



## PARTNERS' REPORT

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### PRESIDENT BUSH VISITS FLORIDA FOR FIRST HAND VIEW OF STATE'S WORKFORCE ONE-STOP CAREER SYSTEM

The State of Florida and our workforce system garnered honors as President George Bush made the first ever visit by a President to a One-Stop Career Center. President Bush used Workforce Central Florida's newly-opened **Operation Paycheck Center** in Orlando as the backdrop for his message of concern for dislocated workers urging Congress to send an economic relief bill to his desk. (See Page 3 for details on **Operation Paycheck**.)

While at the Center President Bush met first with a small group of workforce clients looking for training and job opportunities being offered through Florida's **Operation Paycheck** initiative. President Bush was accompanied by Secretary of Labor Elaine L. Chao, Secretary of Housing and Urban Development Mel Martinez and Florida Governor Jeb Bush.

*"I recommend people from outside Florida to come and take a look at Florida," said the President as he reiterated his determination and commitment to put the country back on sound footing and bring the remaining terrorist to justice.*

Addressing the groups of clients, staff and board members assembled in the center, President Bush outlined his economic recovery plans and urged Congress to move quickly on federal legislation that would help to get the economy moving once again. The President then traveled to the Orange County convention center and held the first town hall meeting of his administration. In a message that promised continued improvements in security measures for all travelers, President Bush urged Americans to come and enjoy the many natural resources and attractions that Florida has to offer. È

### New Cornerstone Summit Identifies "Early Intervention" as Key to Preparing Florida's Youth for 21st Century

The New Cornerstone Summit, hosted through a Partnership between Workforce Florida and the Florida Chamber, was a tremendous success. This landmark event was held November 14th at the Renaissance Orlando Resort at Sea World and drew over 350 participants. *Continued on page 2.*

## Cornerstone Summit a Success

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*To make Florida an economic leader in the 21st Century, the workforce of the future needs to be prepared with the skills to fill tomorrow's jobs," said Chairman Toni Jennings to Summit participants*

### How Florida Ranks

*High school graduation rates fell from 61% in 1990 to 56% in 1999, ranking Florida 45th in the nation in high school graduation.*

*Fewer than half of all Florida's high school graduates go to college, ranking Florida 43rd in the nation.*

*Approximately 23% of Florida's adult population has a college degree, ranking Florida 37th in the nation.*

*Florida ranks last among the 50 states in the number of Ph.D.'s in Science and Engineering as a percentage of the workforce.*

The Summit brought together state leaders and experts from business, education, workforce development, and economic development to address the major challenges facing Florida in preparing youth with the education, skills and training necessary to fill the workforce demands of tomorrow's jobs. Participants at the Summit identified "early intervention" as the key to long-term success of any youth initiative.

### Workforce and Chamber Continue Partnership

While the Summit identified "early intervention" as the key to success, the next steps will determine what difference Florida can make in this critical area. Workforce Florida and the Florida Chamber will again partner to host focus groups around the state. These meetings will bring together education, workforce and economic development, and business partners to develop strategies and initiatives that will align state policy, recommend legislation, and build consensus on youth issues.

Announcements will be made in future Partners Reports and Weekly Bulletins as focus groups are formed and meeting dates, times and locations are set. **E**

### New Cornerstone Looks at Florida's Economic Performance Over the Past 10 Years.

The first Cornerstone report was published in 1989 and set the course for Florida's public/private partnerships as well as establishing Florida as a model for other state's retooling workforce and economic development strategies. The New Cornerstone initiative is another groundbreaking study that assesses Florida's economic performance over the past decade and defines new strategies to guide Florida over the next decade.

Five major challenges for Florida are identified in the New Cornerstone initiative:

1. Preparing the intellectual infrastructure for the 21st century economy;
2. Incubating and supporting start-up and fast-growing emerging businesses;
3. Growing Florida's role as a crossroads economy for global trade, tourism, and investment.
4. Ensuring sustainable communities during a time of continued strong economic growth; and
5. Bridging the gap in economic opportunity and performance across regions in Florida.

The preliminary findings of the Cornerstone Initiative is available in PDF format on the Chamber's website at [www.newcornerstoneonline.com](http://www.newcornerstoneonline.com) “

## Operation Paycheck

Workforce and Education Partner to Put Floridians Back to Work

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, Workforce Florida, the Agency for Workforce Innovation, the Department of Education and the Division of Community Colleges partnered to create an innovative program, "**Operation Paycheck**." The initiative was unveiled in September by **Governor Jeb Bush** on a teleconference he held with all 24 workforce development regions during his visit to a One-stop Career Center in Miami.

**Operation Paycheck** 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. In most cases, workers will need to acquire some additional skills and training for re-employment into a new industry, but need not complete a full, lengthy training program. By building upon the transferable skills of the worker, substantial acceleration can be achieved in getting displaced workers back into the workforce.

This program will also have direct and immediate benefits to Florida's businesses. Employers currently experiencing worker shortages in such areas as information technology, health care and construction will benefit from this program by having the trained and skilled workers to fill job openings today and tomorrow.

### Who is Eligible?

Individuals who have been recently displaced from employment in fields severely affected by the economic downturn. These include but are not limited to tourism related positions in restaurants and hotels, air transportation, and healthcare. *Criteria for eligibility:*

- Separation from employment after September 11, 2001, which must have been a result of the events or related to those events.
- Must be laid off/terminated or received a notice of layoff/termination of employment and are unlikely to return to work.
- Must be eligible for unemployment compensation benefits with the following exceptions:
  - 1) Not eligible for benefits due to insufficient wages credits.
  - 2) Not eligible for benefits because former employer was not required by law to pay unemployment compensation taxes.
  - 3) Was self-employed, but now unemployed due to economic consequences or natural disaster.
  - 4) Is a Florida resident.

*"We see this as an opportunity to direct Floridians to higher-skilled, higher wage jobs that are in demand in our economy and that have longevity." Governor Bush said. "At the same time, we are directing the most important resource at the core of any business success - human resources to the industries that need them the most."*

### One-Stops Are the Front Door

The One-Stop Career Centers located throughout the state are the front door for displaced workers to apply. Workforce professionals at the centers will access applicants work and educational backgrounds to assist them in selecting an occupation and training program. Those not qualified for **Operation Paycheck**, may qualify for other dislocated worker services offered through the workforce system.

Visit the **Operation Paycheck** website at [www.operationpaycheck.com](http://www.operationpaycheck.com) for more information. "

## Four of State's Top Leaders Address Workforce Board

### Chairman Jennings is Serious About Partnerships

A priority of the workforce system is building and maintaining collaborative partnerships throughout the state. Partnerships are the foundation of delivering workforce services tailored to meet the needs of the people that the workforce system serves. In order to build these relationships and set priorities it is important to understand the vision, mission and goals of our partners and incorporate or maximum all resources for statewide successes – **so that everyone is a winner**. Chairman Jennings is serious about the Workforce commitment to our partners and invited four of our state level partners to present their future plans and vision of Florida's workforce system. Below are some highlights:

*"We want to promote job placement and advancement. Not be viewed as just welfare services."*

**Kathleen Kearny**  
Secretary of Children  
and Families

*"It's not a myth that Florida can have a world class education system, it will just take a lot of hard work."*

**Jim Horne,**  
Secretary of Education

*"Our mission is to reduce crime committed by Florida's youth, and we have. There has also been a decrease in minors referred to adult systems, a decrease of 40% since 1995."*

**Bill Bankhead**  
Secretary of Juvenile  
Justice

*"Operation Paycheck is a wonderful example of how government partnerships can work."*

**David Armstrong**  
Acting Vice Chancellor  
of Community Colleges

**Kathleen Kearny, Secretary of Children and Families,** gave an enlightening presentation on the efforts and progress of their first privatization pilot in Palm Beach. The goal of privatizing client services is innovative service delivery with a customer focus. Thus far, the pilot has been extremely successful and current plans include expansion into the Suncoast region for two more pilots. Until federal waivers are received, however, full privatization cannot be accomplished. State employees must continue to perform third party reviews. It is a seamless operation and the client is unaware that services are delivered by a non-state associate. There are many benefits to privatization, and state employees are also recognizing that with their expanded skills that they are now more marketable than before.

**Jim Horne, Secretary of Education,** provided an overview of the law passed during the 2001 legislative session that revamped the state's education system. The new structure takes the existing three separate arms of education, **K-12, Community Colleges, and the state University System,** and merges them into one collaborative organization. There is now one strategic voice for education and not three sometimes competing branches. It is also the first time in our history that the independent colleges and universities have been recognized for their critical role and brought to the tables. Florida's system is cutting edge and, according to Horne, there are 25 other states wanting to pattern their system after Florida's. It is a great opportunity to deploy a system wide approach to solving problems.

**Bill Bankhead, Secretary of Juvenile Justice,** presented an overview of his department and their goals and objectives. Secretary Bankhead told us that while his clients may be hard to serve they have an entrepreneurial spirit that is unmatched. Bankhead provided a very interesting and insightful look into the many challenges and opportunities to serving youthful offenders.

**David Armstrong, Acting Chancellor of Community Colleges,** one of the state's Operation Paycheck partners, discussed the advantages of state partnerships, especially when services can be delivered through the State's One-Stop system. Armstrong voiced his strong support of the new educational structure and his commitment to future endeavors such as Operation Paycheck.

## Recap of November 2001 Board Meeting Actions

**Refined Strategic Plan.** Workforce Florida is charged with developing a strategic road map for the state's workforce development system. Dorothy Weaver, board member and chair of the Strategic Plan Committee, provided a synopsis of the steps taken to refine the current strategic plan for the period 2002-2005. Weaver informed the board that an estimated 1,000 letters were sent out to state and local partners asking for input. Information compiled by Enterprise Florida as a result of their 2001 regional strategic plan meetings held across the state was also used to up-date the current plan. It is anticipated that the plan will undergo a major review every 2-3 years. **"We want to make sure that strategies and goals transfer into meaningful jobs and training opportunities and get stakeholders to the table,"** said Weaver as she presented the plan for approval. The board approved the modified strategic plan unanimously.

**Improvements in the Works for Regions 19 and 23 .** The unacceptable performance of Region 23 (Dade County) has been the center of discussion for some time. While Dade's below standard performance has been an on-going problem, the "in the red" performance of Region 19 (Highland, Hardee and Desoto counties) is not normal. Region 19 just happened to be experiencing low performance when the new workforce board started taking a close look at state and regional performance standards and results.

To get Region 23 on the right track, the board took several actions. The first step was to appoint board member Jim Apthorp, as the lead to work with the Dade Workforce Board. Secondly, at the November board meeting, after an initial report from Apthorp on his assessment of Region 23 and recommended actions, the board voted for staff to go forward with a performance improvement plan that would include actions steps, follow-up activities as well as require reports on progress. To assist Region 23, the board appointed Nancy Thompson from region 17 as "Improvement Advisor," Thompson will work with them to improve their performance and organizational structure changes.

A team from the Agency for Workforce Innovation was deployed to Region 19 and will be working with them to develop their performance improvement plan and follow-up reviews.

**"Triggers" for Board Sanctions Center of Performance Discussion.** The board discussed at length the various reporting measurements and tools available to access regional performance. The "trigger" and exactly what criteria should be used to determine when the board would intervene for poor performance was left unsettled. Because this is a complex matter and whatever policy and process is adopted, it must be one that is fair and can be applied consistently throughout the state.

To ensure that a holistic approach is taken to determine the trigger for applying sanctions as well as consistency in the application of sanctions, the board determined that a working group comprised of board members, agency staff, and regional representatives would convene to draft recommendations and report back to the full board.

### Workforce In the News

#### WFI Board Member Inducted into Florida's Educator Hall of Fame.

Dr. William "Bill" Maloy, Workforce Board Member, was inducted into the Florida Educator Hall of Fame on November 27th in Tallahassee. Maloy's career in education began in 1952 as a teacher and he then went on to serve as assistant principal at Escambia High School. Governor Reubin Askew appointed Maloy to the Florida Board of Regents where he served for nine years. Maloy was also an advisor on education to both Governors Askew and Kirk. Currently, Dr. Maloy, is currently the Director of the Office of Community Learning at the University of West Florida.

#### Workforce Florida President is Featured Speaker at National Governors Association

Curtis Austin, President of Workforce Florida was invited to speak at the NGA Association 2001 Workforce Development Policy Forum held December 7th in New Orleans.

Florida's new workforce development system design is getting a lot of attention and is being noticed as a trendsetter in workforce reform. The NGA wanted Austin to challenge other states to initiate bold reform in workforce development and be flexible to respond to economic changes and business needs.

## 2002 MEETINGS AND EVENTS

### **JANUARY 13-16**

National Institute of Workforce Excellence  
Journey 2002 Workforce Conference  
The Rosen Center Hotel  
Orlando, FL

### **JANUARY 16**

Executive Committee Teleconference

### **FEBRUARY 20-21**

Partners' Meeting, Council and Full Board Meeting  
Embassy Suites Hotel  
Orlando, FL

### **APRIL 17**

Executive Committee Teleconference

### **MAY 22-23**

Partners' Meeting and Full Board Meeting  
Embassy Suites Hotel  
Orlando, FL

### **JUNE 29**

Executive Committee Teleconference

### **JULY 17**

Executive Committee Teleconference

### **AUGUST 21-22**

Partner's Meeting, Council and Full Board Meeting  
Embassy Suites Hotel  
Orlando, FL

*We're On the Web:*  
[www.workforceflorida.com](http://www.workforceflorida.com)

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