

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

Florida's Unified State Plan
July 1, 2020 – June 30, 2024



The vision of WIOA is to achieve and maintain an integrated, job-driven workforce system that links Florida's diverse, talented workforce to businesses and improves the quality of life for citizens.

Under WIOA, Florida's workforce system is supported by three key pillars:

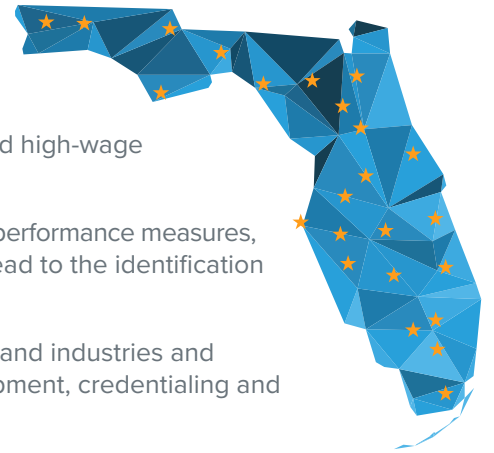
- 1** | The demands of businesses and workers drive workforce solutions.
- 2** | The workforce system supports strong regional economies.
- 3** | Career centers provide first-rate customer service to job seekers, employees and businesses.

Since the submission of Florida's first Unified State Plan in 2016, regular interagency meetings of the WIOA Core Program Partners addressed aspects of an advanced plan implementation. These meetings included leadership and subject matter experts from each of the WIOA core partners. Regular implementation meetings are conducted to share information, provide input for the modification of the unified plan and make recommendations.

Florida continues its ongoing collaboration with WIOA partners and key stakeholders to further enhance and expand the implementation of WIOA to position Florida as a global leader for talent.

FLORIDA'S VISION FOR IMPLEMENTING WIOA

- 1.** Enhance alignment and market responsiveness of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive and competitive talent—and Floridians with employment, education, training and support services to reduce welfare dependence and increase opportunities for self-sufficiency, high-skill and high-wage careers and lifelong learning.
- 2.** Promote accountable, transparent and data-driven workforce investments through performance measures, monitoring and evaluation that inform strategies, drive operational excellence, lead to the identification and replication of best practices and an efficient workforce delivery system.
- 3.** Improve career exploration, educational attainment and skills training for in-demand industries and occupations for Florida youth, leading to enhanced employment, career development, credentialing and postsecondary education opportunities.



GOALS OF WIOA

- 1** | **Increase** access to education, training and employment—particularly for people with barriers to employment.
- 2** | **Create** a comprehensive, high-quality workforce by aligning workforce investment, education and economic development.
- 3** | **Improve** the quality and labor market relevance of workforce investment, education and economic development efforts.
- 4** | **Promote** improvements in the structure and delivery of services.
- 5** | **Increase** the prosperity of workers and employers.
- 6** | **Reduce** welfare dependency, increase economic self-sufficiency, meet employer needs and enhance the productivity and competitiveness of the nation.

FLORIDA'S WIOA STRATEGIES

WIOA strategically coordinates the following core programs that design, implement and drive Florida's workforce development:

- Workforce investment and policy direction provided by the CareerSource Florida Board of Directors
- Adult, dislocated worker and youth programs administered by the Florida Department of Economic Opportunity
- Wagner-Peyser Act job search and placement services administered by the Florida Department of Economic Opportunity
- Adult education and family literacy programs administered by the Florida Department of Education
- Vocational Rehabilitation and Blind Services administered by the Florida Department of Education

Focusing on the Business Customer

- Evaluating and redefining standards and measures for business customer service to facilitate seamless access to tools and services across programs
- Using the market segmentation framework and planning tools developed by CareerSource Florida to ensure that businesses are identified for proactive talent support strategies
- Coordinating business services across core programs
- Using a Salesforce-based Customer Relationship Management platform to assess business customer participation

Strengthening Sector Strategies

- Enhancing sector strategies by prioritizing targeted industries to bolster Florida's economy
- Building capacity of the state and local workforce system through scalable sector strategies
- Supporting operationalization of sector strategies into design, delivery of job seeker and business services through policy development and performance improvement
- Empowering local systems to use sector partnerships to move beyond development of training programs to development of career pathways
- Expanding apprenticeship opportunities within the sector strategy framework

Establishing Career Pathways

- Developing career pathways through apprenticeship expansion, progressive policies and strategic funding investments that increase work-based opportunities statewide
- Participating in the integrated education and training model for Florida's Integrated Career and Academic Preparation System led by the Florida Department of Education
- Promoting the development of contextualized instruction with a specific career pathway focus, career development and transition services to be integrated into adult basic education
- Continuing cross-referral and provision of CareerSource Florida representatives directly to numerous adult education facilities and providing counseling and advisement related to awareness of workforce services

Enhancing Performance Measurement

- The CareerSource Florida Board of Directors is committed to driving performance by measuring local workforce development boards on customized metrics directly reflecting Florida's strategic workforce priorities including placement of and training for persons with barriers to employment and high-value services to strategic business sectors
- Providing technical assistance through webinars, one-on-one telephone consultations, training on world-class performance approaches and in-person presentations
- Evaluating and continuously improving performance management systems
- Driving the types of outcomes Florida's workforce network needs for the state to become a global leader for talent

Providing Quality Services to Individuals with Disabilities

- Implementing the Florida Abilities Work portal to better link employers to job seekers with disabilities
- Continuing collaboration through Employment First Florida to facilitate improved coordination of services to help people with disabilities gain employment and achieve self-sufficiency
- Providing priority assistance such as job search, career planning and skill building through Florida's Ticket to Work program led by Florida's Division of Vocational Rehabilitation

Enhanced Alignment with Florida's Workforce Network Partners

- Engaging across core programs through specialized workgroups focused on leadership, governance, transparency, accountability, performance and implementation of successful strategies
- Coordinating policy discussions and decisions with WIOA core program leadership to ensure alignment between workforce and education programs
- Expanding strategic partnerships through collaboration with additional stakeholders

