

WORKFORCE FLORIDA PARTNERS' REPORT

Inside this issue:

Raymond Gilley, New WFI Chairman	3
New EWT Performance Measure	3
FBO/CBO Initiatives	4
Federal WIA Incentive Award	5
TANF/WIA Coordination	5
Operation Paycheck	5
2002 Calendar	6
Workforce Summit	6

*The Partners' Report is a quarterly publication of Workforce Florida. For more information or duplicate copies contact:
Lucia Fishburne
Communications Director
850-921-1119 or
lfishburne@workforceflorida.com.*

South Florida Workforce Board Dramatically Improves Performance

It didn't bode well when the 2000-2001 "Red and Green" report – a performance management tool used by Workforce Florida, Inc. (WFI) – revealed that Region 23 (Miami-Dade/Monroe Counties) ranked in the lowest quartile on 9 out of 17 of the short-term performance measures. Other oversight reports indicated serious problems with governance relationships, confused lines of authority, fund management/reporting, and inconsistency in service delivery. In response, the Workforce Florida Board decided it was time to roll up its sleeves and get involved at the local level. A year later, the board is seeing significantly less "red" and more "green".

Performance problems in any region is of concern but the significance of performance problems in Region 23 is heightened by the continuing reality that the 2-county region accounts for over 30% of workforce and welfare transition caseload and formula funds in Florida. In response to Region 23's problems, the WFI Board directed WFI and Agency for Workforce Innovation (AWI) staff to initiate a "Performance Improvement Plan" (PIP) analysis and to develop a collaborative improvement plan that would provide needed technical assistance. As part of the PIP, a budget was developed for additional improvements using state-level improvement funds. The WFI Board then recruited and designated Nancy Thompson, Executive Director of the Region 17, the Polk County Workforce Board, to serve as on-site peer consultant and lead for WFI's PIP process.

Ms. Thompson spent six months in Miami working with local staff to reconstruct and clarify policy and service delivery roles for the South Florida Workforce Board and the consortium of local chief elected officers (South Florida Employment and Training Consortium). Additional components to the PIP included: Personal contacts by WFI Chairman Toni Jennings, WFI Board member/lead Jim Apthorp, and WFI President Curtis Austin; an Independent Accountant's Review was conducted and the

(Continued on page 2)

Customer Satisfaction With Workforce Services is "In the Green" in Florida

Colors convey meaning and value quite effectively—even for something as "dry" as the federal Workforce Investment Act (WIA) core indicators of performance for adult, dislocated worker, and youth programs. These required measures are used to establish performance goals at both the State and local level. Fifteen of the seventeen measures apply to outcomes for workforce programs with the two additional measures related to customer satisfaction. Quite a handful of data to juggle by any means. Enter the colors. Workforce

(Continued on page 2)

South Florida Workforce

Continued from page 1

subsequent report provided to the board; a new electronic accounting system was purchased and implemented; more uniform services at One-Stop Career centers were established; procedures for provider procurement and performance-based contracts were revised; and, intensive training of board and service delivery staff was conducted by AWI staff, regional workforce board peers and contracted trainers.

This intensive effort combined with the courage and dedication of Harriet Spivak, Region 23 Executive Director and Willie Ivory, Region 23 Board Chair resulted in a dramatically different picture of South Florida a year later. The end-of-year Red and Green performance report for the 2001-2002 Program Year shows that Region 23 is solidly in the mainstream compared to other regions. Only three measures are in the “red”, reflecting lowest quartile performance. And, five measures are now in the “green,” indicating top 25% performance.

In the same program year Region 23 served 2,213 Operation Paycheck participants (dislocated workers as a result of 9/11), representing 25% of the state total. Other performance and financial outcomes show similar progress, primarily to the credit of local board and service provider staff in Dade and Monroe counties.

Not all problems in Region 23 have been conclusively resolved and the demographic, economic and workforce dynamics of the area will continue to present unique challenges. But the dramatic turnaround for this region in performance and status in the last twelve months provides strong evidence that WFI’s PIP process is effective.

Florida in “In the Green”

Continued from page 1

Florida uses red and green to create an easy to read quarterly “report card” to keep track of how well Florida’s workforce system measures up. In addition to monitoring quarterly outcomes, the “Red and Green Report” is an excellent tool for longer term comparisons used to see how well the system as a whole is responding to employer and jobseeker needs.

Comparison of customer satisfaction data for the program years ending June 2001 and 2002 shows that Florida’s workforce system performance is making steady progress. Use of the many services offered through the 150+ One-Stop Career Centers around the state has increased for both employers and jobseekers (5.4% and 6.1% respectively). And a concentrated shift to becoming more responsive and flexible in meeting the varied needs of employers has resulted in a 5.61% increase for employer satisfaction in the 2002 program year.

The ultimate measure for performance when looking at the jobseeker is “Did the jobseeker get a job?” The 2002 Workforce Red and Green Key Indicators show that 349,315 jobseekers got jobs—an increase of 101,212 from the 2001 program year—enough to make other states “green” with envy.

“It was an honor and a challenge to assist Region 23.

The effectiveness of the whole state system is dependent on the performance of the Regions.

Everyone worked hard to turn things around—from the Executive staff level to the One-Stop employees—as well as the WFI board members, including Chairman Jennings, and the WFI staff.”

*Nancy Thompson
Executive Director
Polk County Workforce Board*

. . . **IN THE BOARD ROOM** . . .

Governor Bush Appoints Raymond Gilley as Workforce Florida Board Chairman



Raymond Gilley, President and CEO of the Metro Orlando Economic Development Commission, has been appointed by Governor Bush as the second chairman of Workforce Florida Inc. Gilley succeeds former Senate President Toni Jennings, who served as Workforce Florida chair for two years.

“I am honored and look forward to serving as chair of WFI, building on the strong foundation established under Chairman Jennings’ leadership,” said Gilley. “I also look forward to working in collaboration with Governor Bush, fellow WFI board members, and our many partners and stakeholders in the Florida Workforce System to continue advancement of the mission to create a globally competitive workforce that brings increased prosperity to individuals, their families and the State of Florida.”

“We must and will continue to be about improving performance. The entitlement culture has to be broken to maximize the performance of the system. It takes much courage, but I think we are up to the task.”

Raymond Gilley, Chair
Workforce Florida Inc.

Gilley, a WFI board member since its creation in 2000, joined the Metro Orlando EDC as President in April of 2001. As the EDC’s chief executive officer, he oversees the operations of the \$5 million regional organization that represents the four-county region of Orange, Seminole, Lake and Osceola, and the City of Orlando. It is the largest private, not-for-profit, regional economic development organization in Florida.

Prior to joining the EDC, Raymond spent 15 years with Florida Power Corporation. After a series of promotions, in 2000 he was named Manager of Economic Development – Florida, in the newly created Progress Energy Company. His tenure at Florida Power was preceded by a number of years in the Florida Department of Commerce, Bureau

of Industry Development in Tallahassee, Florida. While at Commerce he held several progressive economic development positions and received awards for superior performance.

Raymond is an active resident of Lake County, where he was named Citizen of the Year in 2002. He and his wife Gina are the parents of a son and two daughters.

WFI Board Adopts New Performance Measure to Increase Workforce Competitiveness

The Workforce Florida Board of Directors has adopted a proposal to include a measure on the Red and Green Performance Report for “employed workers”. This was specifically done to correct the failure of the reporting system to include those trained under this option.

The board also approved a High Skills/High Wages Council recommendation that each region be required to modify its five-year plan to specify methods for upgrading the skills of existing workers as part of the system-wide attempt to increase the capacity to avert layoffs. In addition to retention value, upgrading the skills of employed workers is also a key strategy for business and the state of Florida to increase workforce competitiveness in the midst of rapidly changing technologies.

The state board provided baseline numbers to the local regions for the new measure in the preliminary year-end report presented at the August board meeting. Employed Worker Training (EWT) performances will be measured and included on the Red and Green Performance Report for the current program year.

. . . See Page 5 for the 2002-2003 Workforce Florida Board Leadership Team . . .

State of Florida in the Forefront on National CBO/FBO Initiative

Workforce Florida and the Agency for Workforce Innovation, with Broward County as the lead, have been awarded a grant from the US Department of Labor specifically designed to connect faith-based and grassroots community organizations to the nation's One-Stop Career System. In addition to the state-level \$1,046,316 grant award, grants were also awarded to the United Way of Brevard County, Cocoa (\$500,00) and the Dominican American National Foundation, Miami (\$24,860).

"Faith-based and community organizations can be powerful catalysts

in transforming people's lives. They should not be discriminated against when applying for government grants," said US Secretary of Labor Elaine L. Chao. "The Department of Labor is proud to award \$17.5 million to faith-based and community organizations to support the President's Faith-based and Community Initiative. These resources will help these organizations to carry out their mission of bringing hope and opportunity to individuals and improve our communities."

The grants are the first group to be awarded by any federal department

and are a central component of President George W. Bush's effort to ensure federal policy and programs are accessible for all qualified organizations to compete for government funds.

"The grants the Department of Labor announces today mark an important step in furthering the partnership between faith-based and community groups and the federal government in delivering social services to those in need," said Jim Towey, director of the White House Office on Faith-Based and Community Initiatives.

"Faith-based and community organizations can be powerful catalysts in transforming people's lives."

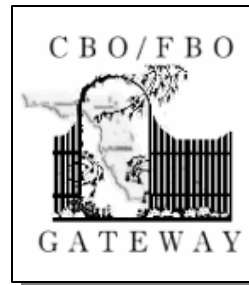
Elaine L. Chao
Secretary, USDOL

Governor Bush Announces Florida's Workforce System To Partner With Faith-Based Organizations

Workforce Florida and the Agency for Workforce Innovation have established a new web-accessible Information Clearinghouse/Gateway designed to improve communications and collaboration among the workforce services community, Community-Based Organizations and Faith-Based Organizations (CBOs & FBOs).

The site was designed by Workforce Florida staff in consultation with several state-level organizations, notably the Florida Catholic Conference and the Florida Coalition for the Homeless.

The primary purpose of the site is to serve as an information and communications conduit to and among the state-level "umbrella" organizations with the expectation that



they will use their existing communications channels to pass relevant information and encouragement on to their local affiliates.

"There is a tremendous energy and commitment in grassroots and faith-based organizations that allows them to be a driving force for improving our social fabric," said Governor Jeb Bush. "We are going to enlist their help in a critical partnership between all levels of government and those grassroots and faith-based organizations who live in the hearts of their neighborhoods."

Access the
CBO/FBO Gateway at:
www.workforceflorida.com

"There is a tremendous energy and commitment in grassroots and faith-based organizations that allows them to be a driving force for improving our social fabric."

Governor Jeb Bush

... **WORKFORCE IN THE NEWS** ...

Florida to Receive Federal Incentive Award for Workforce Performance

Florida is one of twelve states to receive USDOL incentive awards for the performance of their Workforce Investment Act (WIA), vocational education, and adult education programs during the program year that ended June 30, 2001. By interagency agreement, \$2 million is to be routed through the Department of Education for some recommended literacy/Adult Ed projects and the remaining \$1 million through Workforce Florida for Performance Improvement Plans and other unspecified projects at the discretion of the Workforce Florida Board/Councils.

Florida Receives Highest Rank for TANF/WIA Coordination

The Office of Policy and Research and Office of Field Operations of the US Department of Labor's Employment and Training Administration (ETA) coordinated a survey of ETA's Regional Offices to assess the level of integration, coordination, and collaboration between the Temporary Assistance to Needy Families (TANF) and Workforce Investment Act (WIA) programs in each State. Florida was one of five states in the nations to receive the highest rank for coordination between the two programs.

Coordination is evaluated on a scale of 1 to 4. The categories are: (1) little or no coordination (e.g., WIA and TANF operate parallel systems); (2) minimal or low level coordination (e.g. cross referrals between TANF and WIA); (3) moderate or significant coordination (e.g. TANF participates in the One Stop Centers or system) (4) and fully integrated.

Operation Paycheck Attracts Over Eight Thousand Participants

One year after the events of September 11th, the Governor's innovative *Operation Paycheck* (OP) initiative reports that 8,811 customers have been authorized for participation by regional workforce boards. Over eighteen hundred OP customers have already completed their courses and 862 (including both completers and other OP participants) had found new employment at a statewide average wage of \$14.87. Seventy percent (70.0%) of *Operation Paycheck* customers are enrolled in high tech training.

Operation Paycheck, a partnership between Workforce Florida, the Agency for Workforce Innovation, the Department of Education, and the Division of Community Colleges, was created in effort to keep Florida's economy strong and to put Floridians who lost their job as a result of the events of September 11th back to work. The program was designed to build quickly upon the existing skills of dislocated workers by identifying existing skills that are transferable from declining occupations to those in expanding sectors of the economy.

Operation Paycheck training partners have joined together to provide a variety of courses to meet the training needs of OP participants. Over forty one percent (41.2%) of OP participants have enrolled in courses at private training entities, 26.9 % have enrolled at community colleges, 20.3 % have enrolled at school district vocational/technical centers, and 11.6 % have enrolled in public universities.

New enrollments in the OP Program have been suspended; however all students authorized by regional workforce boards will continue to be served. The partnering organizations are already reviewing the program and analyzing data to determine what worked, what didn't, what was learned and how it can be applied to other areas of workforce development to improve the responsiveness of the system to all its customers.

WORKFORCE FLORIDA Board Leadership Team

Chairman

Raymond Gilley, President and CEO
Metro Orlando
Economic Development Commission
Orlando

Vice Chairman

Sam Rashid, President
Holtec Corporation
Brandon

Finance Committee Chairman

Jim Apthorp, Senior Fellow
Collins Center for Public Policy
Tallahassee

Strategic Planning

Committee Chairman
Carolyn Franz, Director
Legislative Affairs
Siemens Corporation
Orlando

One-Stop Task Force Chairman

Bill Mayville, President
Temp USA
Coral Gables

First Jobs/First Wages

Council Chairman
David Pierson, President
Pierson Air Conditioning and
Electrical Contractors
Jacksonville

Better Jobs/Better Wages

Council Chairman
Judith Flynn, HR Manager
AOL Time Warner—Warner
Publisher Services
Tampa

High Skills/High Wages

Council Chairman
Linda Cooke, Director
Manufacturing Operations
Habilitation Center
Davie

2002 MEETINGS AND EVENTS

Workforce Florida Board & Related Meetings

OCTOBER 16

Executive Committee Teleconference

OCTOBER 17

Board Leadership Training
Orlando, EFI Board Room

DECEMBER 4

Partner's Meeting (Executive Directors)
Orlando, Embassy Suites Downtown

DECEMBER 5

Committee and Full Board Meetings
Orlando, Embassy Suites Downtown

*For updates and agendas visit:
www.workforceflorida.com*

2002 Workforce Summit a Success

Florida's Workforce 2002 Summit, hosted by Dynamic Works Institute, brought together almost 600 workforce and business professionals from state and local levels within Florida and beyond. Located at the Wyndham Palace Resort and Spa in Lake Buena Vista, the Summit offered for over 50 breakout and general sessions built around the theme "Developing Excellence in Professionals and Programs".

Reinforcing the theme of the Summit, the following regional workforce boards received awards for excellence:

Citrus, Levy, Marion RWB
Outstanding Employer Services

Broward Workforce Development Board
Outstanding Customer Services

Polk County Workforce Development Board
Maximization of Resources



1974 Commonwealth Lane
Tallahassee, Florida 32303-3196

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.