

# Strategic Policy and Performance Council Meeting

Feb. 19, 2020 | Tallahassee

# **Welcome and Remarks**

**Brittany Birken, Ph.D.**

**Council 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.

- **Action Item**
  - CareerSource Florida Strategic Policy
  - CareerSource Florida Administrative Policies
- **Strategic Policy and Performance Initiatives**
  - Workforce Innovation and Opportunity Act: 2020-2024 Unified Plan
  - The Gig Economy and Florida's Workforce System
  - Continuous Improvement Performance Initiative
- **Open Discussion/Public Comment**

# **Action Item: Workforce Development Boards Compliance and Accountability Policies**

**Mary Lazor**

**Vice President, Strategic Policy and Performance, CareerSource Florida**

**Ruth Dillard**

**Director of Workforce Services, Department of Economic Opportunity**



## Board Governance and Leadership

- Reinforces that state and local board leadership must comply with federal and state laws and set clear expectations for ethical conduct, transparency, quality customer service, strategic planning and decision making
- Requires local workforce development boards to employ sound management practices and controls for proper expenditure of funds and verification of program outcomes

## Board Governance and Leadership

- Establishes policy guidelines on the appointment of local board members and staff
- Emphasizes data-driven decisions and encourages local board staff employ proven measurement and improvement systems to evaluate performance

## Compliance and Accountability

- Board Composition and Certification
- Negotiated Local Levels of Performance
- Sanction Policy
- Employer Services
- Job Seeker Registration



## Compliance and Accountability

- Job Orders and Placements
- On-the-Job Training
- Work-based Training
- Memorandums of Understanding and Infrastructure Funding Agreements
- Priority of Service

# Action Item

*For Consideration*

**Recommend one (1) CareerSource Florida Strategic Policy and ten (10) Administrative Policies for Board action.**

# **WIOA 2020-2024 Unified Plan**

**Robert Doyle**

**Director, Division of Blind Services, Florida Department of Education**



# WIOA: 2020-2024 Unified Plan

- State and local boards must review and modify strategies to respond to changing economic conditions and workforce needs of the state
- Florida WIOA Unified Plan (2020-2024) is consistent with federal and state law with an emphasis on:
  - Streamlining services
  - Empowering individuals
  - Universal access
  - Continuous improvement
  - Board governance and leadership
  - Ethics and transparency

- Contributions were made by all core partners:
  - CareerSource Florida
  - Florida Department of Economic Opportunity
  - Florida Division of Blind Services
  - Florida Department of Education's Division of Career and Adult Education
  - Florida Division of Vocational Rehabilitation
- Expands strategic partnerships through collaboration with additional stakeholders including the Division of State Colleges and the Florida Talent Development Council

## The 2020-2024 Four-Year Plan:

- Gives CareerSource Florida and its core partners an opportunity to provide updated data about operationalized strategies
- Provides information to federal and state leadership about Florida's success in workforce and education
- Focuses on the business customer
- Prioritizes quality services to veterans, persons on public assistance, individuals with disabilities and others with barriers to employment

## The 2020-2024 Four-Year Plan:

- Strengthens sector strategies and expands apprenticeship and career pathways initiatives
- Enhances performance measurement and includes a framework for policy development for high-performing organizations

## The 2020-2024 Four-Year Plan:

- Provides guidance on Local Board Memorandums of Understanding, Infrastructure Funding Agreements and their appeals
- Aligns with Florida Chamber 2030 Project

The final State Plan will be submitted March 2, 2020



# The Gig Economy and Florida's Workforce System

**Stephanie Smith**

Senior Manager of Florida Public Policy, Uber

**John Kaliski**

Principal, Cambridge Systematics

**Evan Enarson-Hering**

Principal, Cambridge Systematics



**Jan. 2019:** Initial research launched

**Feb. 2019:** Council engagement on gig work issues and opportunities

**May 2019:** Phase I report complete and board briefing

**Sept. 2019:** Phase II research initiated

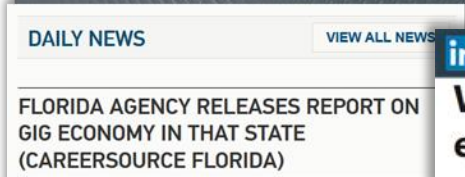
**Dec. 2019:** Gig Economy Multidisciplinary Workgroup kick-off

**Jan. 2020:** Gig Economy Report public release

**May 2020:** Anticipated Phase II research completion

- **Florida and the Gig Economy, 2019**
  - National data and literature scan
  - Discussions with local, regional, state and national workforce practitioners
  - Engagement with CareerSource Florida Board and Strategic Policy and Performance Council
- **Key Findings and Considerations**
  - Policy opportunities
  - Data needs
  - Demand for workforce programming and information
  - Entrepreneurial gaps and interest in support systems

# Gig Economy Research Visibility



January 28, 2020

CareerSource Florida, a government agency serving the state, this month released its own report on the gig economy, ["The Study on the Gig Economy and Florida's Workforce System."](#) The report compiles information from other studies on the size of the gig economy in Florida and its impact on the state.

It defines gig workers as those involved in nontraditional work arrangements that are still considered formal, examples include temporary agency workers and consultants. It defined "independent workers" as those who work on their own, often through digital platforms and as

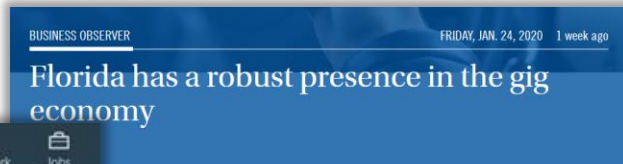


If a coordinated state-wide effort is not possible, specific public or private entities can undertake an analysis. CareerSource Florida, the state's workforce policy and investment board, released [a report](#) on non-traditional work that relies on both national and state data.

At the state level and beyond, accurate, consistent, and valid data are needed to inform labor policies and ensure work is an avenue to security and prosperity. Drawing on available data while improving collection and collaboration can equip states to be at the forefront of policy innovation.



Florida's workforce and economic developers for some time, but until now we have not had these non-traditional workers, and why are theses and communities? month study on the gig development implica



me 1.8 million workers in Florida, according to 2018 jobs data, participated in the gig economy in some capacity.

Business Observer | Staff

the gig isn't up.



the while defining exactly what a gig counts it's on the rise. And in the Sunshine a CareerSource Florida, there's even greater prosper. A gig economy worker, broadly

## Phase II Research Outcomes

- Convene statewide gig economy multidisciplinary workgroup to guide research activities and policy considerations
- Survey gig workers and businesses to fill information gaps
- Develop online, dynamic Gig Economy Digital Toolkit resource
- Analyze survey and workforce data to understand supply and demand as well as geographic and market segments, and determine future performance outcomes

# Gig Economy Working Group

- **Beth Cicchetti**, Florida Economic Development Council
- **Candace Moody**, CareerSource Northeast Florida
- **David Darm**, Florida Commission for the Transportation Disadvantaged
- **Donna Doubleday**, CareerSource Heartland
- **Jerry Parrish**, Florida Chamber Foundation
- **Julia Dattolo**, CareerSource Palm Beach County
- **Julie Kates**, Division of Vocational Rehabilitation
- **Leslie Giscombe**, African American Entrepreneurs Association
- **Lee Chipps-Walton**, FDOE Division of Career and Adult Education
- **Rick Beasley**, CareerSource South Florida
- **Robert Doyle**, Division of Blind Services
- **Stephanie Smith**, Uber
- **Steven Nguyen**, CareerSource Central Florida
- **Tony Carvajal**, Florida Able Trust

# Gig Economy Working Group

- Guide efforts and provide strategic direction
- Supply critical review and comment
- Represent key audiences and stakeholder perspectives
- Facilitate links to networks and organization/agency plans

- **Goal:** Gather direct information on prevalence, supply, demand and businesses and workforce needs of independent workers
- **Approach:** Online survey outreach to targeted audiences and direct engagement with stakeholders
- **Audiences:** Job seekers, businesses and local workforce development boards
- **Outcomes:** Information will inform future partnerships, digital toolkit and performance measurements



# Business and Worker Survey Research

## Local Boards

### Survey Topics

- **Demand** – Are local job seekers interested in non-traditional employment?
- **Demand** – Are local employers interested in non-traditional workforces?
- **Supply** – What services do you offer to entrepreneurs or independent workers?
- **Opportunities** – What services would you like to offer?
- **Challenges** – What policies, guidance, data, funding, etc. do you need to provide additional services?
- **Data** – How would you measure the gig economy's performance?

## Job Seekers

### Survey Topics

- **Demand** – How interested are you in gig or independent work?
- **Demand** – How do you currently look for gig work or what systems do you use?
- **Needs** – What services or support do you need to be successful?
- **Needs** – How do you maintain or improve your skills and marketability currently?
- **Opportunities** – What training or work- specific certifications are you interested in?
- **Toolkit** – What are the most common FAQs you have about gig work?
- **Toolkit** – What information would be most helpful to you?

## Businesses

### Survey Topics

- **Demand** - What trends do you see in gig, remote, or independent work?
- **Demand** - Is your company more or less likely to look for gig/independent workers in the future?
- **Supply** – What has your experience with gig workers been like?
- **Needs** - How are your recruitment, staffing, HR and compliance needs changing?
- **Needs** - What supporting services, job placement or education and training needs do you have?
- **Opportunities** - How likely would you be to consider the state workforce system to meet those needs?

- Phase I research identified a clear need for comprehensive and reliable information for existing and potential workers
- Toolkit goals:
  - Expand and strengthen Florida's gig workforce
  - Provide information and access to Florida and national skills-building and entrepreneurial development opportunities
  - Engage Florida's core workforce partners to serve business and gig workers
  - Connect gig participants to reliable online resources

# Potential Toolkit Organization



- Continue engaging Florida Gig Economy Multidisciplinary Workgroup
- Analyze worker and business survey results
- Create and launch Gig Economy Digital Toolkit
- Work with partners to provide services to gig workers and businesses

# Continuous Improvement Performance Initiative

**Steve Collins**

Director, Performance and Analytics, CareerSource Florida

**Jackie Barreiros**

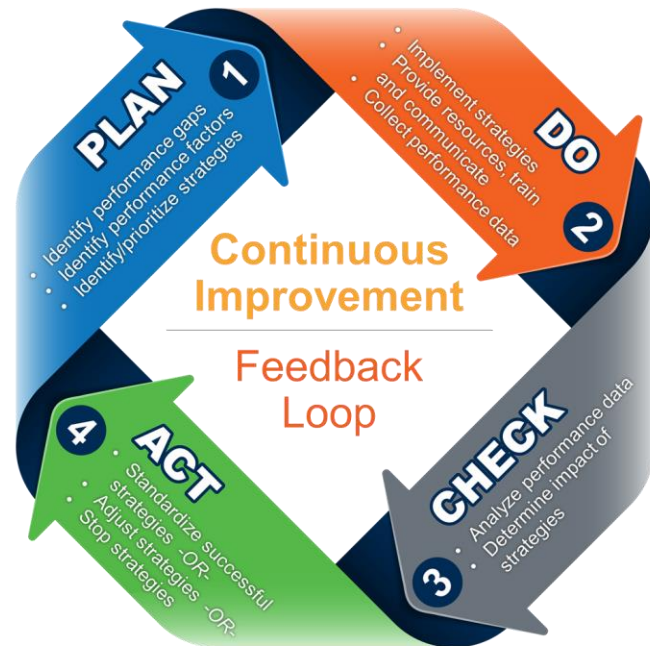
Senior Program Analyst, Strategic Policy and Performance, CareerSource Florida



# Continuous Improvement Performance Initiative

- Established statewide performance team to provide input from local workforce development boards
- Aligned with strategic direction with a focus on core services
- Includes accurate, timely data from existing sources
- Consistent with WIOA Primary Indicators of Performance
- Easy to understand, implement and track
- Focused on improvement and collaboration

- **Employment Rate 1st Quarter After Exit**
- **Participant Training Rate**
  - Additional credit for serving persons with barriers to employment
- **Business Penetration**
  - Additional credit for staff-assisted, high-value services to business establishments in up to five industry sectors



- Fiscal Year 2019-2020 target: **10% improvement**, compared to same quarter in the previous fiscal year
- Performance awards available for each metric for which the target is met each quarter – 12 total opportunities per year
- Performance awards based on formula funding
- Distributed twice per year



[performance.careersourceflorida.com](https://performance.careersourceflorida.com) launched in January 2020!



- **Participant Training Rate**
  - 21 of 24 boards hit their target
- **Business Penetration**
  - 13 of 24 boards hit their target
- **Q1 performance awards total: \$563,275**

## Reported Barriers

- Low income: 8,330
- Single parents including single pregnant women: 1,706
- Long-term unemployed: 1,154
- Ex-offenders: 1,083

Metric	Continuous Improvement Performance Initiative Targets Met		Total Participants Trained	Training Participant Number of Barriers to Employment	Business Establishments Served	Number of High Value Services to Targeted Industries
	Number	Percent	Number	Number	Number	Number
Participant Training Rate	21	88%	11,227	15,685		
Business Penetration	13	54%			9,689	8,883
Total	34	71%				



QUESTIONS

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# Closing Remarks

**Brittany Birken, Ph.D.**

**Council Chair**



- **CareerSource Florida Board Meeting**  
Feb. 20, 8:30 a.m. – 12:30 p.m.  
University Center Club at Florida State University  
Meeting Room: Ballroom West, 3<sup>rd</sup> Floor