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.
Today’s Agenda

• **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
CareerSource Florida Strategic Policy

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
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
WIOA: 2020-2024 Unified Plan

- 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
CareerSource Florida and Gig Work

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
Phase I Gig Economy Research

• **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

What we learned about the gig economy in Florida and the nation

Published on January 22, 2020

Michelle Ransay Demond
Workforce and Economic Development Leader; President and CEO of CareerSource Florida

Florida’s workforce and economic development leaders have long recognized the potential of the gig economy for some time, but until now we have not had a comprehensive and accurate assessment of these non-traditional workers, and why are these workers changing traditional models of work and development.

The gig economy and Florida’s workforce system

February 3, 2020

CareerSource Florida commissioned a comprehensive study, which began in 2019, on the potential impacts of the emerging gig economy on Florida’s workforce system. This report synthesizes the results of the research undertaken to further CareerSource Florida’s understanding of the gig economy and the potential workforce, education and economic development implications for Florida.

CareerSource Florida’s Study on the Gig Economy and Florida’s Workforce System considered national research and data on the gig economy, gathered Florida-specific data and trends, and engaged workforce, education, economic development and business partners in discussions about the future of work and entrepreneurship in Florida.

This report provides a roadmap for CareerSource Florida and partners across the state to engage in the gig economy. Research, input, and findings of this study are organized as follows.

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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
Business and Worker Survey Research

• **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
### 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?
- **Needs** – 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

Skills-Building Pathway

Employment Pathway

Gig Success Pathway

Entrepreneurial Pathway

Temporary / Dislocated Resources

Business Formation Resources

Vocational Resources

Veterans Resources
Next Steps

• 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
Performance Metrics

• **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
Methodology

• 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 launched in January 2020!
FY 2019-2020 Quarter 1 Performance

- **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**
### FY 2019-2020 Quarter 1 Performance

**Reported Barriers**

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

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<th>Metric</th>
<th>Continuous Improvement Performance Initiative Targets Met</th>
<th>Total Participants Trained</th>
<th>Training Participant</th>
<th>Business Establishments Served</th>
<th>Number of High Value Services to Targeted Industries</th>
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Closing Remarks

Brittany Birken, Ph.D.
Council Chair
Upcoming Meetings

• 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, 3rd Floor