

AWI and the One-Stop System
(Program Name)

Purpose:

The Florida Legislature created the Agency for Workforce Innovation (AWI) in 2000 with the passage of the Workforce Innovation Act. These actions followed approval of federal legislation in 1998, which dictated a new locally operated, customer-focused system for workforce development in the states. Beginning operation on October 1, 2000, the Agency for Workforce Innovation serves as the administrator of Florida's workforce development programs, under contract with Workforce Florida, Inc., which provides policy direction and guidance to Florida's 24 Regional Workforce Boards. The Regional Workforce Boards contract with public and private entities for the operation of over 150 full-service One-Stop centers where citizens can access the following services at a single site: employer and employment assistance; employability skills workshops; referrals to education and training programs; veterans' assistance; Job Corps; the Food Stamp Employment and Training Program; labor market information; disaster assistance; and unemployment compensation claims assistance.

Highlights/ Accomplishments:

Operation Paycheck, a response to the September 11th disaster, approved approximately 8000 laid off workers for training. Approximately 1500 completed their courses by the end of the program year. About 70 percent of the courses were in high tech fields.

Due to budget reductions, privatization and outsourcing 8,914 state positions were eliminated from June 1, 2001, through August 16, 2002. During this period, 3,604 state employees occupied positions that were eliminated. AWI conducted employee transition workshops with each affected state agency with assistance from the Regional Workforce Boards. As a result of this coordinated effort, which also included the Department of Management Services and other state agencies, only 247 state employees continue to need reemployment assistance as of August 16, 2002. A total of 2,460 state employees have successfully been placed in other private sector and government jobs. Services provided to these employees included: Unemployment Compensation, Labor Market Information, Operation Paycheck recruitment, referral to One-Stop Center services, job search assistance and job referrals.

The Trade Adjustment Assistance (TAA) and the North American Free Trade Agreement-Transitional Adjustment (NAFTA-TAA) programs assist workers in situations where increased imports of foreign-made products have contributed significantly to their loss of jobs. Petitions for workers' assistance can be filed with the United States Department of Labor (USDOL) by employers, groups of three or more workers, or their authorized representatives. The agency has been successful in applying for and receiving \$8,340,565 of Trade Program funds to serve 3,936 dislocated workers.

Workforce Florida, Inc. has established a process to provide additional funds to Regional Workforce Boards that experience a significant increase in dislocated workers

due to sudden plant closures and natural disasters. If unanticipated needs require it, Regional Workforce Boards may request state-level supplemental dislocated worker funding. Thirty-three local funding requests have been reviewed by the agency and Workforce Florida, Inc. Of those, 29 requests (totaling \$8,493,500) were approved by Workforce Florida, Inc. Regional Workforce Boards were able to serve an additional 2,519 dislocated workers with state-level rapid response funds.

National Emergency Grants (NEG) are awarded to states by the U.S. Department of Labor to supplement the state's dislocated worker allocation when it can be demonstrated that additional funds are needed. The agency has acquired funds for three NEG Projects on behalf of Florida's Regional Workforce Boards. The projects resulted from: the September 11th terrorist attacks, declines in apparel and textile employment, and the closure of the Florida Coast Paper Company in Gulf County. The NEG funding for these projects totals \$12,000,393, of which, \$5,802,272 was allocated for the state's Operation Paycheck Program. In addition, AWI recently submitted another NEG grant modification requesting an additional \$8,481,342 for Operation Paycheck pipeline-related expenditures.

In an effort to make filing unemployment claims easier for the public, the agency developed an on-line application, FLUID, that enables Floridians to file unemployment compensation claims over the Internet. Approximately 49 percent of initial claims statewide are filed on-line.

Florida was among the first states to distribute extended unemployment benefits subsequent to the passage of the Job Creation and Worker Assistance Act of 2002 in March. The extension of unemployment compensation benefits assisted Floridians who reached the state's 26-week time limit and who were still unemployed. Florida has received approximately \$26 million weekly in federal funds for the 13-week extended benefit period. A subsequent enhancement to the FLUID claims process allowed for applications for extended benefits to be filed online.

The agency is has launced Sunshine Jobs, an Internet-based career site that supports all of Florida's workforce delivery activities and services. It provides an Internet portal that facilitates posting of job orders by employers and resumes by job seekers. The site will eventually link into all of Florida's "back office" software systems that support workforce and welfare transition case management – the One-Stop Management Information System (OSMIS). It is the only website in the U. S. that fully integrates all of these services.

Challenges/ Barriers:

Ensuring that all RWBs meet their performance goals is a major challenge. Continued site visits to review local policies, procedures and practices to develop a comprehensive Performance Improvement Plan is recommended.

Being responsive to the Boards' requests for training with limited staff available has been challenging. Assuring that staff is adequately trained to perform their job is crucial to the success of the Board's performance. Continued reliance on Dynamic Works

Institute to disseminate AWI developed training is a necessity.

The advent of OSMIS is a challenge for the agency. Data migration testing, system testing, assuring that all regions have compatible hardware/software to handle the features of the program, making sure that all end users are trained prior to rollout and everything else that goes along with such a major change are part of the challenge. The continued coordination between Gulf, STO, AWI and the RWBs is of utmost importance as rollout nears.

Future Goals/ Strategies:

The Agency for Workforce Innovation is working toward increasing efficiency, improving bottom-line results, and achieving higher levels of customer and employee satisfaction. In order to achieve the highest level of business performance, the agency is using the Sterling Management System and has completed a comprehensive assessment through the Sterling Challenge. The feedback from this assessment is providing focus and guidance on (1) enhancing value to customers through new and improved products and services; (2) developing new business opportunities; (3) reducing errors, defects, waste and related costs; (4) improving responsiveness and cycle time performance; and (5) increasing productivity and effectiveness in the use of all resources throughout the organization.

The agency is undergoing a major effort to map all of the business processes, track performance, and identify areas for improvement. This effort will not only enhance performance for our customers but will prepare the agency for the zero-based budgeting review scheduled for FY 2004-05.

Implementation of One-Stop Credentialing is immediate and should help to make sure that all required aspects are in place as stated in law and statute.

Wagner-Peyser 7a
(Program Name)

Purpose:

The Wagner-Peyser Act became law in 1933 and the nationwide public employment service was established. This program is a Federally funded (from Unemployment Compensation taxes) labor exchange developed to match up employers with qualified out of work applicants. In the 1990's, the Wagner-Peyser funded public labor exchange became a core component of the new Workforce Development System and in 2000, Wagner-Peyser became the universal access component of the Nation's One Stop Career Centers. Changes in Employment Service planning, coordination and funding have occurred as a result of amendments to the Wagner-Peyser Act, but labor exchange continues as the basic purpose and mandate of the Wagner-Peyser Programs.

Current Federal Regulation requires that One Stop Career Centers have the capacity to:

- Assist job seekers in finding employment (JOB REGISTRATION);
- Assist employers in filling jobs (JOB ORDERS);
- Facilitate the match between job seekers and employers;
- Participate in a system for clearing between the states; and meet the work test requirements of the State unemployment compensation law.

Highlights/ Accomplishments:

In the 2001-2002 program year, the number of employers served as indicated by the Employer Involvement Rate increased 5.6 percent from the previous program year. Marketing of the services offered by the one-stop centers to local employers has become a priority. Additionally, Wage at Placement increased by \$.49 per hour statewide. These measures are great accomplishments in light of the depressed economic situation Florida faced in the past year. Approximately 232,000 more job seekers were registered pushing the total to over one million. This number represents only the persons who were registered. Many more people visit the one-stop centers, receive information, and do not get registered. A truly astounding figure for the State of Florida Wagner-Peyser program is that approximately 100,000 more job seeker customers became employed after receiving some type of service in PY 2001-2002 than the previous year.

Challenges/ Barriers:

One of the major challenges that is faced in the provision of Wagner-Peyser services is, of course, the sheer numbers of job seekers requiring services. This is helped somewhat by the use of the Job Information System and other computer based job search assistance. Concentration of effort at the front desk of the one-stop to determine best fit services for the customer has allowed a more efficient operation. Additionally, other program staff providing countable services are being asked to enter their customers into the Wagner-Peyser system.

Another challenge is the marketing of the services that are provided to employers by the

one-stop centers. Again, Wagner-Peyser staff is limited, but teamwork by all program staff can be used to great advantage in marketing efforts. Developing a marketing plan that includes all programs and all those who have contact with employers is crucial to success. Making all one-stop center staff ambassadors to the employer community that they come into contact with should increase the penetration rate in the region.

A difficult challenge to the Wagner-Peyser program is increasing the Wage at Placement rate. Although assigning a wage is at the discretion of the employer, staff can use labor market information such as the Occupational Wage Survey to influence raising the wage. Additionally, educating the employer on the cost of retraining new employees versus paying a higher wage to retain the entry level worker should be a common practice for all employer representatives and job order takers. All staff should be trained on using labor market information and be knowledgeable of all the services the one-stop center can provide.

Total Entered Employment has been a performance measure that many RWBs are having difficulty meeting. In significant agricultural areas, courting the ag industry results in a vast increase in placements. Providing a countable service to all registrants and entering this into the system gleans obtained and entered employment. Mass recruitments, pursuit of recruiting agreements, and participation in job fairs are all tried and true methods of increasing this particular measure.

Future Goals/ Strategies:

The goal of the Wagner-Peyser program is to have all the regions attain all performance measurements. In doing so, the one-stops will have supported the essence of the act and the vision and mission of the Agency.

The advent of the One-Stop Management Information System(OSMIS) should help alleviate some of the problems as described above. In addition to job search, self-registration and self-help services such as provision of labor market information and career decision making are available to the job seeker. Employers can register, enter job orders, view the resumes of qualified applicants and use the system to request additional services from the one-stop center. Continued training is being done on the Wagner-Peyser Program requirements and with the majority of the regions opting for integrated training on OSMIS, other program staff will be able to utilize the system to its fullest capacity

In conjunction with Workforce Florida, Inc., the agency developed a new survey of employers who have been hiring workers but do not use the state's One-Stop Career System. The survey was designed to determine why employers might not be using the One-Stop System services in an effort to improve employer outreach and overall customer service. The results of the survey will provide valuable information about specific areas of improvement that are necessary.

**Program Allocations & Expenditures
FY 2001-02 (July 1, 2001 to June 30, 2002)
Wagner-Peyser 7A Regional Allocations**

RWB	Wagner-Peyser Allocation	Wagner-Peyser Expenditures	Total Direct Client Services (DCS)	% DCS
1	581,907	581,907	581,907	100.0%
2	311,879	273,047	273,047	100.0%
3	145,217	145,217	145,217	100.0%
4	305,811	305,811	305,811	100.0%
5	475,364	403,978	403,978	100.0%
6	134,796	113,170	113,170	100.0%
7	122,684	122,684	122,684	100.0%
8	1,805,894	1,805,894	1,805,894	100.0%
9	322,285	322,285	322,285	100.0%
10	487,668	487,668	487,668	100.0%
11	580,931	580,931	580,931	100.0%
12	2,690,047	2,336,972	2,336,972	100.0%
13	676,917	676,917	676,917	100.0%
14	1,410,851	1,410,851	1,410,851	100.0%
15	1,647,610	1,647,610	1,647,610	100.0%
16	577,749	577,749	577,749	100.0%
17	719,311	719,311	719,311	100.0%
18	783,424	783,424	783,424	100.0%
19	178,588	141,785	141,785	100.0%
20	796,134	796,134	796,134	100.0%
21	1,820,567	1,820,567	1,820,567	100.0%
22	2,570,371	2,450,731	2,450,731	100.0%
23	4,076,910	3,685,672	3,685,672	100.0%
24	1,093,521	1,054,190	1,054,190	100.0%
Total	24,316,436	23,244,505	23,244,505	100.0%

Source: Agency for Workforce Innovation

Wagner-Peyser Entering Employment & Entry Wage as a % of LLSIL for Family of 3					
RWB	# ENTERING EMPLOY.	ENTER. EMPLOY. RATE	Wage	NEG. GOAL	% OF GOAL
1	10,398	38.06%	8.04	79%	105.79%
2	4,550	28.48%	7.87	79%	101.55%
3	3,312	30.91%	7.59	79%	102.54%
4	3,938	24.69%	8.29	79%	107.63%
5	8,004	33.06%	7.02	79%	88.51%
6	2,850	28.98%	7.70	79%	101.11%
7	2,757	28.26%	8.05	79%	107.37%
8	30,699	36.41%	9.71	79%	122.42%
9	6,096	33.67%	8.06	79%	103.79%
10	10,873	33.15%	8.00	79%	104.61%
11	6,957	33.05%	8.21	79%	105.08%
12	34,129	28.29%	8.70	79%	107.86%
13	11,241	31.40%	10.87	79%	135.70%
14	17,357	28.02%	8.38	79%	98.77%
15	22,433	27.28%	7.97	79%	96.63%
16	6,781	24.13%	8.65	79%	111.50%
17	8,690	21.43%	8.14	79%	104.82%
18	9,586	33.04%	8.99	79%	108.48%
19	2,474	23.61%	7.51	79%	97.90%
20	11,927	33.54%	8.91	79%	112.90%
21	18,917	28.02%	9.32	79%	110.98%
22	26,144	25.99%	10.41	79%	120.34%
23	73,526	38.87%	9.58	79%	110.04%
24	17,543	38.78%	9.81	79%	121.74%
STW	349,315	32.70%	8.98	79%	109.83%

Source: Agency for Workforce Innovation

Wagner-Peyser New Hire Involvement						
RWB	NEW HIRE INVOLVEMENT RATE	NEG. GOAL	% OF GOAL	EMPLOYER INVOLVEMENT RATE	NEG. GOAL	% OF GOAL
1	24.39%	12%	203.24%	25.13%	20%	125.66%
2	19.02%	12%	158.46%	36.98%	20%	184.89%
3	42.64%	12%	355.35%	38.69%	20%	193.44%
4	19.86%	12%	165.49%	34.16%	20%	170.78%
5	27.03%	12%	225.26%	22.42%	20%	112.11%
6	33.94%	12%	282.87%	23.60%	20%	118.01%
7	32.03%	12%	266.90%	20.63%	20%	103.14%
8	21.66%	12%	180.54%	27.92%	20%	139.58%
9	24.21%	12%	201.79%	18.30%	20%	91.51%
10	27.34%	12%	227.84%	24.14%	20%	120.68%
11	12.34%	12%	102.86%	16.81%	20%	84.03%
12	15.29%	12%	127.38%	20.18%	20%	100.91%
13	23.45%	12%	195.38%	39.94%	20%	199.68%
14	15.00%	12%	125.02%	22.65%	20%	113.23%
15	16.09%	12%	134.07%	21.48%	20%	107.38%
16	14.00%	12%	116.67%	19.80%	20%	99.02%
17	14.37%	12%	119.78%	15.43%	20%	77.16%
18	12.77%	12%	106.42%	22.93%	20%	114.65%
19	12.07%	12%	100.62%	28.28%	20%	141.38%
20	19.85%	12%	165.38%	37.14%	20%	185.68%
21	15.32%	12%	127.63%	21.41%	20%	107.06%
22	15.65%	12%	130.45%	20.18%	20%	100.88%
23	32.57%	12%	271.46%	74.36%	20%	371.79%
24	14.65%	12%	122.11%	20.27%	20%	101.34%
STW	19.10%	12%	159.17%	28.90%	20%	144.50%
Source: Agency for Workforce Innovation						

Wagner-Peyser Individuals Customer Satisfaction			
REGION	ACTUAL SCORE	NEG. GOAL	% OF GOAL
1	73.70%	80.00%	92.13%
2	75.80%	80.00%	94.75%
3	77.90%	80.00%	97.38%
4	75.20%	80.00%	94.00%
5	74.10%	80.00%	92.63%
6	74.30%	80.00%	92.88%
7	72.30%	80.00%	90.38%
8	72.90%	80.00%	91.13%
9	75.60%	80.00%	94.50%
10	72.00%	80.00%	90.00%
11	75.00%	80.00%	93.75%
12	72.80%	80.00%	91.00%
13	74.20%	80.00%	92.75%
14	73.70%	80.00%	92.13%
15	73.50%	80.00%	91.88%
16	71.60%	80.00%	89.50%
17	75.80%	80.00%	94.75%
18	70.60%	80.00%	88.25%
19	77.50%	80.00%	96.88%
20	75.30%	80.00%	94.13%
21	73.10%	80.00%	91.38%
22	77.10%	80.00%	96.38%
23	78.70%	80.00%	98.38%
24	74.50%	80.00%	93.13%
STW	74.40%	80.00%	93.00%
Source: Agency for Workforce Innovation			

Wagner-Peyser 7b
(Program Name)

Purpose:

The Workforce Innovation Act of 2000 repealed Chapter 99-251, Florida Statutes. The new law, WIA2000, requires memoranda of understanding between the Agency for Workforce Innovation (AWI) and the regional workforce boards for the delivery of Wagner-Peyser Act authorized employment services. The memorandum of understanding must be performance based. Additionally an amount approved annually by Workforce Florida is set aside for Wagner-Peyser incentive awards pursuant to the State's incentive policy. All incentive awards made from Wagner-Peyser 10% must be used for activities authorized under the Wagner-Peyser Act.

Highlights/ Accomplishments:

Wagner-Peyser funded an Operation Paycheck project that served approximately 3353 job seekers for a total of \$998,808.

Operation Graduation was for the development of the Web Based Instructional Training System which was funded for a total of \$70,000 for educational materials and supplies.

A symposium was funded to provide individuals with disabilities and various employers with a forum for information exchange affording employers an opportunity to spotlight their respective companies and the employment opportunities within, through exhibitions and tradeshow events.

The World Congress on Disabilities was funded for \$100,000.

Bonus incentives have not been distributed for this program year as of this date.

Challenges/ Barriers:

Future Goals/ Strategies:

One Stop Program Allocations & Expenditures						
FY 2001-02 (July 1, 2001 to June 30, 2002)						
Summary						
PROGRAM	Prior Year Carry Forward	Current Year Allocation	Total Available Funds	Total Expenditures	Direct Services Expenditures	% Direct Services
WIA Formula Funds						
Adult Pass through to RWBs	11,830,424	32,654,128	44,484,552	37,667,624	35,393,735	94%
Dislocated Worker Pass through to RWBs	12,478,106	23,564,229	36,042,335	30,787,306	28,648,330	93%
Youth Pass through to RWBs	13,605,689	34,915,487	48,521,176	40,089,942	37,767,594	94%
Subtotal Formula Pass Through Funds	37,914,219	91,133,844	129,048,063	108,544,872	101,809,659	94%
WIA State Level Funds						
WIA 15% State-Level	9,463,378	17,601,467	27,064,845	21,811,010	18,886,292	87%
Rapid Response	1,633,967	9,827,854	11,461,821	10,169,405	10,169,405	100%
Subtotal State Level Funds	11,097,345	27,429,321	38,526,666	31,980,415	29,055,697	91%
Total WIA Program	49,011,564	118,563,165	167,574,729	140,525,287	130,865,356	93%
Wagner-Peyser 7A						
Wagner-Peyser Regions	0	24,316,436	24,316,436	24,870,559	24,870,559	100%
Centralized Services	0	3,887,240	3,887,240	3,290,303	3,290,303	100%
Subtotal Wagner-Peyser Regions	0	28,203,676	28,203,676	28,160,862	28,160,862	100%
Wagner-Peyser Administration	0	3,525,459	3,525,459	1,453,710	0	0%
Subtotal Wagner-Peyser 7A	0	31,729,135	31,729,135	29,614,572	28,160,862	95%
Wagner-Peyser 7B	3,521,585	3,525,459	7,047,044	1,166,154	1,166,154	100%
Total Wagner-Peyser	3,521,585	35,254,594	38,776,179	30,780,726	29,327,016	95%
Welfare Transition						
Welfare Transition Pass Through Funds	20,820,081	153,234,915	174,054,996	160,011,786	149,552,227	93%
Welfare Transition State Level	0	48,637,014	48,637,014	33,537,009	28,496,570	85%
Total Welfare Transition	20,820,081	201,871,929	222,692,010	193,548,795	178,048,797	92%

One Stop Program Allocations & Expenditures						
FY 2001-02 (July 1, 2001 to June 30, 2002)						
Summary						
Welfare to Work						
Welfare to Work Pass Through Funds	64,274,479	0	64,274,479	26,448,713	24,955,534	94%
Welfare to Work State Level	7,949,664	0	7,949,664	2,365,341	1,823,745	77%
Total Welfare to Work	72,224,143	0	72,224,143	28,814,054	26,779,279	93%
Other Programs						
Food Stamp E & T*	3,085,634	9,256,899	12,342,533	7,865,281	7,415,244	94%
NAFTA/Trade Adjustment*	1,292,025	2,810,599	4,102,624	1,499,184	1,480,724	99%
Veterans E & T Services Program*	2,224,000	4,832,688	7,056,688	7,056,688	6,457,622	92%
Work Opportunity Tax Credit	181,914	545,741	727,655	599,185	557,044	93%
Displaced Homemaker	0	2,083,700	2,083,700	2,083,700	2,083,700	100%
Total All Programs	152,360,946	375,219,315	527,580,261	412,772,900	383,014,782	93%

Source: Agency for Workforce Innovation