



Workforce Readiness and Performance Council

Meeting Materials

May 27, 2009



May 27, 2009
1:30 p.m. – 3:15 p.m. EDT
Ballroom
The DoubleTree Hotel
101 South Adams Street
Tallahassee, Florida
www.workforceflorida.com
Agenda Packet
Posted on Website

WORKFORCE READINESS AND PERFORMANCE COUNCIL

A G E N D A

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- A. Welcome and Introduction of Other Members.....Eric Kennedy, Council Chair**
 - B. Approval of Previous Meeting Minutes Eric Kennedy**
 - C. Explanation of New Council Structure Eric Kennedy**
 - D. Actions and Initiatives of the
Workforce Technology Committee Andy Perez**
 - E. Actions and Initiatives of the
Youth Opportunities Committee Buddy Streit**
 - F. Actions and Initiatives of the Workforce
Performance Committee.....Don Gugliuzza**
 - G. Actions and Initiatives of the Partners CouncilBruce Ferguson**
 - H. Closing Remarks Eric Kennedy**

Minutes of the Workforce Readiness and Performance Council

Wednesday, February 18, 2009
Tallahassee, Florida

Chaired by Randy Johnson, Sr.

Council members in attendance:

- Randy Johnson, chair
- Eric Kennedy, workforce readiness committee chair
- Andy Perez, workforce technology committee chair
- Mark Wilson, workforce performance committee member, representing Don Gugliuzza
- Scott Goyer, youth opportunities committee member, representing Buddy Streit
- Bob Beck
- J.B. Black
- Leslie Ingram
- Everett Kelly
- Rod Love
- Hilda Quintero
- Bruce Ferguson, Partners Council representative
- Cynthia Lorenzo, interim director, Agency for Workforce Innovation
- Mary Lou Brunnell

The meeting was called to order at 1:37 pm by chair Randy Johnson, Sr. who led the council in an opening invocation. Roll call was taken and a quorum was established at 1:45 pm.

Mr. Johnson called for a motion to approve the minutes of the November 2008 Council meeting. Everett Kelly made the motion, which was seconded by Eric Kennedy. The motion carried unanimously and the minutes were approved without edit or modification.

Workforce Performance

Mark Wilson presented on behalf of committee chair Don Gugliuzza. He acknowledged the work of the committee to evaluate the effective use and deployment of incentive funds linked to state workforce performance objectives and the balanced scorecard methodology.

Charles Williams (Workforce Florida staff to the workforce performance committee) presented an overview of the 2007-08 performance incentives and the current status of payment which was held up due to data review.

Mr. Williams reported that one region had formally protested the methodology by which the performance incentives were determined and that has been forwarded to the Agency for Workforce Innovation for review.

Mr. Williams reported that another region's performance data is being re-evaluated for possible discrepancies.

Mr. Williams stated that 10% of the available incentive funds (\$300,000 of the \$3 million allocated) is held back in the event that a discrepancy requires modifications to the incentive payout.

Mr. Williams provided an overview of the state's "Balanced Scorecard 2.0" initiative and shared feedback from the initial state-level workgroup meeting. He stated that a regional workgroup is in the process of being formed.

Mr. Johnson called for a motion to move forward with the distribution of 2007-08 incentive dollars (\$2.7 million) to the 22 regions that are qualified to receive an award. Scott Goyer made the motion which was seconded by Hilda Quintero. The motion passed unanimously.

Steve Urquhart (Workforce Florida staff to the Council and to the technology committee) shared an overview of the Florida Ready to Work project, in which the Florida legislature in the 2008 general legislative session directed the Department of Education to contract with Workforce Florida to carry out a pilot of the Ready to Work business outreach program. Initial funding was \$875,000 and this was reduced by \$295,000 during the 2009 special session. On March 31, 2009 the program performance and budget will be evaluated to focus the resources on those regions that are meeting the legislative intent of the program.

Workforce Readiness

Eric Kennedy shared information with the Council on the creation and launch of a web log (blog) in support of the committee's activities, <http://workforcereadiness.ning.com> and the use of this site to share resources for all committee members and interested parties.

Mr. Kennedy emphasized the importance of bringing the existing Unemployment Compensation (FLUID) system into alignment with the Employ Florida Marketplace (EFM) to expedite the return of unemployed Floridians to re-employment activities. He shared that Geographic Solutions, the vendor for the Employ Florida Marketplace technology platform, has submitted a proposal and work order in the amount of \$14,000 to support this interface and that we are waiting for available programmer time at the Agency for Workforce Innovation to make the necessary data available for this effort.

AWI's interim director, Cynthia Lorenzo, expressed that workload factors at AWI have been the key limiting factor to addressing this programming requirement and said that she thought this could be addressed within the next 45-60 days.

Mr. Kennedy also mentioned an initiative that had been shared by the Department of Children and Families that could be a pilot for one or two regional workforce boards to support a Temporary Assistance for Needy Families (TANF) / Supplemental Security Income (SSI) program.

Lois Scott, program manager for Agency for Workforce Innovation, presented the combined efforts of AWI and the regional workforce boards to move Florida's Food Stamp Employment & Training support from its current "Pledge State" status to a "Waiver State" by no later than October 1, 2009, while deploying the \$6 million in Pledge State funds to support investments in technology and automation.

Mr. Johnson asked for a motion to recommend that the state of Florida apply to become a "Waiver State" for the FSET program. Bruce Ferguson made the motion, which was seconded by Bob Beck. The motion carried unanimously.

Youth Opportunities

Scott Goyer presented the youth committee's activities in Buddy Streit's absence. He shared with the Council the recent visits to Department of Juvenile Justice (DJJ) and educational programs in regions 2 and 3.

Mr. Goyer shared with the Council that the youth committee had decided to direct \$150,000 of the available \$500,000 in funds allocated to the committee to help a select group of regional workforce boards to begin their Summer Youth Programs. Ten regions were selected based on need, using their relative size and expenditure/availability of funds to select the regions.

Mr. Goyer and Dehryl McCall (Workforce Florida staff to the youth opportunities committee) explained that the balance of available funds, \$350,000 would be used to fund one or more competitive grants to build a demonstration project that addresses the committee's DJJ, youth literacy and numeracy and other objectives.

Mr. Johnson asked for a motion to approve this use of the committee's funds. Rod Love made the motion, which was seconded by J.B. Black. The motion carried without opposition.

Workforce Technology

Andy Perez shared with the Council the initiatives taken by the committee since November, with a focus on needs assessment, gap analysis, evaluation of costs and opportunities for efficiencies. Initially, this committee had \$750,000 in funds available to address technology projects; this number was reduced to \$300,000 in order to support re-employment initiatives at the Workforce Florida board level. This list consisted of:

- Assessing and evaluating the current workforce technology systems, including One Stop Service Tracking (OSST), One Stop Management Information System (OSMIS), Employ Florida Marketplace (EFM) and Reemployment and Eligibility Assessment (REA) among others
- Evaluating the potential for the EFM system as the "backbone" of Florida's workforce service delivery platform
- Looking at ways to harmonize and interface the myriad systems for accurate and accessible data, reports, and optimal system efficiency
- Setting up a resource (e.g. blog) to serve as a platform for collaboration and resource to board members – ultimately a project management site

Today, the Technology Committee met with Paul Toomey, President of Geographic Solutions, the technology partner that supports Employ Florida Marketplace

Some of the projects which have been launched within the purview of the technology committee include:

- Project plan to bring the state's Unemployment Compensation system and Employ Florida Marketplace into closer alignment to expedite the re-employment process
- Employ Florida "Silver Edition" (older workers initiative)
- BigBendHealth.com (local partnership with economic development, workforce, and healthcare)
- Collaboration with the State University System to create a "talent inventory system"

The committee is evaluating the issue of "Business Continuity" and ensuring not only that our workforce system is prepared to move into action in response to a disaster, but also to ensure that our workforce system itself can be prepared for disasters and business disruption and bring systems online quickly with all data backed up, all communication channels operational, and integrity of the system protected at all times.

Mr. Perez shared information with the Council leading up to the launch of Employ Florida Marketplace Version 10 in June, and a business-minded approach to looking 5 years out, 10 years out, to ensure that Florida has the resources and systems in place that make Florida's workforce system effective.

Mr. Johnson introduced Cynthia Lorenzo, interim director of AWI, and welcomed her to the Council.

Bruce Ferguson provided a report from the Partners Council which emphasized the need to move to better use of technology in support of the workforce system. He also stressed the need for this board and the regions to be prepared for the Federal Stimulus funds that are imminent and must be expended by June 2010.

Mr. Johnson asked that the board re-evaluate the composition of the youth opportunities committee to ensure that business was represented within this group.

Mr. Johnson asked that the DCF and other subject matter experts provide clarification on what is meant by numerator, denominator, and the implications of some of these social welfare programs on the workforce system.

Mr. Johnson emphasized the importance of the regions changing their mind set and working together with the state's board and committees as we move to the new system of performance measurement, the "Balanced Scorecard 2.0" model. He stressed the need to stay positive in order to get positive results, and to move together toward the "super regions" economic development partnership and measurement system.

The meeting was adjourned at 2:57 pm.

Workforce Readiness and Performance Council

Information for Item E

SUMMARY REPORT FROM THE YOUTH OPPORTUNITIES COMMITTEE

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- Youth Opportunities Committee Meetings since last WFI Board Meeting: March 3, 2009, March 31, 2009, April 29, 2009, May 13, 2009, and May 27, 2009.
- Issues addressed in those meetings included:
 1. Allocation of the 15K to the ten neediest regions to start up their summer youth programs in anticipation of receiving the ARRA stimulus funds. Regions 2, 3, 4, 6, 7, 9, 10, 13, 16 and 19 received “prime the pump” funding in February to kick off their summer youth program planning efforts. Information on how each receiving RWB planned to use the funds was submitted back to the Committee. Most RWBs hired planning staff to coordinate the summer programs. The total available funding for this initiative was 150K.
 2. A request for proposal entitled “Strengthening Youth Partnership Pilot Project(s): Intervention Programs for Court-Involved Youth (a/k/a dependent & delinquent youth)” was announced on April 1, 2009 and closed on May 15, 2009. There were a total of six respondents and those proposals are being rated. The total available funding for this initiative is 350K.
 3. The Shared Case Management Pilot (see attachments): Two-year pilot (2007-2009) Targeting Services towards Department of Juvenile Justice (DJJ) Youth and Foster Care Youth. The purpose of the Project is to increase Florida’s current level of participation and services to youth in foster care and/or youth in the juvenile justice system; to develop a “Shared Case Management Model.”
 - First Year’s data showed a 637% increase in the number of DJJ youth served by our regional workforce boards and an 11% decrease in Foster Care youth (note: DCF’s numbers were reduced statewide).
 - The self reported data for 07-08 showed 772 Foster Care youth and 199 DJJ youth being served.
 - After data matching by our DCF and DJJ partners the results showed that 4096 foster youth and 2818 DJJ were served in our workforce systems in 07-08.

- Data shows that our workforce boards are serving 10.56 % of all Foster Care and 3.20% of all DJJ Youth in Florida. New partnerships and these type initiatives continue to drive these numbers up.

Regional Workforce Board	Award	Additional Award	Revised Award	Release	Additional Release	Revised Release	Balance for Release
2 Workforce Dev Bd of Okaloosa & Walton Counties	\$4,762	\$5,555	\$10,317	\$4,762	\$5,555	\$10,317	\$0
3 Chipola Regional Workforce Planning Board	\$4,762	\$5,555	\$10,317	\$4,762	\$5,555	\$10,317	\$0
6 North Florida Workforce Development Board	\$3,334	\$5,555	\$8,889	\$3,334	\$5,555	\$8,889	\$0
9 Alachua/Bradford Florida Works	\$3,333	\$5,555	\$8,888	\$3,333	\$5,555	\$8,888	\$0
10 Citrus Levy Marion Regional Workforce Development Board	\$4,762	\$5,555	\$10,317	\$4,762	\$5,555	\$10,317	\$0
11 Center for Business Excellence	\$4,762	\$2,778	\$7,540	\$4,762	\$2,778	\$7,540	\$0
12 Workforce Central Florida	\$4,762	\$2,778	\$7,540	\$4,762	\$2,778	\$7,540	\$0
14 WorkNet Pinellas	\$4,762	\$2,778	\$7,540	\$4,762	\$2,778	\$7,540	\$0
19 Heartland Workforce	\$3,333	\$5,555	\$8,888	\$3,333	\$5,555	\$8,888	\$0
20 Workforce Development Board of the Treasure Coast	\$3,333	\$2,779	\$6,112	\$3,333	\$2,779	\$6,112	\$0
22 Broward Workforce Development Board	\$4,762	\$2,778	\$7,540	\$4,762	\$2,778	\$7,540	\$0
24 Southwest Florida Workforce Development Board	\$3,333	\$2,779	\$6,112	\$3,333	\$2,779	\$6,112	\$0
Total	\$50,000	\$50,000	\$100,000	\$50,000	\$50,000	\$100,000	\$0

- Summer Youth Programs: The Youth Opportunities Committee continues to stay engaged in the Summer Youth efforts by keeping open dialogue between various partner agencies as well as receiving updates from staff concerning Summer Youth planning groups, the Chief Financial Officer Summer Planning meeting held in Orlando, and Federal Forums such as the most recent Summer Youth forum held in April in Orlando. The committee continues dialogue with the RWBs and other state agency partners as to how they can best partner and serve the most youth.
- Additional focus has been placed on identifying the Committee's next funding initiatives once funding is available. Some of those groups identified were:
 - Department of Juvenile Justice Youth
 - Foster Care Youth
 - Literacy & Numeracy Rates
 - Virtual Education Opportunities
 - Career Academies
 - DJJ Vocation Training
 - Disabled Youth
 - Migrant and Seasonal Farm worker Youth

Workforce Readiness and Performance Council

Information for Item F

ACTIONS AND INITIATIVES OF THE PERFORMANCE COMMITTEE

The status of the actions and initiatives of the Performance Committee has primarily been directed to the Balanced Scorecard (BSC) development and implementation. The Balanced Scorecard is a management and reporting system that translates vision and strategy into action. The Performance Committee has made major strides toward implementing the system by engaging in Strength Weaknesses Opportunities and Treats (SWOT) webinars with Regional Workforce Board staff, teleconferences with key stakeholders to include economic development and the Florida Chamber. Additional feedback has been provided by recommendations from a previous Performance/Incentive workgroup that was established by the WFI Board of Directors.

With the enactment of the American Recovery and Reinvestment Act of 2009 (ARRA), States are tasked with increased focus on accountability and transparency making the need for a holistic management and reporting system ever so important. As a result, the primary emphasis on the development of the BSC system framework is directed toward the objectives of the ARRA and the resulting performance measures.

Balanced Scorecard 2.0

- BSC will link workforce development metrics to Florida's vision for 2030
- Focused on talent base, innovation, business climate, quality of life, demand driven systems.
- Based on ARRA BSC framework and principles

Status of Implementation

- Regional feedback via SWOTs, prior Workgroup Recommendations, Regional Visits, Economic Development, WFI Board of directors.
- Reorganization of Workforce Readiness and Performance Council will allow for additional input from Council members and greater feedback.

ARRA Balanced Scorecard 1.5

- Cascaded perspectives and objectives that provide a clear line of sight from Regional Workforce Boards objectives to Economic Development Corridor objectives to WFI Board of Directors objectives
- Includes Federal and non-federal measures and indicators

- Powerful visualization
 - Can display many areas of data for simultaneous review and allow for quick identification of problem areas

2009 2010 Performance Incentive Policy

- Work in Progress
 - Based on BSC Framework
 - Incorporate some of the recommendations of the Performance/Incentive workgroup
 - Include WFI Councils input on special initiatives

Agency for Workforce Innovation Dashboard

- Work in Progress
- Sample of ARRA counts and indicators as gathered from the AWI data store
- Wagner - Peyser
 - Number of Self Services to ARRA participants
 - Number of Staff Assisted Services participants
 - Number of ARRA participants referred to training
 - Referrals (1:1)
 - Recorded Placements
 - Placements 60 days or less
 - Placements between 60 and 90 days
- Workforce Investment Act
 - Needs Related Payments
 - Summer Youth Enrollments
 - ARRA Activities
 - Work Experience
 - Placements for ARRA Participants