

# Strategic Policy & Performance Council Meeting Agenda

SEPTEMBER 25, 2018 • 1:45 – 2:45 P.M. ET

HYATT REGENCY GRAND CYPRESS  
1 GRAND CYPRESS BLVD, ORLANDO, FL 32836  
MEETING ROOM: REGENCY HALL ROOMS 5 & 6

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**Chair's Welcome and Remarks**

***Brittany Birken***

**Policy Development Framework**

***Steve Collins***

**Action Item**

***Mary Lazor***

- CareerSource Florida Ethics and Transparency Policy

**Study on the Gig Economy for Florida's Workforce System**

***Mary Lazor***

**Workforce Innovation and Opportunity Act Performance Training**

***Steve Collins***  
***Lynn Bajorek***

**Open Discussion/Public Comment**

**Chair's Closing Remarks**

***Brittany Birken***



# Action Item 1

## **CAREERSOURCE FLORIDA ETHICS AND TRANSPARENCY POLICY**

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To effectively fulfill the mission of the CareerSource Florida network, volunteer leaders and workforce professionals statewide must ensure ethics and transparency guide their decision-making. This CareerSource Florida Board of Directors policy communicates expectations about ethics and transparency in Florida's workforce system to maintain integrity, accountability and transparency in decisions and actions that earn and protect the public trust. Florida's workforce system consists of CareerSource Florida, which provides policy oversight; the Florida Department of Economic Opportunity, the administrative entity for state workforce programs; and 24 local workforce development boards, to include the chief elected official and board of directors, as well as the career centers they direct.

At every level of the workforce system, there must be a unified commitment to conduct work in a manner that is business-driven, focuses on talent and continuous improvement, and assures accountability to public and private stakeholders including businesses, workers and job seekers.

State and local workforce development boards must conduct business in an open manner, comply with federal and state laws and ensure the public has electronic or simplified access to information including but not limited to:

- Information about state and local plans;
- Professional employment of workforce development board members;
- Selection of one-stop operators;
- Awards of grants or contracts to eligible training providers of workforce investment activities;

- Minutes of formal meetings of workforce development boards; and,
- Workforce development board by-laws.

State and local workforce development boards are expected to create and enforce policies about the importance of ethics in operations and transparency in public meetings. Boards must ensure these policies align with federal and state laws and communicate clear expectations to board members, their designees, employees and other stakeholders.

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## **NEEDED ACTION**

- **Consider CareerSource Florida Ethics and Transparency Policy 2018.09.26.A.1 for approval.**



2018.09.26.A.1

## Strategic Policy

<b>Title:</b>	<b>CareerSource Florida Ethics and Transparency Policy</b>
<b>Adopted:</b>	
<b>Effective:</b>	

### I. PURPOSE AND SCOPE

To effectively fulfill the mission of the CareerSource Florida network, volunteer leaders and workforce professionals statewide must ensure ethics and transparency guide their decision-making. This CareerSource Florida Board of Directors policy communicates expectations about ethics and transparency in Florida's workforce system to maintain integrity, accountability and transparency in decisions and actions that earn and protect the public trust. Florida's workforce system consists of CareerSource Florida, which provides policy oversight; the Florida Department of Economic Opportunity, the administrative entity for state workforce programs; and 24 local workforce development boards, to include the chief elected official and board of directors, as well as the career centers they direct.

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State and local workforce development boards must conduct business in an open manner, comply with federal and state laws and ensure the public has electronic or simplified access to information including but not limited to:

- Information about state and local plans;
- Professional employment of workforce development board members;
- Selection of one-stop operators;
- Awards of grants or contracts to eligible training providers of workforce investment activities;
- Minutes of formal meetings of workforce development boards; and,
- Workforce development board by-laws.



State and local workforce development boards are expected to create and enforce policies about the importance of ethics in operations and transparency in public meetings. Boards must ensure these policies align with federal and state laws and communicate clear expectations to board members, their designees, employees and other stakeholders.

## **II. REGULATORY EXPECTATIONS FOR ETHICS AND TRANSPARENCY**

Chapter 445, Florida Statutes, creates the Florida workforce system. This law implements Public Law 113-128, the Workforce Innovation and Opportunity Act of 2014 (WIOA), and creates CareerSource Florida, Inc., the state workforce investment board, as the principal workforce policy organization for the state. The purpose of CareerSource Florida, Inc., is to design and implement strategies that help Floridians enter, remain and advance in the workplace so they may become more highly skilled and successful, benefiting these Floridians, Florida businesses and the entire state, and fostering development of the state's business climate.

It is the intent of the Florida Legislature that CareerSource Florida, Inc., operate in the most open and accessible manner consistent with its public purpose. The expectation of the CareerSource Florida Board of Directors is that the following laws, rules, and regulations referenced and described below are included in local policies and guide organizational decisions and professional actions.

U.S. Department of Labor Employment and Training Administration Advisory System Training and Employment Guidance Letter No. 35-10 was issued on June 16, 2011. The guidance letter (TEGL 35-10) states that providing responsible stewardship for and oversight of publicly funded workforce programs must be accomplished in a way that demonstrates strong integrity, accountability and transparency to preserve the public trust. The responsibility for this stewardship and oversight is shared in the public workforce system by federal, state and local entities.

Public Law 113-128, the Workforce Innovation and Opportunity Act, was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA Section 107(e) and 20 CFR 679 require local workforce development boards to make certain information available to the public, on a regular basis through electronic means, open meetings and upon request. Additional measures may be taken by state and local policymakers to ensure such information is readily accessible to the public.

The Code of Ethics for Public Officers and Employees, adopted by the Florida Legislature as Chapter 112, Part III, Florida Statutes, contains standards of ethical conduct and disclosures applicable to public officers, employees, candidates, lobbyists and others in state and local government. Workforce development board members and their designees are subject to the Code of Ethics for Public Officers and Employees.

The Florida Legislature specifically declared that CareerSource Florida, Inc., its board, councils, and any advisory committees or similar groups created by CareerSource Florida, Inc., are subject to the provisions of Chapter 119 relating to public records, and those provisions of Chapter 286 relating to public meetings (Chapter 445.004(1), Florida Statutes). Local workforce development boards are subject to Chapter 119, Florida

Statutes and Chapter 286, Florida Statutes. Local workforce development boards also are subject to Section 24, Article I of the State Constitution, which describes Access to Public Records and Meetings.

Chapter 119, Florida Statutes, commonly known as Florida's Public Records Law, provides information on public records in Florida, including policies, definitions, exemptions, general information on records access, inspection, examination and duplication. It is the policy of the state of Florida that "all state, county, and municipal records are open for personal inspection and copying by any person. Providing access to public records is the duty of each agency" (Chapter 119.01, Florida Statutes). Included agencies are "public or private agencies, persons, partnerships, corporations or business entities acting on behalf of any public agency" (Chapter 119.011, Florida Statutes), "or other separate unit of government created or established by law" (Chapter 119.0701, Florida Statutes).

Chapter 286, Florida Statutes, also known as Florida's Sunshine Law, establishes a basic right of access to meetings of boards, commissions and other governing bodies of state and local governmental agencies or authorities. The law describes how boards conduct public meetings, how these meetings are noticed, who may attend, and how they may be accessed. This law also describes what records must be kept and made available to the public upon request.

CareerSource Florida and the Department of Economic Opportunity will collaborate with local workforce development boards to support best practices in organizational ethics and implementation of federal and state transparency requirements.

### **III. AUTHORITIES**

[U.S. Department of Labor, Employment and Training Administration Advisory System, Training and Employment Guidance Letter No. 35-10](#)

[Public Law 113-128, the U.S. Workforce Innovation and Opportunity Act Of 2014 \(WIOA\), Sections 106-110](#)

[20 CFR Part 679—Statewide and Local Governance of the Workforce Development System Under Title I of the Workforce Innovation and Opportunity Act](#)

[Chapter 445.003-445.007, Florida Statutes](#)

[Chapter 112, Florida Statutes](#)

[Chapter 119, Florida Statutes](#)

[Chapter 286, Florida Statutes](#)

# WIOA Primary Indicators of Performance Targets and Achievement Levels

A seven year look at Florida's achievement levels

*Note: WIOA primary indicators of performance methodology applied to WIA data for program year's 2011 - 2015*

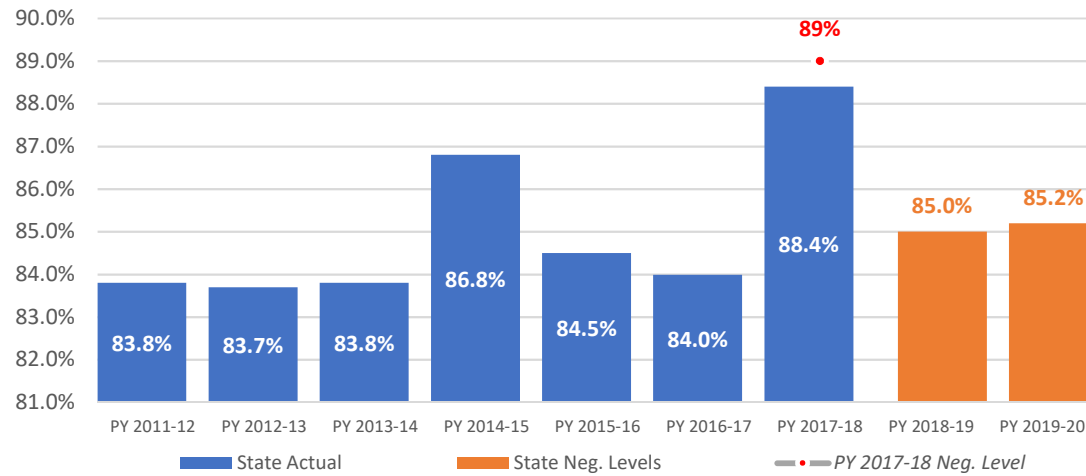


WIOA Category:

Adult

WIOA Metric:

## Employment Rate (2nd Qtr after exit)



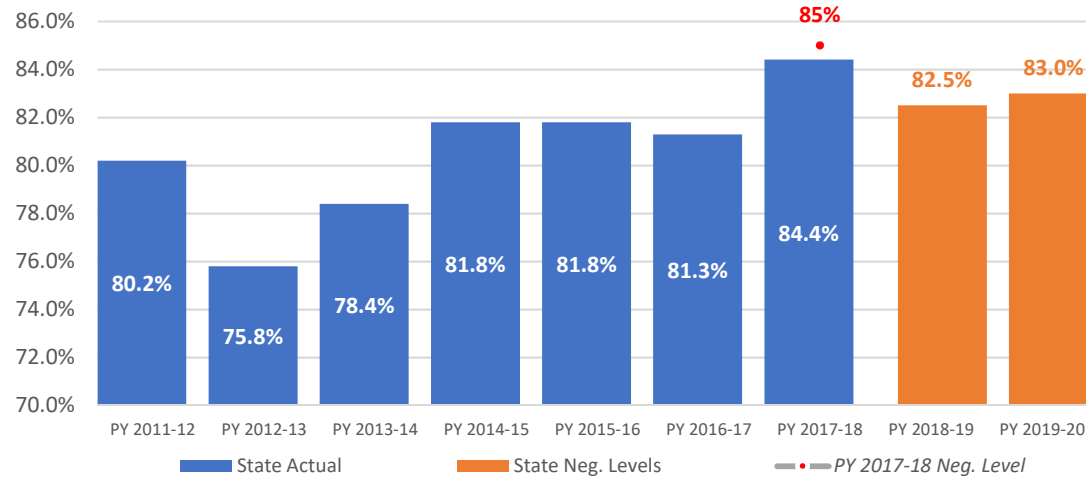
Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	83.8%	14,791
PY 2012-13	83.7%	12,741
PY 2013-14	83.8%	14,391
PY 2014-15	86.8%	13,900
PY 2015-16	84.5%	15,387
PY 2016-17	84.0%	15,214
PY 2017-18	88.4%	13,592
<i>PY 2017-18 State Neg. Level</i>	<i>89.0%</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>85.0%</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>85.2%</i>	

WIOA Category:

Adult

WIOA Metric:

## Employment Rate (4th Qtr after exit)



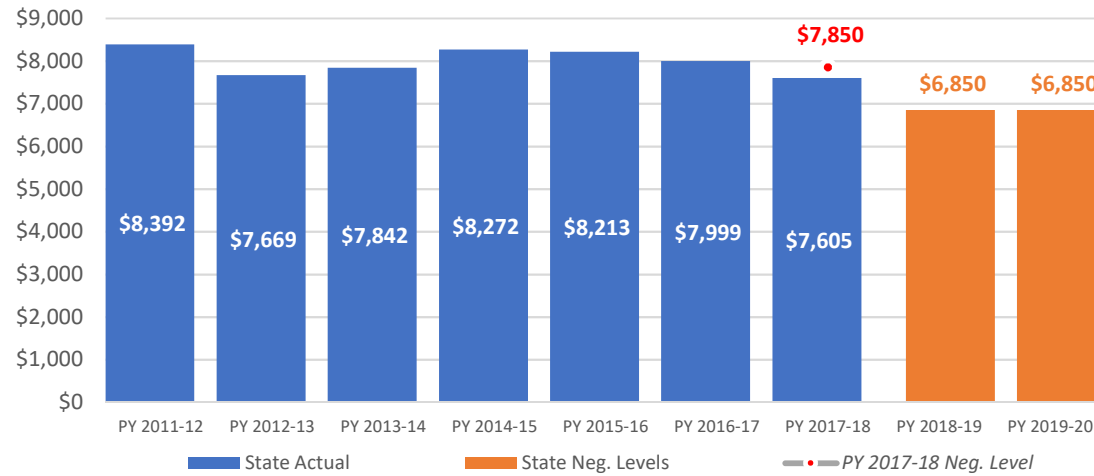
Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	80.2%	16,571
PY 2012-13	75.8%	13,802
PY 2013-14	78.4%	13,422
PY 2014-15	81.8%	14,364
PY 2015-16	81.8%	13,920
PY 2016-17	81.3%	15,630
PY 2017-18	84.4%	6,361
<i>PY 2017-18 State Neg. Level</i>	<i>85.0%</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>82.5%</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>83.0%</i>	

WIOA Category:

Adult

WIOA Metric:

## Median Earnings (2nd Qtr after exit)

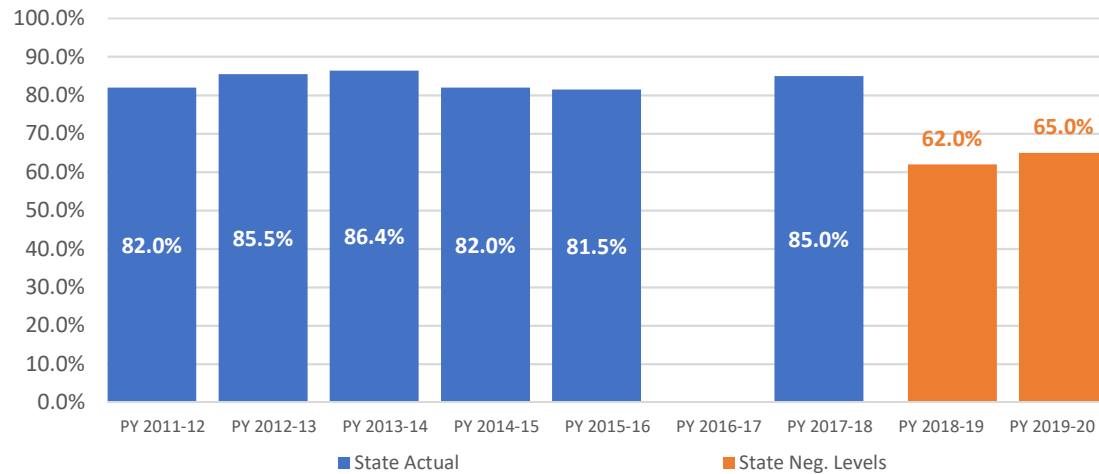


Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	\$8,392	12,132
PY 2012-13	\$7,669	10,028
PY 2013-14	\$7,842	11,633
PY 2014-15	\$8,272	11,664
PY 2015-16	\$8,213	12,541
PY 2016-17	\$7,999	8,385
PY 2017-18	\$7,605	8,092
<i>PY 2017-18 State Neg. Level</i>	<i>\$7,850</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>\$6,850</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>\$6,850</i>	

WIOA Category:

WIOA Metric:

## Adult Credential Attainment Rate



Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	82.0%	10,525
PY 2012-13	85.5%	9,012
PY 2013-14	86.4%	10,912
PY 2014-15	82.0%	11,437
PY 2015-16	81.5%	12,054
PY 2016-17	*	*
PY 2017-18	85.0%	2,325
<i><b>PY 2017-18 State Neg. Level</b></i>	<i><b>*</b></i>	
<i><b>PY 2018-19 State Neg. Level</b></i>	<i><b>62.0%</b></i>	
<i><b>PY 2019-20 State Neg. Level</b></i>	<i><b>65.0%</b></i>	

\* PY 2016-17 WIOA Credential Attainment Rate target not set and baseline achievement level not reported due to WIA ending June 30, 2016. This was a baseline data collection period.

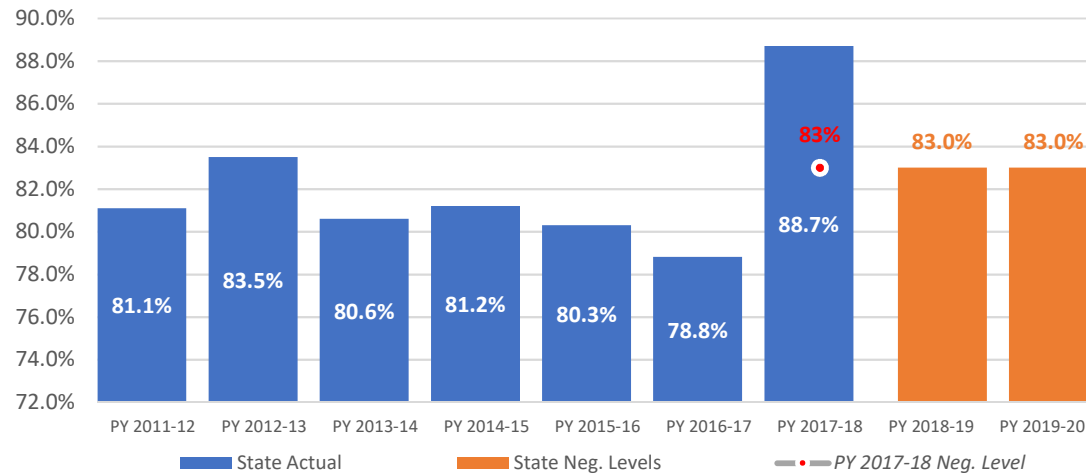
\* PY 2017-18 WIOA Credential Attainment Rate target not set due to this being a baseline data collection period.

WIOA Category:

## Dislocated Worker

WIOA Metric:

## Employment Rate (2nd Qtr after exit)



Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	81.1%	8,166
PY 2012-13	83.5%	8,077
PY 2013-14	80.6%	7,393
PY 2014-15	81.2%	6,442
PY 2015-16	80.3%	5,732
PY 2016-17	78.8%	4,777
PY 2017-18	88.7%	3,227
<i>PY 2017-18 State Neg. Level</i>	<i>83.0%</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>83.0%</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>83.0%</i>	

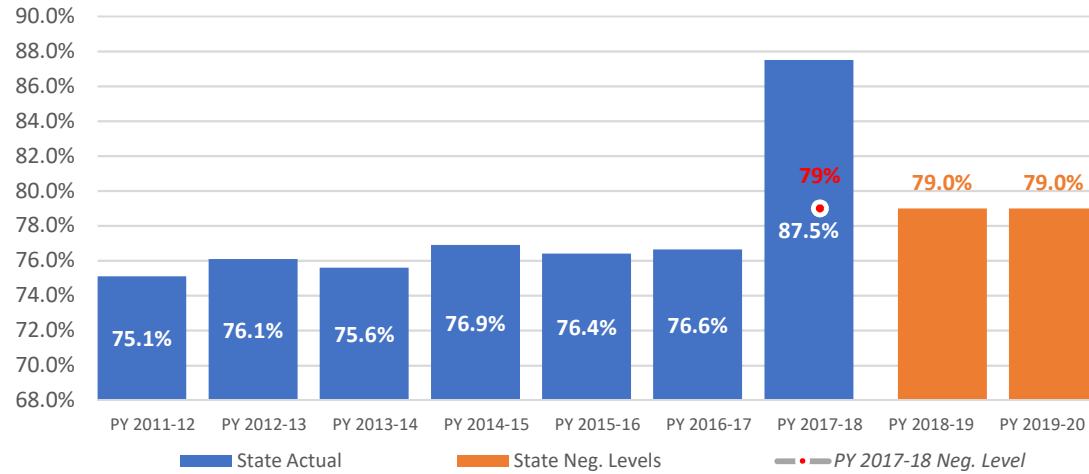


WIOA Category:

## Dislocated Worker

WIOA Metric:

### Employment Rate (4th Qtr after exit)



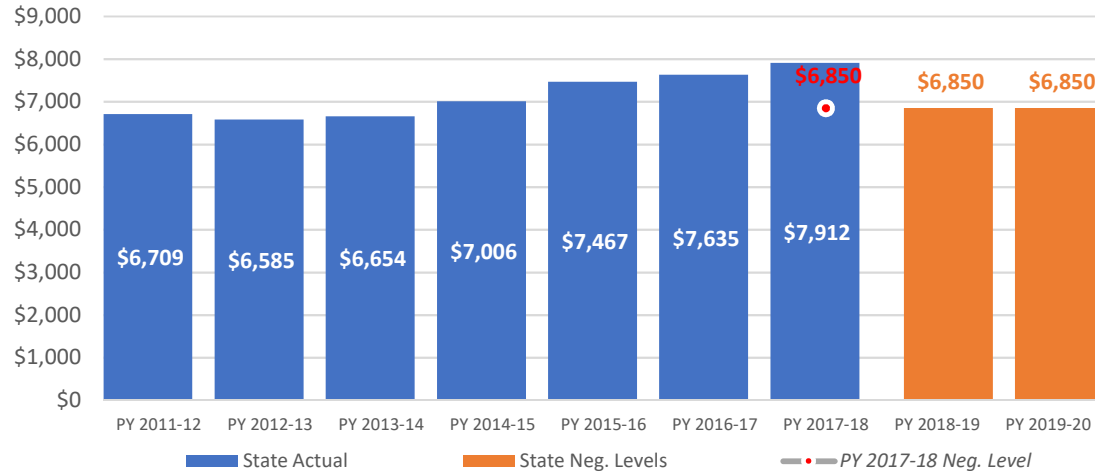
Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	75.1%	6,704
PY 2012-13	76.1%	8,878
PY 2013-14	75.6%	7,620
PY 2014-15	76.9%	6,883
PY 2015-16	76.4%	6,015
PY 2016-17	76.6%	5,262
PY 2017-18	87.5%	1,572
<i>PY 2017-18 State Neg. Level</i>	<i>79.0%</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>79.0%</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>79.0%</i>	

WIOA Category:

## Dislocated Worker

WIOA Metric:

## Median Earnings (2nd Qtr after exit)

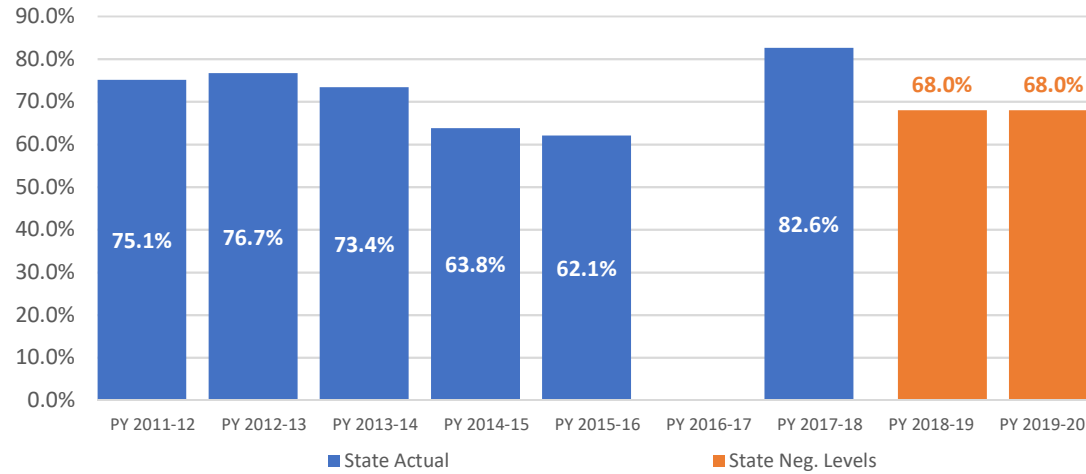


Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	\$6,709	6,408
PY 2012-13	\$6,585	6,496
PY 2013-14	\$6,654	5,674
PY 2014-15	\$7,006	4,965
PY 2015-16	\$7,467	4,401
PY 2016-17	\$7,635	2,348
PY 2017-18	\$7,912	2,185
<i>PY 2017-18 State Neg. Level</i>	<i>\$6,850</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>\$6,850</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>\$6,850</i>	

WIOA Category:

WIOA Metric:

## Dislocated Worker Credential Attainment Rate



Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	75.1%	6,595
PY 2012-13	76.7%	5,667
PY 2013-14	73.4%	5,879
PY 2014-15	63.8%	4,932
PY 2015-16	62.1%	3,983
PY 2016-17	*	*
PY 2017-18	82.6%	625
<i>PY 2017-18 State Neg. Level</i>	<i>*</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>68.0%</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>68.0%</i>	

\* PY 2016-17 WIOA Credential Attainment Rate target not set and baseline achievement level not reported due to WIA ending June 30, 2016. This was a baseline data collection period.

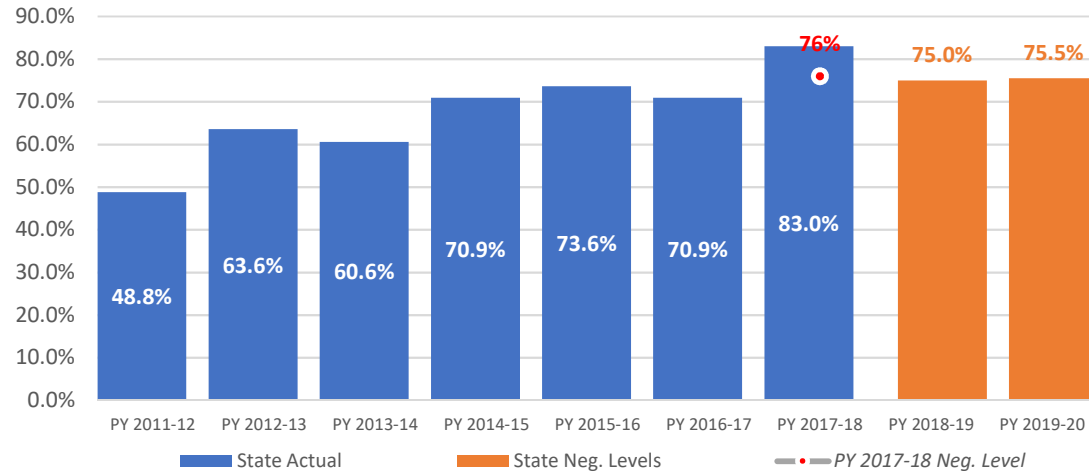
\* PY 2017-18 WIOA Credential Attainment Rate target not set due to this being a baseline data collection period.

WIOA Category:

Youth

WIOA Metric:

Employment Rate (2nd Qtr after exit)



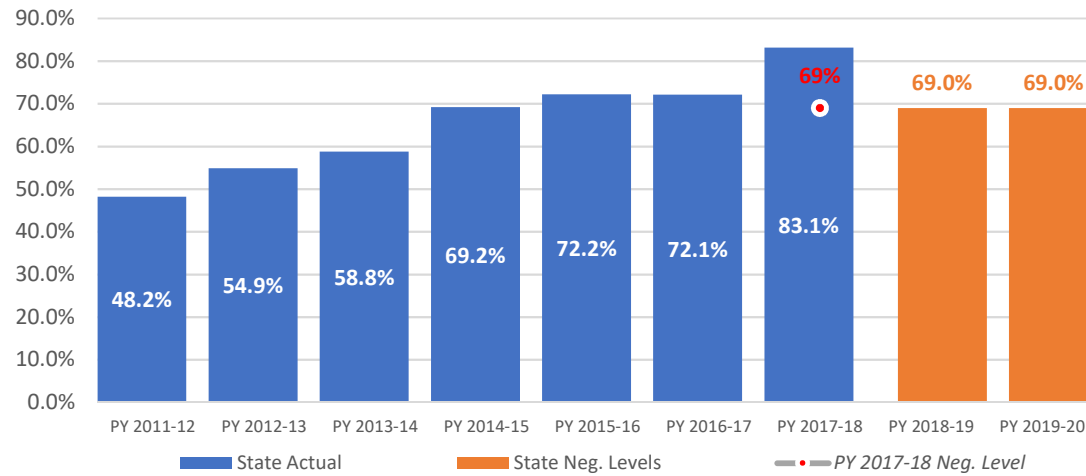
Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	48.8%	5,455
PY 2012-13	63.6%	4,931
PY 2013-14	60.6%	5,896
PY 2014-15	70.9%	4,881
PY 2015-16	73.6%	6,688
PY 2016-17	70.9%	6,571
PY 2017-18	83.0%	3,871
<i>PY 2017-18 State Neg. Level</i>	<i>76.0%</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>75.0%</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>75.5%</i>	

WIOA Category:

Youth

WIOA Metric:

## Employment Rate (4th Qtr after exit)

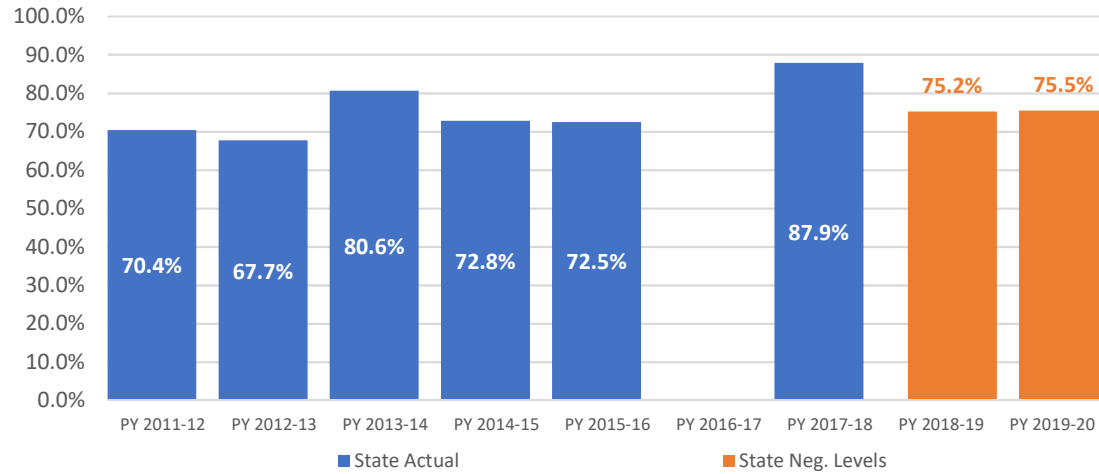


Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	48.2%	5,359
PY 2012-13	54.9%	4,908
PY 2013-14	58.8%	5,729
PY 2014-15	69.2%	5,245
PY 2015-16	72.2%	5,156
PY 2016-17	72.1%	6,709
PY 2017-18	83.1%	1,847
<i>PY 2017-18 State Neg. Level</i>	<i>69.0%</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>69.0%</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>69.0%</i>	

WIOA Category:

## Youth Credential Attainment Rate

WIOA Metric:



Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	70.4%	5,205
PY 2012-13	67.7%	4,595
PY 2013-14	80.6%	5,271
PY 2014-15	72.8%	4,398
PY 2015-16	72.5%	6,345
PY 2016-17	*	*
PY 2017-18	87.9%	1,695
<b>PY 2017-18 State Neg. Level</b>	<b>*</b>	
<b>PY 2018-19 State Neg. Level</b>	<b>75.2%</b>	
<b>PY 2019-20 State Neg. Level</b>	<b>75.5%</b>	

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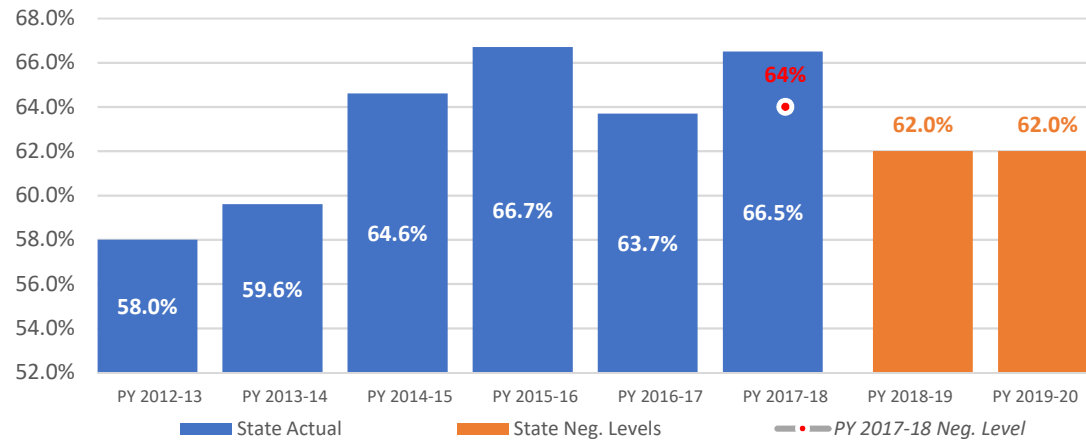
\* PY 2017-18 WIOA Credential Attainment Rate target not set due to this being a baseline data collection period.

WIOA Category:

## Wagner-Peyser

WIOA Metric:

### Employment Rate (2nd Qtr after exit)



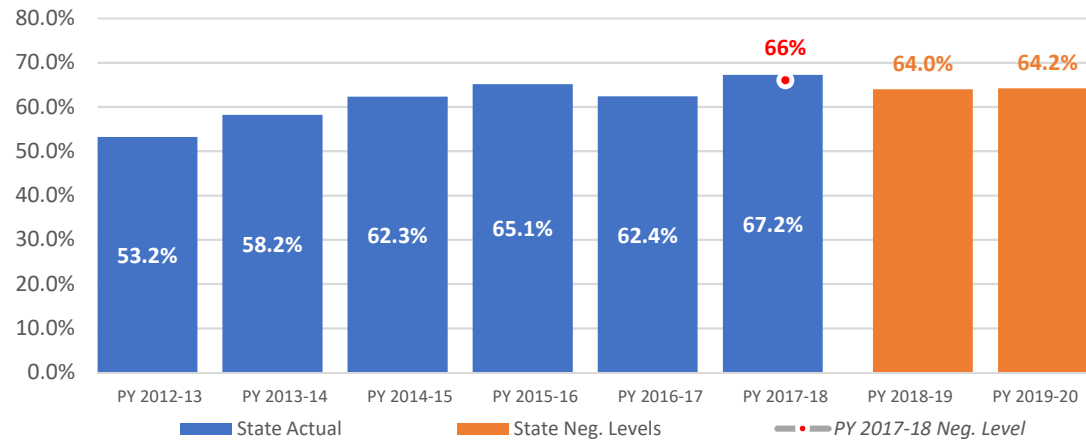
Program Year (PY)	Actual Performance	Participants (n)
PY 2012-13	58.0%	622,978
PY 2013-14	59.6%	702,411
PY 2014-15	64.6%	633,791
PY 2015-16	66.7%	593,729
PY 2016-17	63.7%	556,757
PY 2017-18	66.5%	480,444
<i>PY 2017-18 State Neg. Level</i>	<i>64.0%</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>62.0%</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>62.0%</i>	

WIOA Category:

## Wagner-Peyser

WIOA Metric:

### Employment Rate (4th Qtr after exit)



Program Year (PY)	Actual Performance	Participants (n)
PY 2012-13	53.2%	595,192
PY 2013-14	58.2%	695,674
PY 2014-15	62.3%	671,551
PY 2015-16	65.1%	598,928
PY 2016-17	62.4%	556,282
PY 2017-18	67.2%	230,646
<i>PY 2017-18 State Neg. Level</i>	<i>66.0%</i>	
<i>PY 2018-19 State Neg. Level</i>	<i>64.0%</i>	
<i>PY 2019-20 State Neg. Level</i>	<i>64.2%</i>	





CareerSource®  
FLORIDA

# Strategic Policy & Performance Council

Orlando | Sept. 25, 2018



# Welcome and Remarks

**Brittany Birken, PhD**  
Chair





# THE GOAL

Increase the prosperity of workers and employers; reduce welfare dependency; increase economic self-sufficiency; meet employer needs; and enhance productivity and competitiveness.

# Today's Agenda

- **Policy Development Framework**
- **Action Item: CareerSource Florida Ethics and Transparency Policy**
- **Study on the Gig Economy for Florida's Workforce System**
- **Workforce Innovation and Opportunity Act Performance Training**
- **Open Discussion/Public Comment**

# Policy Development Framework

**Steven Collins, PhD**  
Director, Performance & Analytics



# Policy Development Framework

- **Describes why and how strategic and administrative policies are initialized, designed, aligned and approved**
- **Considers benchmarked research on policymaking**
- **Provides local boards, stakeholders and WIOA core partners the opportunity to review and comment during design phase**

# Policy Development Framework

- **Provides alternatives to formal policy**
- **Serves as a framework to develop and implement local policies**
- **Includes process for regular policy impact evaluations**
- **Framework to be completed spring 2019**



# **Action Item:**

# **Ethics and Transparency Policy**

**Mary Lazor**

**Vice President, Strategic Policy & Performance**



- **Communicates expectations about ethics and transparency in Florida's workforce system:**
  - **CareerSource Florida**
  - **Department of Economic Opportunity**
  - **24 local workforce development boards**
  - **Career centers statewide**

# Ethics and Transparency Policy

- **The workforce system must:**
  - **Be unified in its commitment to conduct work that is business-driven, focuses on talent and continuous improvement**
  - **Be accountable to its public and private stakeholders, businesses, workers and job seekers**
  - **Conduct business in an open manner**
  - **Comply with federal and state laws**
  - **Ensure the public has electronic or simplified access to information**

# Ethics and Transparency Policy

- **State and local workforce development boards are expected to create and enforce policies aligned with federal and state laws that communicate clear expectations to board members, their designees, employees and stakeholders about the importance of ethics in operations and transparency in public meetings.**

# **Action Item:**

# **Ethics and Transparency Policy**

## Needed Action

**Consider CareerSource Florida Ethics and Transparency  
Policy 2018.09.26.A.1 for approval**

# **Study on the Gig Economy for Florida's Workforce System**

**Mary Lazor**

**Vice President, Strategic Policy & Performance**



# Study on the Gig Economy

- **2018-19 CareerSource Florida Board priority**
- **Conduct state and national research, gather stakeholder information/input**
- **Identify unique features in defining and serving gig economy participants**

# Study on the Gig Economy

- **Consider data availability and reporting implications**
- **Determine potential impact within Florida's workforce system**
- **Provide study review and recommendations report – May 2019**



# WIOA Performance Training

**Steven Collins, PhD**

Director, Performance & Analytics

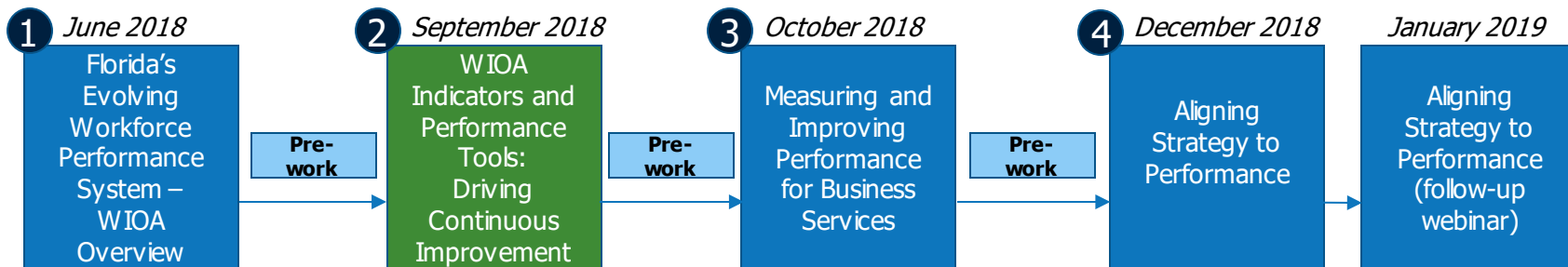
**Lynn Bajorek**

Senior Consultant, Maher & Maher



# Modules and Timeframes

- Partnership with DEO and Maher & Maher
- Curriculum design and modules based on needs assessment survey of local workforce development boards
- Blended training delivery with interactive components
- Each module builds upon the previous module



A blue-tinted photograph of a business meeting. A man in a light blue shirt and striped tie stands in the center, gesturing with his hands while speaking to a group of people seated around a table. The seated individuals, including a woman on the left and a man on the right, are looking towards the speaker. The background shows office windows and a whiteboard.

# **Open** Discussion | **Public** Comments



# Closing Remarks

**Brittany Birken, PhD**  
Chair



# Upcoming Meetings

- **Finance Council Meeting: 3 p.m.**  
*Regency Hall Rooms 5-6*
- **Board Meeting: 8:30 a.m.**  
*Grand Cypress Ballroom A-C*
- **Future of Florida Forum:**  
*Wednesday-Thursdays, Sept. 26-27*