as a "community navigator". This staff member will ensure that DPN initiatives are fully integrated in day to day operations. In the three county service area, there will be a total of 9 "community navigators" with one "Lead Community Navigator". This team will focus on employer outreach and education, staff development, agency outreach, and accommodation service coordination. Each Workforce Connection staff member has as a part

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of their job description the following responsibilities: Coordinate and address the needs of people with disabilities seeking employment and training opportunities through the workforce system and provides expertise and serves as a resource person for individuals with disabilities. Every staff member is expected to and trained to work with job candidates with disabilities; however having designated "Community Navigators" will further strengthen [appropriate service delivery](#).

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Section III. Operations

Transparency and Public Comment

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).)

Deleted: Each Workforce Connection staff member has as a part of their job description the following responsibilities: Coordinate and address the needs of people with disabilities seeking employment and training opportunities through the workforce system and provides expertise and serves as a resource person for individuals with disabilities. Every staff member is expected to and trained to work with job candidates with disabilities; however having designated "Community Navigators" will further strengthen appropriateservicedelivery.¶

RWB RESPONSE: The plan's availability for public comment was noticed and made available to the public. Notices of the availability of the proposed plan was sent to all interested parties of the board and include board members as well as business and labor organizations not represented on the board. Public comment will be accepted in a 30-day window, in written form at the address listed in the plan along with e-mail comments being made to gbynum@clmworkforce.com. It should be noted that any changes requested from the public will be tracked with an open intent to include suggestions in the final plan as long as they support the local workforce strategy. Any comments received will be forwarded as attachments to this plan.

Copies of the proposed plan was made available through publicly noticed informational meetings, publicly noticed committee meetings of the board, through our Internet web site (www.clmworkforce.com), and here in our office located at the Enterprise Center, 3003 SW College Road, Suite 205 in Ocala, Florida, 34474.

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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).)

RWB RESPONSE: We have been faced with many challenges during this economic uncertainty

➤ **Funding**

Fiscal Year 2007 – 2008	\$5,485,000
Fiscal Year 2008 – 2009	\$10,701,000

Increase due to National Emergency Grant (NEG), Stimulus, and Increased Annual Allocation

➤ **Unemployment Rate**

June 2008 - 7.6%
June 2009 - 12.3%

➤ **Staffing Changes**

Total Staff added to system:	39
Summer Youth:	8 (9/30)
Summer Youth/Board:	2 (9/30)
NEG:	4 (6/30/2010)
Stimulus – WIA	7 (6/30/2010)
Stimulus – WIA/Board	2 (6/30/2010)
Stimulus – WP	6 (6/30/2010)
WP – UC	4
Special Survey Project	2 (2 months)

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In order to continue to provide quality services to customers, additional funding, staff training and staff changes was necessary. We have adapted our policies to facilitate expedient services, which improved the continuity and quality of service and maintained customer satisfaction. By understanding the unique workforce development needs of our local communities, we are positioning ourselves to be able to provide work-ready professionals and entry-level applicants to meet business needs. We have endeavored to equipped our One Stop Resource Rooms with state-of-the-art equipment. Being very deliberate in our approach to assist both our applicant and business customer, we have been proactive in coordinating all of the resources available through our partners, which has resulted in our being able to assist customers without delay.

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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.)

RWB RESPONSE: Addressed in the local Summer Youth Plan; a copy is attached.

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.

RWB RESPONSE: All proposed such contract requests are presented before our Executive Board and Full Board for final approval prior to entering into a written agreement.

Technical Assistance

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

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RWB RESPONSE: Staff had to become prepared on how to refocus efforts on retraining, not just aggressive placement. With a scarce job market and extended unemployment benefits, frustrated job candidates are being given the opportunity to retrain through a Workforce scholarship or a Pell Grant through local education providers, whichever is appropriate. Advance research was done to pinpoint which training areas might lead to good job opportunities or areas that are emerging over the next two years to assist staff in their counseling of potential customers. In order to keep staff abreast of news and changes regarding our business, we created a new computer drive for all the stimulus based items. The "S" drive is accessible by all our network users and is the site for all stimulus documents. Training of staff in our summer youth employment program is covered in the SY plan, which is attached.

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.

RWB RESPONSE: Our local monitoring system meets the requirements of 20 CFR 667.410(b)(2), and our 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.

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).)

RWB RESPONSE: Our One Stop Provider is required to provide a weekly snapshot of services provided

2. 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.

RWB RESPONSE: Reference our Summer Youth Employment Local Plan, which is attached.

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Local Workforce Services Plan 2009-2010**

Section IV. Signature Page

This plan represents the Citrus Levy Marion (CLM) Workforce Board's efforts to maximize resources available under Title I of the Workforce Investment Act (WIA) of 1998, the Wagner-Peyser Act, the Welfare Transition Act, and the Food Stamp Employment and Training programs and to coordinate these resources with other State and local programs in the following geographical workforce investment area: Citrus, Levy, and Marion counties.

This comprehensive plan is submitted for the period July 1, 2009 through June 30, 2010 in accordance with the provisions of the Workforce Investment Act, the Wagner-Peyser Act and the Welfare Transition Act and the Food Stamp Employment and Training Act. We further certify that we will operate our Workforce Investment Act, Wagner-Peyser Act, Welfare Transition and the Food Stamp Employment and Training Act programs in accordance with this plan and applicable federal and state laws and regulations.

Workforce Development Board Chair

Signature

Pat Reddish
Name (printed or typed)

Workforce Connection Board Chair
Title

Date

Chief Elected Official

Signature

Barbara Fitos
Name (printed or typed)

Marion County Commissioner
Title

Date

**Citrus Levy Marion Regional Workforce Development Board
Region 10
Local Workforce Services Plan 2009-2010**

SECTION V. REQUIRED ATTACHMENTS

Attachment A. List of MOUs

AARP Foundation/SCSEP
Agency for Workforce Innovation
Center for Independent Living
Central Florida Community Action Agency
Central Florida Community College
Childhood Development Services
Citrus County School Board
Department of Revenue, Child Support Enforcement
Experience Works (Green Thumb)
Florida Department of Children and Families, Circuit 5
Florida Department of Children and Families, Circuit 3
Florida Department of Education, Division of Blind Services
Florida Department of Education, Division of Vocational Rehabilitation
Florida Institute for Workforce Innovation
Goodwill Industries/Suncoast
Heron Woods
Key Training Center
Levy County School Board

**Citrus Levy Marion Regional Workforce Development Board
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Local Workforce Services Plan 2009-2010**

Marion County School Board
Marion County Literacy Council
Marion County Targeted Community Action Plan
Mid-Florida Community Services
Ocala Housing Authority
Operation Weed and Seed
Sertoma Mentoring Village of Citrus County
Student Transition and Resource Team (START) Citrus County
Temporary Horse Care Employment Services and The Groom School
US Department of HUD

Attachment B

Summer Youth Employment Program Plan for 2009

Attachment C

Public Comments

(Will be accepted 9/15/09 through 10/14/09)

Attachment D

Current Workforce Board Membership Roster Certification