

PY 2009 Local Plan Review/Local Board Certification

| DESCRIPTION OF ADDITIONAL DATA/DOCUMENTS REQUIRED | |
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| Enter a detailed description of the requested documents/information to be provided. Make sure to note the section of the RWB’s plan as a reference. | |
| Plan Section | Additional Data/Documents Requested |
| Old Plan | <p>See above statement regarding the Old Plan contingency</p> <p>RESPONSE: Our 2007-2009 services plan remains intact except as noted below, and should remain in force for 2009-2010:</p> <ul style="list-style-type: none"> • Section F.1.f: enhanced by the 2009-2010 addendum to include serving customers under the REA program. All other procedures remain intact. • Section F.2.a: procedures remain the same; however addendum was enhanced to place emphasis on priority of service. • Section 9 – Food Stamp Employment and Training Program: This is now a voluntary program, and our region is providing services to those customers who volunteer to participate in the program. |
| RES | <p>See above statement regarding the RES contingency</p> <p>RESPONSE: The guidance issued by AWI outlining the provision of reemployment services to Unemployment Compensation (UC) claimants based on recent federal requirements has been addressed in our Local Plan 2009-2010 Addendum (ref II.B)</p> |
| I.B.4 | <p>Does not address registered apprenticeships.</p> <p>RESPONSE: Registered apprenticeship program sponsors in our region are very limited; however, we have the resources to refer customers to programs outside of our area if the situation warrants. In light of our limited local resources, Workforce Connection works closely with CFCC and the area technical institutes to create custom, industry specific programs to meet emerging needs. Banner Centers have been contacted to identify existing curriculum and resources for areas including Energy to Manufacturing to Construction.</p> <p>An aggressive effort has been initiated to identify short and long term training needs for the energy sector. We have partnered with our educational and business partners to establish career academies or Power Institutes in each county. Aggressive recruitment for these high school academies opens up the gateway to the vision of growing our own workforce, which is driven by our workforce needs.</p> |

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| | <p>With the future addition of a power plant in our region, we are in constant dialogue with the International Brotherhood of Electrical Workers (IBEW) and Pipefitters/Plumbers unions in developing apprenticeships for local applicants. Our contact with these labor organizations is an open door to continue to educate businesses on the win-win aspect of the apprenticeship program.</p> <p>To orientate one on the advantages of apprenticeship, one of our local educational partners offers a program that includes both classroom training and field experience in electrical apprenticeship. Enrollment is highly competitive. This program prepares students for employment as trained, licensed journeyman electricians, and most program related costs are paid by employers. Upon completion of this electrical apprenticeship training program, students are eligible to sit for the Journeyman's license test.</p> <p>Hosted by the Florida Municipal Electric Associates (FMEA), Workforce in partnership with the City of Ocala Electrical Utility Company, our educational and other business partners, sponsored a Power Your Career Day (electric utility career day for high school students). This was an employability/career centered event highlighting the opportunities of this industry.</p> <p>Although we may not have a large number of apprenticeship sponsors in our area, the business community have a large presence on our career academy boards and participate in the curriculum development, funding, support, and coaching/mentoring of students from all the academies, including information technology, construction, automotive, business, culinary, and industrial engineering. The students of these academies also serve internships with local businesses to broaden their scope of understanding of their chosen career path.</p> |
| I.B.5 | <p>Does not describe how the RWB will partner with labor organizations and registered apprenticeship sponsors to develop workforce and regional development strategies.</p> <p>RESPONSE: Refer to I.B.4 above. Workforce Connection will wisely use all training resources available to formulate strategies that will improve the skills of our workforce and enhance the efficiency and productivity of our demand economy.</p> <p>Our partnership with labor organizations is a viable source of workforce intelligence. Region 10 has received national recognition for work with area business consortiums. The Region is integrally involved with the Marion Regional Manufacturers Association, Citrus Information Technology Alliance, Levy County Enterprise Zone, Ocala Human Resource Association, IBEW and others.</p> |

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| | <p>Staff is actively involved in these and other business organizations, as well as there being labor representation on our Board. This allows for (1) partners on both sides to bring their knowledge of issues to the forefront, and (2) the sharing of these issues for collaborative strategies and resolutions. We will continue to solidify and strengthen these partnerships in an effort to promote economic development and to develop a local, regional and global competitive workforce.</p> |
| I.C.2 | <p>Does not address support for full range of customers to acquire skills for high-growth/high-wage occupations, including remediation, ESOL, and supportive services.</p> <p>RESPONSE: Every customer that enters our One Stops has equal access to all services. Center front line staff is very much attuned and sensitive to the needs of our customers who are most in need. Access to job search assistance, employability workshops, specialized workshops for various populations (i.e., veterans, other professionals, universal customer) are offered to all customers. More emphasis is now being placed on training opportunities, after assessment, local demand and customer choice is determined. Customers are being offered training opportunities instead of limiting their choices due to barriers. Staff is continuing to assist individuals with completion of scholarship applications, and counseling on career planning & job seeking strategies. If remediation or language support is needed, we have the resources with community partners to refer as needed in order to get customers to the level where they will be successful in their endeavors.</p> <p>Our partnerships with agencies such as Department of Children and Families, Educational partners, Department of Juvenile Justice, Early Learning Coalitions, Partnership for Strong Families, Legal Services, Community Action Agency, to name a few, are ensuring a wholistic approach is considered with each customer. Although we hold no specific cap on supportive services, we utilize sound and just judgment when offering and providing support services. We have readily provided transportation, clothing, tools, relocation, etc., to customer to assist them when needed, and will continue to provide this service as funding allows.</p> <p>The infusion of ARRA funding has allowed innovative techniques to be utilized to help all customers acquire the skills needed to be successful. We have been able to hire more staff to assist the increase of customers; utilization of our targeted occupation sectors has been very useful in assisting customers to select occupations which would offer employment and higher wages. The targeted industry communities we have developed within each one stop gives customers expert, direct support in developing their individual strategy to becoming self sufficient. We offered a seminar we called “Career Launch”, which made available a series of six employability</p> |

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| | <p>workshops. These workshops included topics such as resumes, interviewing, salary negotiations, self marketing, and networking. We also offered job and community resource fairs in all three counties that included the accessibility to a home foreclosure panel, who worked with customers on the spot in renegotiating mortgages, etc. A Healthcare Training grant was received that allowed us to train dislocated and incumbent workers in critical care nursing, medical hospital coding, and long-term care.</p> <p>Region 10 is the pilot region for accessing federal TANF stimulus funds to screen, train, and hire individuals for subsidized employment. We successfully worked with Economic Development and the Dept of Children and Families in the locating of a call center to the Ocala/Marion County area, and the filling of the more than 75 positions. We have also partnered with the City of Ocala and Marion County to launch other private sector projects to increase local subsidized jobs.</p> <p>Funding has allowed us to offer, through use of classroom instructions in high demand occupations, programs in welding, CNA, medical secretary, pharmacy tech, NCCER Green construction, NCCER electrical crafts and LEED certifications. Classes were developed with education and business industry partners to prepare job candidates for growing healthcare, nuclear energy, and stimulus infrastructure projects. Workforce Connection staff has enrolled approximately 1700 individuals in training.</p> <p>Safety net events were conducted to assist customers with everything from childcare to healthcare to foreclosure assistance. Workforce negotiated a pre-paid expedited childcare contract with the Marion County Early Learning Coalition to ensure childcare is readily available to dislocated job candidates needing this service to start a new career or training program.</p> <p>The initial Job and Community Resource fairs, which are open to everyone and ongoing, were attended by over 700 applicants at all stages of their job search, with accommodations being made when requested. We continue to work with all customers utilizing individualistic approaches and while looking for innovative ways to assist them in their employment search.</p> |
| I.C.5 | <p>Does not address how registered apprenticeships will be used to provide targeted work experience in new industries & occupations.</p> <p>RESPONSE: Registered apprenticeship program sponsors in our region are very limited; however, we have the resources to refer customers to programs outside of our area if the situation warrants. In light of our limited local resources, Workforce Connection works</p> |

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| | <p>closely with CFCC and the area technical institutes to create custom, industry specific programs to meet emerging needs and to provide work experience to those in need. An aggressive effort has been initiated to identify short and long term training needs for the energy sector. We have collaborated with our educational and business partners to establish career academies or Power Institutes in Citrus, Marion, and Levy county. Aggressive recruitment for these high school academies opens up the gateway to the vision of growing our own workforce, which is driven by our workforce needs.</p> <p>Although we may not have a large number of apprenticeship sponsors in our area, the business community have a large presence on our career academy boards and participate in the curriculum development, funding, support, and coaching/mentoring of students from all the academies, including information technology, construction, automotive, business, culinary, and industrial engineering. The students of these academies also service internships with local businesses to broaden their scope of understanding of their chosen career path.</p> <p>Workforce Connection Management staff, as well as Business Development staff, have a strong and visible presence with our local economic development and Chamber partners, which allows for the real time knowledge of emerging industries and the workforce requirements. This allows Workforce to be involved with the structuring of services needed by both the employer and our applicants, and the training solutions that would served both the needs of employers and applicants.</p> |
| I.C.6 | <p>Does not address how activities will be aligned to meet the needs of under-skilled workers.</p> <p>RESPONSE: Workforce Connection continues to reach the multitudes by presenting a myriad of services that are catered to all customers in various levels of their career path. Again, as stated in 1.C.2 above, Region 10 is the pilot region for accessing federal TANF stimulus funds to screen, train, and hire individuals for subsidized employment. We successfully worked with Economic Development and the Dept of Children and Families in the locating of a call center to the Ocala/Marion County area, and the filling of the more than 75 positions. We have also partnered with the City of Ocala and Marion County to launch other private sector projects to increase local subsidized jobs. Additional funding has allowed us to offer, through use of classroom instructions in high demand occupations, programs in welding, CNA, medical secretary, pharmacy tech, NCCER Green construction, NCCER electrical crafts and LEED certifications. Classes were developed with education and business industry partners to prepare job candidates for growing healthcare, nuclear energy, and stimulus infrastructure projects. Workforce Connection</p> |

staff has enrolled approximately 1700 individuals in training.

The infusion of ARRA funding has allowed innovative techniques to be utilized to help all customers acquire the skills needed to be successful. We have been able to hire more staff to assist the increase of customers, while the utilization of our targeted occupation sectors has been very useful in assisting customers to select occupations which would offer choice employment and higher wages. The targeted industry communities we have developed within each one stop gives customers expert, direct support in developing their individual strategy to becoming self sufficient. We offered a seminar we called "Career Launch", which made available a series of six employability workshops. These workshops included topics such as resumes, interviewing, salary negotiations, self marketing, and networking. We also offered job and community resource fairs in all three counties that included the accessibility to a home foreclosure panel, who worked with customers on the spot in renegotiating mortgages, etc. These type of sessions are offered on a continuous basis in an effort to assist customers.

A Healthcare Training grant was received that is allowing us to offer training to dislocated and incumbent workers in critical care nursing, medical hospital coding, and long-term care.

Workforce Connection is also utilizing the TANF Subsidized Employment Program to assist and meet the needs of low income families (funded through the ARRA). This program is an employment alternative to receiving temporary cash assistance for customers with gross income less than 200% of the federal poverty level. This program will allow customers to be placed in job sites for on-the-job training and paid a salary based on the normal wage rate for the position. The salary is not paid by the employer, but is subsidized by federal and local funds. We have secured the partnership with the Department of Children and Families, the City of Ocala, and Marion County to participate in this program. We have also secured, through competitive solicitation, a temporary staffing agency as a vendor to manage the employment actions for this project.

Providing assessments (such as Careerscope, Ready to Work, Prov-It) career counseling, supportive services, employability workshops and training enable staff to assist the under skilled applicant in securing employment and a self sufficient career path.

Our connection to both our economic development and education partners allows us to be involved with the structuring of services needed by both the employers and unskilled workers. Employed worker training assistance to businesses with employee skill upgrade training will assist with the generation of a pipeline of skilled workers, as the novices will be able to fill the jobs left by the upgraded workers.

II.A.2

Does not describe improved collaboration among WIA, Wagner-Peyser, TAA, and Registered Apprenticeships.

RESPONSE: Our local workforce services plan (2007-2009) addresses the collaboration within our system among the different programs. Close collaboration with and among programs is one of our priorities in leveraging all resources to do the greater good. As the catalyst during the local closing of a large and three smaller related businesses, Workforce Connection networked with the “community” in planning an out placement event in two days, which served over 600 people. The partners, businesses and community organizations provided services to affected employees such as a getting started orientation, registering for unemployment compensation, use of Employ Florida Marketplace, and preparing for a job fair. This type of collaboration resulted in community resource organizations being invited to be a constant and integral part of all job fairs, and allowed Workforce to combine all available One Stop resources available to assist customers with their needs. This unfortunate incident was a catalyst in securing the combined realization that working partnerships of this type will be utilized in all aspects of rebuilding the lives of both our customers and communities.

Our state representative convened a meeting of national, state, and local leaders, of which Workforce was a part, to discuss the rising unemployment. Workforce laid out the many strategies we are involved with and the resources at our disposal to assist customers in their job and career search. The multi-pronged effort included the Ocala/Marion County EDC, chamber of commerce, community college, local government, businesses, social services organizations and elected officials.

Workforce will continue to maintain our agreements and MOU’s with organizations to help our mutual customers. Trade-affected individuals are referred to our staff member that is specifically trained to assist and case manage these customers in accessing the many services they may be entitle to. Our local association with the Faith and Justice Coalition, Dept of Juvenile Justice, Dept of Corrections gives us avenues to assist ex-offenders. Currently we visit the institutions and provide pre-release employability assistance, as well as education about services of the one stop. Additionally, we are constantly searching and applying for grants that would enable us to provide enhanced services in all programs.

Our service providers are given access to all committee and board meetings. They are given the opportunity to comment on any proposed policy changes and procedures. They are also a big part of Workforce’s strategic planning. We facilitate all staff trainings on a bimonthly basis. All of this is done to present an open environment between Board staff and provider staff to facilitate the sharing of

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| | information and open discussions on system improvements. |
| II.B.1.5 | <p>Need information on the business aspect of this question.</p> <p>RESPONSE: Workforce Connection Business Development staff completed a survey of local businesses to help in determining relevant wages, salaries, benefits and practices in our region. Through understanding what businesses need in order to grow and expand, and the jobs and compensation they have to offer prospective employees, we are better able to provide skilled, matched workers to employers. The Industry specific job fairs that are held help in the recruitment activities. Our Business Development staff is targeted industry managers who meet regularly with employers to discuss needs, resources, outplacement assistance, local market information and other workforce services. They promote the connectivity of workforce, business, community agencies, chamber of commerce, economic development and job seekers.</p> <p>It is through this close partnership that the managers keep on task with the identification of high demand jobs, as well as employers and business occupational needs. The One Stop Service Provider has dedicated staff that work directly with the data collection from employers and the updating of the data system for our employers. The industry communities established within the one stops provide specific and targeted information to applicants, which assist them in developing career paths that lead to self sufficiency.</p> |
| II.B.1.6 | <p>Money was spent on computers. Need the % of funds this expenditure was.</p> <p>RESPONSE: The funding for the upgrade and purchase of computers for the resource rooms was provided through Wagner-Peyser regular formula funding stream. The total amount for the computers was \$42,401.00 – our NFA for WP was \$429,984 – the expense represents 10% expenditure cost.</p> |
| II.C.4 | <p>Does not address WIA & ARRA priorities: low income and public assistance recipients.</p> <p>RESPONSE: Item II.C.4 (3) of the addendum speaks to the delivery of services to low income and public assistance recipients. An initial registration gives the basic information needed to assess customers' needs. The work registration and orientation process is contained in our local 2 year plan (2007-2009). Our partnerships with other community agencies help to avoid duplication of effort. Every customer that enters our One Stops has equal access to all services. Center Front line staff is very much attuned and sensitive to the needs of our customers who are most in need. Access to job search assistance, employability workshops, specialized workshops for various populations (i.e., veterans, TANF, other professionals,</p> |

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| | <p>universal customer) are offered to all customers. More emphasis is now being placed on training opportunities, after assessment, local demand and customer choice is determined. Customers are being offered training opportunities instead of limiting their choices due to barriers. Staff is continuing to assist individuals with completion of scholarship applications, and counseling on career planning & job seeking strategies.</p> <p>All centers are equipped with adaptive equipment and community resources available to assist those most in need, when appropriate. All staff are trained on the usage of this equipment. However, the Disability Program Navigator works directly with persons with disabilities in their job search endeavors.</p> <p>Public assistance customers are assigned specific employment consultants with which to work. These consultants provide specific one-on-one assistance while also engaging the customers with the other services afforded by the one stop, such as employability workshops, training, and supportive services.</p> <p>ARRA funding has enabled Workforce to expand staff and add another center in order to assist the huge influx of customers. The new office, tailored to assist customers in training, is conveniently located near the local training providers. Customers can obtain all workforce services in this satellite office.</p> |
| <p>II.E.1</p> | <p>Does not answer question. (Although information was entered about a letter being sent out, it appears that the information in the letter was incorrect.)</p> <p>RESPONSE: Veterans are given priority in all services and programs offered and administered by the one stop centers, which includes job placement, job search, support services and training. Upon entrance to the One Stop, veterans are identified through inquiry from staff and immediately provided services. They are referred to one of the assigned veteran representatives located or readily available at all centers if intensive services are required.</p> <p>All workforce staff are trained to inquire on veteran status at initial contact and if necessary, to inform and facilitate them in their right to obtain priority service. In our Marion County one stop center, we have a dedicated veteran resource room, equipped with computers, to allow for private counseling and job search.</p> <p>We also, with one of educational partners, developed a Retooling and Refueling (R&R) seminar specifically for veterans. Our veteran staffs are members of various community veteran organizations. This gives them face to face access to other veterans and helps to keep them abreast of veteran issues, as well as gives them the opportunity to continuously convey the services available through the one stop center.</p> |

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| | <p>Veteran staff review all jobs posted through the one stop prior to them being released.</p> |
| II.E.2 | <p>Does not describe eligibility requirements for covered persons for employment programs and services.</p> <p>RESPONSE: Priority of service will be given to qualified veterans and eligible spouses when referring individuals to job openings to all USDOL funded training programs in whole or in part or related services in accordance with the Veterans' Priority Provisions of the "Jobs for Veterans Act"(JVA) (PL 107-288), and Veterans' Benefits, Health Care, and Information Technology Act of 2006 (Pub. L. 109-461).</p> |
| II.F.1 | <p>Does not address WIA & ARRA priorities: low income and public assistance recipients.</p> <p>RESPONSE: Every customer that enters our One Stops has equal access to services. II.C.4 (3) of the addendum speaks to the delivery of services to low income recipients. An initial registration gives the basic information needed to assess customers' needs. The work registration and orientation process is contained in our local 2 year plan (2007-2009). Our partnerships with other community agencies help to avoid duplication of effort. Every customer that enters our One Stops has equal access to all services. Center Front line staff is very much attuned and sensitive to the needs of our customers who are most in need. Access to job search assistance, employability workshops, specialized workshops for various populations (i.e., veterans, other professionals, universal customer) are offered to all customers. More emphasis is now being placed on training opportunities, after assessment, local demand and customer choice is determined. Customers are being offered training opportunities instead of limiting their choices due to barriers. Staff is continuing to assist individuals with completion of scholarship applications, and counseling on career planning & job seeking strategies.</p> <p>Public assistance customers are assigned specific employment consultants with which to work. These consultants provide specific one-on-one assistance while also engaging the customers with the other services afforded by the one stop, such as employability workshops, training, and supportive services.</p> |
| III.F.1 | <p>Does not describe how results are tracked (including ARRA) or how achievement of local implementation goals are measured.</p> <p>RESPONSE: Workforce Connection has not established any additional local performance measures. We, along with our service provider, will adhere to the reporting requirements and high performance required by WFI and AWI. The Department of Labor's TEGs' requirements have been provided to all staff and they have</p> |

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| | been trained on additional goals associated with ARRA. We will track and report all performance measures as required in our normal business process, as well as requirements of ARRA. |
| V.C. | No comments. Open for comments through 10/14/2009. RESPONSE: No public comments were received. |
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| Board Section | Additional Data/Documents Requested |
| One-stop Mandatory Partners (OSPM) | Missing: 1) Older Individual; 2) Vocational Rehabilitation RESPONSE: 1) Position filled through board member Sara Stroh; 2) Position filled through board member Theresa Flick |
| Nonpublic Postsecondary Educational Institution | Missing: 1) Confers degrees (NPEAD) RESPONSE: Position has been filled by board member Dianna Brumm. |
| Vacancies | There are a large number of vacancies. The private business (BU) sector seats need to be filled to the 51% mark. There are 4 BU's, 2 Organized Labor's and 1 CBO that need to be filled. RESPONSE: Additional board members were approved at our meeting on January 25, 2010: (See attached Listing) |
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| Attachments | Additional Data/Documents Requested |
| Public Comments | Please respond as to whether you have received any comments since the submittal date. RESPONSE: Public comments were due no later than October 14, 2009. We did not receive any public comments. |