

**CareerSource Florida -- Request for Quotes (RFQ)**  
**Technical Assistance and Training Needs**  
**Florida's Workforce Investment System Performance**  
**March 9, 2018**

CareerSource Florida is seeking technical assistance and training services for Florida's local workforce development boards (LWDBs) designed to improve knowledge and skills aligned with the requirements of the Workforce Investment Opportunity Act (WIOA) and Wagner-Peyser (WP) performance. These services should also include identification and training of best practices for continuous improvement of performance for the LWDBs. The delivery of this technical assistance and training can use a blended approach using webinars, on-site, and other learning tools. The following samples are provided as types of needed technical assistance and training.

**Workforce Strategies for Planners and Managers**

- Expanding Workforce Board roles beyond the traditional Title I and III program operational oversight responsibilities and focus on larger workforce improvement outcomes that include both vertical and horizontal alignment strategies.
- Responding to a low-unemployment environment and repositioning services to focus on "get a better job" (not just "get a job") and developing strategies to increase WIOA enrollment when career centers have lower traffic and fewer mandatory customers.
- Best practices for increasing workforce system partnerships (with both collocated and non-collocated partners) and improving relationships and referral processes through partner-agreed protocols.
- Mapping and streamlining processes within career centers for continuous improvement.
- How to do more with less – cross-training and how to improve services to customers.

**WIOA and WP Performance Management for Managers** (The components noted below would be delivered at a very high level and aligned with performance protocols and requirements specific to Florida.)

- A deep dive for managers into understanding the WIOA and WP performance measures. What are the measures? Which participants are included in the measures? How are they calculated? When are they reported? PIRL 101.
- Improving the WIOA Out-of-School Youth Program and developing strategies for continuous engagement that leads to higher performance outcomes. How to easily (and affordably) meet the requirements for work experience combined with occupational skills training and related academic training.
- Eligibility and documentation for WIOA's youth, adult and dislocated worker programs.
- What constitutes an individual becoming a participant? Exiter?

- Understanding Data Validation.
- Understanding Sector Strategies.

### **Business Services**

- Developing effective employer engagement strategies (that are much more than just offering business services) to ensure job seeker services respond to demand.
- Best practices for coordinating business services strategies among system partners.
- What are the WIOA Business Services performance measures? Which employers are included in the measures? How are they calculated? When are they reported?

### **Apprenticeships**

- Best Practices for maximizing the use of apprenticeships as a reemployment/career strategy.