

WORKFORCE INNOVATION AND OPPORTUNITY ACT ANNUAL STATEWIDE PERFORMANCE REPORT PROGRAM YEAR 2019-2020

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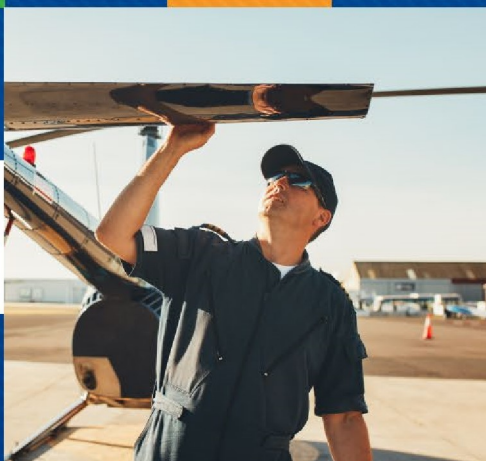


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Introduction: Florida's Workforce System

Like many states, Florida experienced significant affects from the COVID-19 pandemic and an active hurricane season during program year 2019-2020. The impact of the pandemic challenged the entire CareerSource Florida network to identify opportunities for agility and rapid adoption of changes to programs and the provision of services. By the end of the program year in June 2019, the state's unemployment rate was 10.3%, up from a low 3.2% in June 2019. The industries in Florida most impacted by the pandemic are leisure and hospitality, professional and business services, and trade, transportation, and utilities.

Through strongly coordinated initiatives and bold, consistent communications, the CareerSource Florida network remained available to Floridians throughout the pandemic. CareerSource Florida's statewide [Help Is Here](#) campaign ensured businesses and job seekers alike were aware of available services and resources. CareerSource Florida's response included procurement of a statewide virtual job fair platform made available to all 24 local workforce development boards (LWDBs). LWDBs offered an array of services to businesses and job seekers through virtual options and in-person services by appointment in many areas of the state. This comprehensive approach is a testament to bold leadership, policy direction and investment by Florida's elected, business and education leaders in partnership with workforce, economic and community development.

Nationally recognized for innovation, Florida's workforce system includes CareerSource Florida, the state's principal workforce policy and investment board; the Florida Department of Economic Opportunity (DEO), the designated state agency for receipt of federal workforce development funds; 24 LWDBs and their nearly 100 career centers across the state. The workforce professionals within this statewide network helped more than 130,000 job seekers secure employment and assisted more than 59,000 businesses with recruiting, hiring and training needs last year.

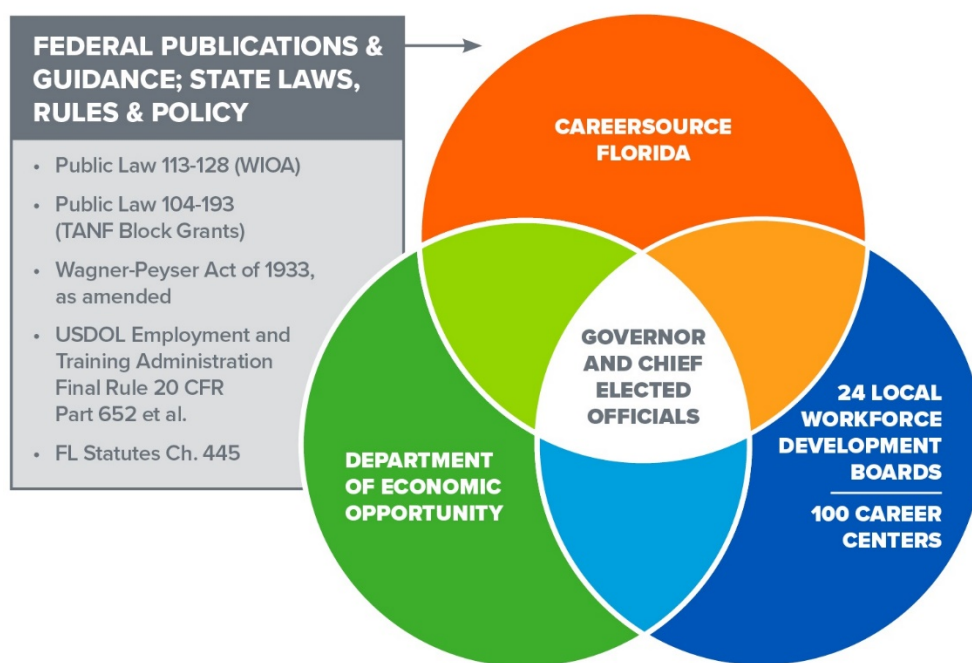
The priorities of our workforce system strongly align with Governor Ron DeSantis' goal to make Florida No. 1 in the nation in workforce education by 2030, ensuring Florida students are prepared for the jobs of the future. These priorities are reflected in our collective work with our core partners in implementing Florida's 2020-2024 Workforce Innovation and Opportunity Act (WIOA) Unified State Plan. Expansion of apprenticeships, greater emphasis on the alignment of career pathways to targeted industry sectors, improved performance and accountability systems, major training initiatives for board governance and performance management, and implementation of a policy management framework that includes enhanced collaboration at federal, state and local levels are among the accomplishments over this past program year.

CareerSource Florida is led by a 28-member board of directors appointed by the Governor, Florida Senate President and Florida House Speaker. The board includes leaders in business, government, education, labor, economic development and community development who provide policy direction for more than \$240 million in annual workforce investments to address the employment and training needs of job seekers, workers and businesses.

DEO assists the Governor in advancing Florida's economy by championing the state's economic development vision and by administering state and federal programs and initiatives to help visitors, citizens, businesses, and communities. DEO oversees the administration of the state's workforce system and, as such, is responsible for monitoring, training, and providing workforce guidance and technical assistance on the various federal workforce programs operated by the LWDBs. DEO receives and accounts for federal funds on behalf of the state's workforce system

and is responsible for financial and performance reporting to the United States Department of Labor (USDOL) and other federal organizations.

Florida's 24 LWDBs provide a coordinated and comprehensive delivery of local workforce services. The LWDBs are led by members representing the local business community, economic development and education representatives, vocational rehabilitation representatives, community and state agency representatives, and locally elected officials. The LWDBs focus on strategic planning, policy development, and oversight of the local workforce investment system within their respective geographic areas. Statewide, local boards oversee about 100 career centers that offer high-quality services to businesses, and job training, education, and employment services to job-seeking Floridians. This system connects employers with skilled talent and Florida's job seekers with employment and career development opportunities.



Waivers

There were no state waivers in place during 2019-2020.

Effectiveness in Serving Employers

The USDOL and Department of Education (ED) developed three approaches for measuring effectiveness in serving employers and requested states to select two of the three approaches to report. Florida's report encompasses all three approaches, which are designed to gauge Florida's performance to meet critical workforce needs.

- **Retention with the Same Employer** – This measure determines whether the core programs are serving employers effectively by improving the skills of their workforce and decreasing employee turnover. During program year 2019-2020, Florida's Retention Rate was 65.9%.

- **Repeat Business Customers** – This measure determines whether employers who receive core services are satisfied with those services and become repeat customers. It also assesses the workforce system’s ability to develop and maintain strong relationships with employers over extended periods of time. During program year 2019-2020, Florida’s Repeat Business Customer Rate was 48.4%.
- **Employer Penetration** – This measure determines whether the core programs are serving a large portion of employers in an area and adequately meet the workforce needs of the area. During program year 2019-2020, Florida’s Employer Penetration Rate was 5.8%.

Under the direction of the state workforce development board and with input from LWDBs, CareerSource Florida launched the Continuous Improvement Performance Initiative. This performance initiative measures continuous improvement among Florida’s 24 LWDBs on three mission-critical metrics, one of which is Business Penetration with a focus on industry sectors. To learn more about this initiative, please visit the [Continuous Improvement Performance Initiative website](#).

[Intentional Collaboration with Economic Development](#)

WIOA recognizes the need for coordination of economic development and workforce development programs. Economic and workforce development policies should work in conjunction at both the state and local levels to maximize and leverage positive outcomes for both businesses and career seekers. CareerSource Florida and its network of 24 LWDBs work to support the alignment of workforce investments, education, and economic development organizations to provide Florida businesses with the skilled workers they need to succeed in a global economy, today and tomorrow.

Top economic development leaders recognize the future success of their regions is fundamentally intertwined with talent development as their core mandate is to help businesses grow and create good jobs that provide all people an opportunity to thrive. This inclusive approach to economic development has been demonstrated in Florida through key activities and partnerships highlighted below.

[International Economic Development Council](#)

CareerSource Florida’s membership in the International Economic Development Council (IEDC) enables the state to promote and share best practices in workforce and economic development collaboration at the state and local levels. During its 2020 Leadership Summit in February in Tampa, CareerSource Florida’s senior vice president of business and workforce development organized and moderated a panel comprising aviation/aerospace businesses, Space Florida and two LWDBs – CareerSource Brevard and CareerSource Palm Beach County – showcasing their collective work to grow a talent pipeline for this legacy sector in Florida. The panel also emphasized the important work of growing apprenticeships to support companies’ needs for talent.

[Florida Economic Development Council](#)

CareerSource Florida has been a member of the Florida Economic Development Council’s (FEDC) Board of Directors since 2000, giving Florida’s workforce development policy organization an opportunity to drive collaboration between workforce and economic development. Many of

Florida's LWDBs are members of the organization. The Executive Director of FEDC is a member of the National Association of Workforce Boards (NAWB) Board of Directors and past chair of CareerSource Capital Region's Board of Directors. During Economic Development Week, CareerSource Florida was invited to stand with key partners and offer remarks at Florida's Capitol.

Due to the COVID-19 pandemic, FEDC's Annual Conference in May 2019 was cancelled. FEDC and CareerSource Florida pivoted to organize eight regional forums as well as a statewide webinar with key statewide leaders including Enterprise Florida, Space Florida, the state's Chancellor of Career, Adult and Technical Education and the president and CEO of CareerSource Florida. The statewide webinar was entitled "Building Florida's Recovery and Resilience through Worker Upskilling" and drew record attendance. The Chair of FEDC presented to the CareerSource Florida Board of Directors in June 2020 on the importance of working together as talent is the No. 1 issue in economic development. One of the priorities of FEDC to drive competitiveness and prosperity for all Florida communities through workforce programs and services.

Enterprise Florida

A sister statewide organization to CareerSource Florida is Enterprise Florida, Inc. (EFI), the state's primary economic development organization. CareerSource Florida's board chairman sits on the EFI Board, and the vice chairman of EFI sits on the CareerSource Florida Board. EFI's business development team members, focused on business retention, expansion and new-to-Florida business locations, collaborates with CareerSource Florida's business and workforce development team to provide businesses total talent solutions. EFI's business Development team is aligned to target industry sectors that hold promise for diversifying the Florida economy and provide high-wage jobs with strong career pathways. To further align work together, the CareerSource Florida business development team moved from substate geographic assignments to sector assignments in December 2019. Each director has become a subject matter expert in an assigned industry sector and communicates with the EFI director assigned the same sector(s). The organizations also share a similar focus on Florida's rural counties and the special workforce needs that exist in these 29 areas, nearly one-third of the state. In June 2020, the CareerSource Florida Board allocated \$1 million in state-level funds to support workforce needs rural areas.

Current or Planned Research/Evaluation Projects

Advancing Postsecondary Career and Technical Education Data Quality Initiative

CareerSource Florida is participating in research with the Florida Department of Education Division of Career and Adult Education on the Career and Technical Education (CTE) Data Quality Initiative grant. Florida's goal is to ensure the ability of the state's workforce education system to meet demands of the Florida economy and the future of work through data-driven decision making. This research will lead to the development of a process to collect system-wide data for CTE opportunities offered to evaluate current and emerging opportunities to expand credentials considered valuable. Measuring quality work-based learning opportunities is an important component of defining valuable credentials aligned with existing and emerging career pathways. Further, the research intends to make all CTE data available in an easy-to-comprehend, publicly available online data dashboard that can be used for institutional decision-making, policy recommendations, student enrollment decisions, business recruitment and economic development, and connecting graduates with employers.

Career Ladder Identifier and Financial Forecaster Dashboard

CareerSource Florida partnered with the Federal Reserve Bank of Atlanta (Atlanta Fed) in an initiative to study low-income families' financial incentives for career advancement. A central goal is to understand how benefits cliffs impede career advancement and apply the Atlanta Fed's research to inform solutions. Through this work, the Atlanta Fed developed an interactive tool called the Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard, which depicts wages along select career pathways to indicate barriers presented by benefits cliffs. The Atlanta Fed is also developing a personalized CLIFF Financial Planner for more intensive career and financial counseling of low-income families. The CLIFF Financial Planner allows users to create individually customized career paths while considering benefits, taxes and expenses over time. The CLIFF Dashboard and Financial Planner also calculates the net returns to taxpayers from career advancement. The research, design, and implementation of the dashboard and financial planner will be completed in program year 2020-2021.

Study on the Impact of the Gig Economy on Florida's Workforce System

CareerSource Florida is among the first workforce systems nationally to explore the implications of gig work and entrepreneurship. CareerSource Florida's Study on the Gig Economy and Florida's Workforce System (January 2020) synthesized national research and data on the gig economy, gathered Florida-specific data and trends, and engaged stakeholders in discussions about the future of independent work and entrepreneurship in Florida.

CareerSource Florida engaged core partners, LWDBs and stakeholders in economic development and private industry to form a multidisciplinary workgroup to develop materials for this expanding workforce. The multidisciplinary workgroup conducted a survey of potential independent workers, created a resource guide for gig workers and the businesses who employ them and developed a Gig Economy Dashboard, providing a comprehensive array of statistical graphs and tables for Florida counties and Metropolitan Statistical Areas (MSA). These tools will be implemented throughout the Florida workforce system and available to the public and other states interested in expanding opportunities in independent gig work beginning in program year 2020-2021.

Statewide Skills Gap and Job Vacancy Survey

The Statewide Skills Gap and Job Vacancy Survey (2018), conducted on behalf of CareerSource Florida, was used throughout 2019-2020 to provide insights and heighten awareness across business, workforce and education forums. All key stakeholder groups and partners recognized the importance of developing strategies to close technical and foundational skills gaps. Survey results assisted the Florida Talent Development Council in developing strategies for education and workforce partners on initiatives such as Florida's new educational attainment goal. Governor Ron DeSantis signed House Bill 7071 which established the SAIL to 60 Initiative as well as the Florida Talent Development Council. This educational attainment goal aims to increase the percentage of working-age Floridians with a high-value postsecondary certificate, degree, or training experience to 60% by 2030. An executive summary, the full report and the online tool are available at: <https://careersourceflorida.com/about-us/reports-and-publication/>.

Customer Satisfaction

Employ Florida Customer Satisfaction Surveys

DEO offers a customer service survey to assess the experience of job seekers and businesses in using the state's workforce management information system, Employ Florida. The survey is integrated in the Employ Florida system and consists of seven questions. During program year 2019-2020, 10,286 surveys were completed. Of those completing the survey, 87% were job seekers and 73% were looking for employment or career planning. Also, 43% of the respondents reported no challenges in finding information on the Employ Florida site. Additionally, 46% of the respondents reported no challenges in understanding information on the system. Also, 42% of the respondents reported no challenges in getting what they needed from the website and 49% of the respondents rated their overall experience as good or excellent.

Progress Made in Achieving State Strategic Vision and Goals

The CareerSource Florida network remains focused on the creation and implementation of initiatives that support businesses, workers and job seekers, including transitional jobs, work-based learning and worker training strategies for youth and adults.

Sector Strategies and Business Engagement Strategies

WIOA requires sector partnerships as a strategy, defining both state and local responsibilities. Chapter 445.004(10), Florida Statutes, requires state workforce development strategy to include efforts that enlist business, education and community support for students to achieve long-term career goals. CareerSource Florida and its partners ensure young people have the academic and occupational skills required to succeed in the workplace. The state workforce development strategy assists employers in upgrading or updating the skills of employees and helps workers acquire education or training needed to secure a better job with better wages. This strategy assists the state's efforts to attract and expand job-creating businesses offering high-paying, high-demand occupations. Development of sector strategies and career pathways is a component of Florida's WIOA Unified Plan and state workforce development strategy.

Sector strategies are regional, industry-focused approaches to building a skilled workforce and are an effective way to align public and private resources to address the talent needs of employers. Evidence from states employing this approach shows sector strategies can improve employment opportunities for job seekers and enhance the competitiveness of industries. Effective sector strategies rely on strong sector partnerships, sometimes referred to as industry partnerships, workforce collaboratives, or regional skills alliances. These partnerships are led by businesses within a critical industry cluster collaborating with workforce development, education and training, economic development, labor, and community-based organizations. Effective sector strategies are built around great data, founded on a shared regional vision and guided by industry. Sector strategies lead to strategic alignment within industries and transform how services are delivered, measured, improved, and sustained.

CareerSource Florida implemented a Sector Strategies Tool Kit to assist local boards with a range of activities, like the development of industry-driven workforce goals, action plans and policies, and the enhancement of business and job seeker services. The Tool Kit can be viewed online at <https://careersourceflorida.com/sector-strategies/>.

Sector Strategy State-Level Funding

Building on prior years of strategic industry-focused investments throughout the CareerSource Florida network, the CareerSource Florida Board of Directors set aside \$1.75 million in 2019 funding to mobilize LWDBs to further integrate registered apprenticeships into their sector strategy and career pathway initiatives. On June 4, 2020, the Board allocated \$750,000 in funding directed to LWDBs to designate Apprenticeship Navigators to assist the local sector strategists with promoting the value of this talent pipeline development tool to businesses, de-mystify the apprenticeship model, encourage business participation, and educate career seekers.

State-level Advanced Manufacturing Sector Strategy Efforts

Originally funded and launched by CareerSource Florida in 2014, the Advanced Manufacturing Workforce Leadership Council is designed to stimulate business growth through enhanced connectivity of Florida's advanced manufacturers to existing public and private resources essential for increased competitiveness and profitability, leveraging the workforce and talent development assets within the state. In 2019, FloridaMakes, Florida's Manufacturing Extension Partnership, which includes representation from 14 Regional Manufacturing Associations, fully adopted and incorporated the Advanced Manufacturing Workforce Leadership Council under its Board of Directors' Talent Development Committee. The Council meets monthly to discuss strategies to strengthen the talent pipeline for Florida's high-wage manufacturing sector with two primary goals for the year: (1) Expansion of Apprenticeship Opportunities and (2) Career Perceptions Marketing Campaign.

In early 2020, FloridaMakes sponsored a statewide advanced manufacturing apprenticeship, which provides Florida's manufacturers a hybrid training model that addresses entry-level skills gaps and provides foundational manufacturing knowledge for both new and existing employees. With online, on-demand access to the foundational Manufacturing Skills Standards Council's (MSSC) Certified Production Technician training, apprentices are given the tools they need to move on to more specific occupations. It also bypasses the need for employees to attend courses at institutions and provides flexible access for students with work schedules, geographical barriers, and life circumstances that may prohibit participation in traditional "in-class" offerings.

State-level Healthcare Efforts

A robust, skilled healthcare workforce within the state of Florida is vital to support the healthcare needs of the growing population in the state, as well as being important in attracting and retaining businesses. With an aging population that will require both additional healthcare services and innovative healthcare delivery methods, it is in the state's best interest to ensure the healthcare industry is growing and thriving, and supported by a well-trained, skilled, and innovative workforce. CareerSource Florida serves as a healthcare sector catalyst by convening partners in workforce, education, industry, and community stakeholders; sharing relevant data, resources, and best practices; and identifying and assisting with actionable strategies to strengthen the healthcare talent pipeline. Regional healthcare workforce task forces and consortiums meet regularly in areas throughout the state to help education, workforce, and community partners understand the rapidly changing and growing healthcare workforce needed and identify talent development strategies such as registered healthcare apprenticeship opportunities.

With a focus on the value that healthcare apprenticeships can provide in rapidly developing a healthcare talent pipeline, CareerSource Florida provides apprenticeship resources and guidance to local boards, employers, and educators. Understanding the immediacy to assist Floridians negatively affected by Covid-19, CareerSource Florida has been actively connecting and convening partners who can rapidly create healthcare apprenticeships with a talent pipeline for

certified nursing assistants to licensed practical nurses to registered nurses and beyond. By connecting a national healthcare recruitment company with a state registered apprenticeship program sponsor and healthcare educator, CareerSource Florida is seeking to introduce healthcare providers to the apprenticeship model while providing employment and training opportunities with innovative methods including virtual training, classroom training, clinical training, and mentorship.

Apprenticeships

As part of ongoing collaboration to advance system alignment and apprenticeship expansion in Florida, leaders from the Florida Department of Education, CareerSource Florida and DEO submitted a joint application for the USDOL's [Building State Capacity to Expand Apprenticeship through Innovation Grant](#). Working strategically as partners unified by a shared vision, staff will leverage the federal resources to help Floridians upskill and recover with market-driven careers as part of the Covid-19 recovery response.

Bolstered by the State Apprenticeship Expansion(SAE) Grant Florida received In 2016 and the subsequent Continuation Grant scheduled to run through April 2021, steady progress has been made in addressing the state's critical need for a demographically diverse skilled workforce in high-demand growth industries, especially those targeted by the Florida Chamber Foundation's Workforce 2030 report for state economic diversification, including Advanced Manufacturing, Financial Technology, Healthcare, and Aviation/Aerospace, among others.

The Florida Department of Education was awarded a \$3,078,257 Apprenticeship State Expansion Grant (ASE) with a 36-month period of performance which began on July 1, 2019. These funds are being used to achieve multi-faceted goals to ensure the Florida registered apprenticeship system is a viable career path for Florida's citizens, as well as a valuable workforce development strategy for employers.

Supplementary funds have also been expended to develop and implement an outreach campaign to demonstrate effective methods to market and develop new RA programs in targeted sectors. The result was the development of the "Apprentice Florida" marketing and outreach campaign, now entering its third phase of execution. The goal of sustainability also drove additional rounds of technical assistance provided to seven LWDBs. Customized outreach was delivered through a Phase II Pilot Project contract with Jobs for the Future, as a growing number of LWDBs become sponsors and develop apprenticeships tied to sectors of focus.

Apprentice Florida Momentum

Apprenticeship Figures from Florida Department of Education Annual Reports

State of Florida Fiscal Year	2018-2019	2019-2020
Active Apprentices	228	251
New Apprentices	24	29
Graduates	1,699	1,603
Active programs	15,721	20,018
New Programs	5,205	4,196

Registered Apprenticeships in Florida 2015 - 2018

State of Florida Fiscal Year ¹	2015	2016	2017	2018	2019
Active Apprentices	7,883	9,558	12,621	12,207	12,991
New Apprentices	3,915	4,844	5,299	5,233	4,381
Graduates	1,202	1,029	1,343	1,500	1,769
Active programs	205	201	206	221	245
New Programs	8	7	11	22	33

SOURCE: ¹ U.S. Department of Labor Employment and Training Administration Office of Apprenticeship

Career Pathways

Career pathways enable workers within a specific industry or occupational sector to advance to successively higher levels of employment through continuing skills training while allowing businesses within key industries to access a skilled, qualified talent pipeline. Having education, training and support services connected regionally helps individuals of all skill levels and abilities grow in a career.

CareerSource Florida has developed career pathways-focused downloadable resources and tools that are available to the CareerSource Florida network and its partners. These tools include PowerPoint templates, guides, webinars and informational maps which help develop career pathways and showcase examples of successful demand-driven models. Additionally, these resources illustrate how pre-apprenticeship, registered apprenticeship and other work-based learning modalities may be incorporated into career pathways efforts, identify existing and emerging career pathways, and explore opportunities to align and integrate regional pathways plans, activities and investments. With the continuing expansion of career pathways, especially in target sectors identified in each LWDB's two-year plans, Florida's workers will have the skills needed to obtain good jobs and employers will have the workers needed to compete and prosper.

The CareerSource Florida network focusses on sectors that matter most to Florida and its regional economies. In response to the COVID 19 Pandemic, CareerSource Florida worked with the state Department of Education's Division of Career and Adult Education to identify remote short-term, high-value, postsecondary training programs offered by Florida College System and Florida Technical College System by sectors, with many aligning to sectors foundational to the state's economic development goals. These Rapid Credential Training programs enable workers to enter and advance in many occupations. Many of these short-term training programs are aligned with high-value industry recognized certifications that students can earn through career academies. Short-term training that results in new badges and micro-credentials enable learners to "stack" or articulate credentials into postsecondary coursework to support career pathway advancement. Short-term certificates include non-credit, clock hour programs of 450 hours or less and college credit certificate programs.

Through implementation of the Florida Career and Professional Education (CAPE) Act, Florida has well-established processes for identifying industry recognized credentials and providing

incentive funding for public-sector providers for student attainment. These credentials have been reviewed for alignment to in-demand occupational areas.

Incumbent Worker Training Program

Established in 1999, Incumbent Worker Training grants provide funding for customized training including skills upgrade training to existing for-profit businesses. Through these grants, Florida effectively retains businesses and enhances competitiveness by supporting training for existing full-time employees. In program year 2019-2020, CareerSource Florida awarded 95 Incumbent Worker Training grants totaling \$4 million to help companies train and retain more than 4,507 full-time employees. Trainees' wages have increased more than 15.66% on average within 15 months of completing an Incumbent Worker Training program. Florida's Incumbent Worker Training grants are funded at \$2 million annually. Funding priority is given to businesses that are small, or located in rural, brownfield or inner-city areas, and businesses in a targeted industry.

Extensive outreach through creation of a training grant video, advertising outreach, landing page updates, presentations, promo cards and LinkedIn articles have been conducted to ensure as many small businesses as possible are aware of the benefits of the Incumbent Worker Training program. Incumbent Worker Training is very popular and continues to meet a critical need for Florida's businesses. Since its inception, more than \$204 million in requests for Incumbent Worker Training funding have been received and, due to limited funding, 38% of requests resulted in awards.

Quick Response Training Program

CareerSource Florida's nationally recognized Quick Response Training grant program was created more than 25 years ago, evolving as businesses and Florida's economy have evolved to meet changing needs. During the 2019-2020 fiscal year alone, 27 Quick Response Training grants were awarded to businesses in a range of industries, including wholesale trade, manufacturing, and professional, scientific and technology services. More than 4,020 workers are projected to be trained using these state-funded grants.

Policy Development Framework

Policy development and implementation is a critical aspect of managing organizational performance. Systematic identification of the need for policy, a structured policy development process, an effective policy evaluation and approval process and consistent approaches for effective outreach, communications and training are essential components of a comprehensive policy framework. Organizations with sound approaches for the development and deployment of strategic and administrative policies are better positioned for successfully executing strategy and conducting effective and efficient day-to-day operations. CareerSource Florida and DEO partnered to design a comprehensive policy development framework that fully supports the vision, mission, values, strategies and operations of the CareerSource Florida network and its statewide policy and investment board while strengthening the state workforce development system. The framework was implemented in August 2019 and can be viewed [online](#).

Florida's Performance Accountability System

Florida workforce law requires accountability of the state workforce system, LWDBs and training providers. Florida has several methods for continually monitoring performance that are valuable as both real-time management tools and tools for continuous improvement. Federal law, regulations and instructions call for extensive reporting of multiple performance data for federally funded programs. Florida's workforce system continues to apply, reexamine, refine and refresh

its performance structure to maintain continuous improvement. The structure is custom designed to cover major programs – WIOA, Wagner-Peyser, Welfare Transition and Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T).

CareerSource Florida and DEO use the USDOL statistical adjustment model to establish targets for negotiating state and LWDB performance. This model considers state and local economic factors including unemployment rates, industry sectors and characteristics of participants entering the program. Negotiated performance targets were reviewed and approved at the state level for final submission. Data are housed in the Florida Education and Training Placement Information Program system for quarterly and annual reporting. Tables with updated state-level performance are located within this report.

Section 445.007(3), Florida Statutes, requires DEO to meet annually with each LWDB to review performance and certify compliance with state and federal laws. Annual presentations on local boards' programmatic and financial performance provide the opportunity for dialogue with local board members, providing information about how state and federal performance requirements impact their local board's performance outcomes.

CareerSource Florida and DEO offered ongoing technical assistance to the LWDBs. In program year 2019-2020, DEO provided virtual statewide training for federal programs administered by the LWDBs, including WIOA, Wagner-Peyser, Welfare Transition, SNAP E&T and Federal Bonding.

Building upon the previous year's WIOA Performance Training Series offered to local boards, CareerSource Florida and DEO continued to partner with a nationally recognized firm, Maher & Maher, to offer additional trainings in 2019-20. Workshops on the WIOA federal measures and statewide indicators of performance reports along with a workshop on using performance data to develop local strategies were offered at the Florida Workforce Professional Development Summit. Additionally, CareerSource Florida and DEO presented the Strategic Policy Development Framework.

CareerSource Florida contracted with Taylor Hall Miller Parker PA to create an online Workforce Academy Board Member training program providing board members and senior LWDB management staff with a detailed overview of the system as well as defining board member financial and programmatic roles and responsibilities, and performance oversight duties.

The launch of the [Continuous Improvement Program Initiative](#) in program year 2019-2020 was supported by statewide webinars to train LWDB staff on the metrics and methodology behind the initiative.

[Florida's Performance Measures, Goals and Progress](#)

Pursuant to WIOA, states submitting a state plan must propose expected levels of performance for each of the prescribed indicators. Federal guidelines describe the primary indicators of performance as key factors in achieving the goals of WIOA. The indicators are used to:

- Establish performance goals at the state and local levels.
- Ensure comparability of state performance results.
- Provide information for system-wide reporting and evaluation for program improvement.

Data on primary indicators of performance are collected from Florida's management information systems, Reemployment Assistance (RA) wage records and from the Wage Record Information System 2 (WRIS2). These systems gather exit information on participants and provide real-time data elements for case management and performance reporting.

The table below displays Florida's negotiated rate for each of the required indicators of performance along with the actual statewide outcomes achieved. Pursuant to federal policy, states achieving at least 90% of the negotiated goal are considered to have met the goal. The 90% criterion is shown in parentheses. Florida's program year 2019-2020 performance exceeded the federal criterion for each of the indicators of performance.

**State WIOA Statewide Indicators of Performance
Program Year 2019- 2020**

WIOA Indicators of Performance	NEGOTIATED GOAL (90% of Goal)	ACTUAL PERFORMANCE	DIFFERENCE COMPARED TO 90% of Goal
Adult Employment – 2 nd Quarter After Exit	85.2% (76.7%)	86.0%	+9.3%
Adult Employment – 4 th Quarter After Exit	83.0% (74.7%)	83.4%	+8.7%
Adult Median Earnings – 2 nd Quarter After Exit	\$6,850 (\$6,165)	\$8,277	+\$2,112
Adult Credential Attainment within 4 th Quarter After Exit	65.0% (58.5%)	78.3%	+19.8%
Dislocated Worker Employment – 2 nd Quarter After Exit	83.0% (74.7%)	83.4%	+8.7%
Dislocated Worker Employment – 4 th Quarter After Exit	79.0% (71.1%)	85.2%	+14.1%
Dislocated Worker Median Earnings – 2 nd Quarter After Exit	\$6,850 (\$6,165)	\$ 8,817	+\$2,652
Dislocated Worker Credential Attainment within 4 th Quarter After Exit	68.0% (61.2%)	80.7%	+19.5%
Youth Employment – 2 nd Quarter After Exit	75.5% (68.0%)	81.5%	+13.6%
Youth Employment – 4 th Quarter After Exit	69.0% (62.1%)	80.0%	+ 17.9%
Credential Attainment within 4 th Quarter After Exit	75.5% (68.0%)	78.4%	+ 10.5%
Wagner-Peyser Employment – 2 nd Quarter After Exit	62.0% (55.8%)	68.1%	+ 12.3%
Wagner-Peyser Employment – 4 th Quarter After Exit	64.2% (57.8%)	66.3%	+ 8.5%
Wagner-Peyser Median Earnings – 2 nd Quarter After Exit	\$4,850 (\$4,365)	\$ 5,460	+\$ 1,095

Local Performance

Upon completion of the state's negotiation with USDOL on state performance goals, CareerSource Florida and DEO conducted performance target negotiations with each LWDB. Expected levels of performance and goals were agreed upon for each local board. The table below summarizes outcomes based on these goals.

**Local Workforce Development Board WIOA Indicators of Performance
Program Year 2019-2020**

WIOA Indicators of Performance	STATE GOAL	# OF LWDBS ACHIEVING LOCAL GOAL	% OF LWDBS ACHIEVING GOAL
Adult Employment – 2 nd Quarter After Exit	85.2%	21 of 24	87.5%
Adult Employment – 4th Quarter After Exit	83.0%	22 of 24	91.7%
Adult Median Earnings – 2 nd Quarter After Exit	\$6,850	21 of 24	87.5%
Adult Credential Attainment within 4 th Quarter After Exit	65.0%	20 of 24	83.3%
Dislocated Worker Employment – 2 nd Quarter After Exit	83.0%	19 of 24	79.2%
Dislocated Worker Employment – 4th Quarter After Exit	79.0%	21 of 24	87.5%
Dislocated Worker Median Earnings – 2 nd Quarter After Exit	\$6,850	19 of 24	79.2%
Dislocated Worker Credential Attainment within 4 th Quarter After Exit	68.0%	20 of 24	83.3%
Youth Employment – 2 nd Quarter After Exit	75.5%	23 of 24	95.8%
Youth Employment – 4th Quarter After Exit	69.0%	23 of 24	95.8%
Youth Credential Attainment within 4 th Quarter After Exit	75.5%	18 of 24	75.0%
Wagner-Peyser Employment – 2 nd Quarter After Exit	62.0%	24 of 24	100.0%
Wagner-Peyser Employment – 4th Quarter After Exit	64.2%	24 of 24	100.0%
Wagner-Peyser Median Earnings – 2 nd Quarter After Exit	\$4,850	24 of 24	100.0%

Data Validation

Florida's data validation strategy follows USDOL guidelines which includes a periodic evaluation of monitoring protocols to ensure safeguards have been established that protect data integrity and promote timely resolution of data inaccuracies. DEO does this by regularly reviewing and validating records; checking the accuracy of management information system records and comparing keyed entries made by LWDB staff against original source documents. Annually, approximately 1,200 participant records from the state's 24 LWDBs are randomly selected for review in the validation process. The process includes a regular review for errors, missing data, and out-of-range values, as well as performance integrity and accountability of system data and wage information. The pass or fail of the record is determined by whether the records match. Documentation of missing and/or erroneous data identified during the review process must be addressed by the LWDBs through a corrective action plan.

Common Exit Policy

DEO follows the federal regulations for common exit as defined in USDOL's Training and Guidance Letter (TEGL) 10-16. Change 1. DEO has advised local boards that common exit occurs when a participant, enrolled in multiple USDOL-funded partner programs, has not received services from any USDOL-funded program in which the participant is enrolled for at least 90 days, and no future services are planned. This definition does not include self-service, information-only activities or follow-up services from partner programs.

Activities Provided by State Funds

Activities Implemented Through 15% State Set-Aside

The CareerSource Florida Board of Directors allocates state set-aside funds for program administration and state special priority initiatives noted below to increase the prosperity of workers and employers, reduce welfare dependency, increase economic self-sufficiency, meet employer needs, enhance worker productivity and strengthen business competitiveness in alignment with the following CareerSource Florida corporate goals:

- **GOAL #1: Communicate the Vision**
 - *Strengthening Education Partnerships and Supporting Talent Pipeline Strategies for Rural Communities* – Governor Ron DeSantis issued Executive Order 19-31 which called on the Florida Department of Education to work with local and state stakeholders in secondary and postsecondary education, business, and workforce and economic development. The CareerSource Florida Board approved \$500,000 to support this initiative within Florida's rural communities.
- **GOAL #2: Leverage Strategic Partnerships**
 - *Apprenticeship Expansion* – the CareerSource Florida Board of Directors unanimously approved \$1.75 million in funding for program year 2019-2020 to facilitate further expansion of apprenticeship opportunities in Florida. This funding was made available to LWDBs to increase the number of registered pre-apprenticeships and/or registered apprenticeships in the advanced manufacturing; construction; healthcare; information technology; leisure and hospitality; transportation, trade and logistics; and marine sectors.

- **GOAL #3: Keep the System Accountable**

- *Training Opportunities* – \$250,000 was allocated by the CareerSource Florida Board of Directors to provide technical assistance and training for Florida's LWDBs. Training focused on streamlining services, improving business outreach and driving performance outcomes throughout the state workforce system.
- *Continuous Improvement Performance Initiative* – CareerSource Florida implemented a broad-based, continuous improvement initiative in program year 2019-2020 which provided performance incentive funding to focus LWDBs on three key areas: employment rate first quarter after exit, percentage of WIOA participants receiving training services, and business penetration rate. In each of these categories, emphasis was placed on job seekers with barriers to employment and businesses within specified industry sectors. The state board unanimously approved \$5 million for this initiative.

CareerSource Florida also identified the following areas of investment for the state set-aside:

- *Additional WIOA Formula Funds* – The CareerSource Florida Board of Directors approved \$4 million for distribution to LWDBs through the WIOA funding formula for the development of best practices to be shared across the state or pilot projects that could be used to apply for other grant opportunities.
- *Emerging Initiatives* – CareerSource Florida's disciplined process of validating project ideas and activities often results in the need to quickly respond to changing economic and business conditions and evaluate and fund prospective project proposals that respond to those changes. To this end, \$1.5 million was approved to ensure funds would be available should new initiatives arise that advance the strategic goals and principles of CareerSource Florida.
- *Additional Funding for Incumbent Worker Training Grants* – \$2 million was approved to supplement the statutorily required \$2 million for Incumbent Worker Training grants. These dollars are used to continue the expansion of these grants to retrain and upskill current employees throughout the state.
- *Rural Initiatives* – Florida identified 29 counties and six cities to designate as Rural Areas of Opportunity. The state board approved \$1 million for supplementary allocations for LWDBs that serve these areas to further support provision of workforce services to employers and residents.

Rapid Response Activities and Layoff Aversion

The state-approved allocation for Rapid Response/Dislocated Worker assistance consists of funds budgeted for the State Dislocated Worker Unit activities with a balance set aside as emergency reserve. The purpose of rapid response is to promote economic recovery and vitality by developing ongoing, comprehensive approaches to identifying and responding to layoffs and preventing or minimizing the impact of layoffs on workers, businesses, and communities. Rapid reemployment is the central focus of rapid response and is done by helping affected workers quickly transition to reemployment, minimizing the duration of unemployment or averting layoffs whenever possible.

DEO, as state administrative agency for Title I of WIOA, has the responsibility for the distribution and management of WIOA statewide rapid response funds. Each program year, up to 25% of Florida's WIOA Dislocated Worker allotment is reserved for rapid response activities.

The State Rapid Response Program Office provides guidance and assistance to LWDBs to ensure consistency in the statewide operations and delivery of basic rapid response services. The State Rapid Response Program Office is responsible for carrying out statewide rapid response activities and overseeing rapid response activities carried out by the LWDBs. State-level rapid response activities are managed by the state rapid response coordinator.

The day-to-day coordination of rapid response services to businesses that are experiencing layoffs or closures is the responsibility of the LWDBs. The LWDB serves as the sub-recipient of rapid response funds from DEO to provide rapid response services. Local rapid response teams are composed of individuals who provide information, resources and services to assist affected employers and workers. Local rapid response teams may include, but are not limited to, Business Development Representatives, Local Trade Adjustment Assistance Coordinators, Division of Vocational Rehabilitation (DVR) Business Outreach Specialists, WIOA Case Managers, and Local Veteran Employment Representatives (LVERs).

When employers submit layoff and business closing notices under the Worker Adjustment and Retraining Notification (WARN) Act, DEO staff distributes the WARN notice and the associated background information to the affected LWDB (which includes the local rapid response coordinator) and other appropriate economic development and workforce partners. Rapid response services are also provided when there is an announcement or notification of a permanent closure (regardless of the number of affected employees), a mass layoff (affecting 50 or more workers), a mass job dislocation resulting from a natural or other disaster, or when a Trade Adjustment Assistance (TAA) petition is filed.

Regarding strategies for co-enrollment with TAA and dislocated worker programs, Florida's emphasis had previously been co-enrollment between TAA and Wagner-Peyser programs instead of WIOA. DEO has advised LWDBs of the co-enrollment requirement with WIOA and will provide continued training and guidance, to include a revised procedure which will aid in guiding trade-affected workers into WIOA's Dislocated Worker program prior to enrollment with TAA to reduce the time between the worker's layoff and return to suitable employment.

Florida's decentralized model for providing rapid response services facilitates the connection of businesses to the appropriate LWDBs. Additionally, on-site rapid response sessions provide an immediate linkage of adversely impacted workers to their local career centers. Examples of rapid response services provided by the LWDBs through their local career centers include:

- Information and support for affected workers to apply for Reemployment Assistance (RA) benefits
- Information on the impacts of layoffs on health coverage and other benefits
- Information on and referral to career services and reemployment-focused workshops as well as job referrals and training opportunities
- Referral to community agencies for supportive services
- Arranging job fairs and other special employment events
- Layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment resulting from layoffs.

In support of rapid response activities, DEO has mobile career centers that can be deployed across the state and participate in job fairs. The mobile career center offers a full array of employment, reemployment and employer services. The State Rapid Response Program Office distributed 962 WARN notices to LWDBs during program year 2019-2020, identifying 110,843 affected workers.

Activities Provided Under the Wagner-Peyser Act Employment Service

Serving Populations with Barriers to Employment

The CareerSource Florida network provides comprehensive services and activities under the Wagner-Peyser Act to serve populations with barriers to employment. CareerSource Florida and DEO participate on numerous boards and organizations to help craft policy and services throughout the state. These include:

Veterans: The Jobs for Veterans State Grants (JVSG) program provides federal funding to hire dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment. The program also assists employers in filling their workforce needs with job-seeking veterans. Several initiatives were conducted for program year 2019-2020, including:

Paychecks for Patriots: Paychecks for Patriots is a partnership with DEO, the CareerSource Florida network, the Florida National Guard, the Florida Department of Veterans' Affairs and participating Florida employers to hold job fairs for veterans and their families. CareerSource Florida centers across the state host Paychecks for Patriots events throughout the month of November to help build connections between veteran job seekers and Florida's employers. The participating employers include national companies and many local businesses. 4,317 veteran candidates and their family members participated in prior Paychecks for Patriots events, of whom 2,113 have gained employment. More information about Paychecks for Patriots can be found at www.FloridaJobs.org/PaychecksforPatriots.

Veterans' Performance Incentive Awards: The incentive awards are provided to local boards to encourage the improvement of employment, training and placement services for veterans and recognize workforce development partners for excellence or demonstrated improvements in the provision of services to veterans.

The JVSG program met and exceeded all negotiated performance targets for program year 2019-2020:

JVSG Indicators of Performance 2019	STATE GOAL	STATE PERFORMANCE	% OF ACHIEVING GOAL
Employment – 2 nd Quarter After Exit	48%	56.3%	117.3%
Employment – 4th Quarter After Exit	51%	51.9%	101.8%
Median Earnings – 2 nd Quarter After Exit	\$5,550	\$6,108	110.05%

Florida Council on Homelessness: This council develops policies and recommendations to reduce homelessness in Florida. CareerSource Florida and DEO serve on this council to provide

input on workforce services provided throughout the state. [The Florida Council on Homelessness 2020 Annual Report](#) was submitted June 2020.

Employment First Florida: This interagency collaboration improves coordination of services that help people with disabilities obtain employment and achieve self-sufficiency. The interagency cooperative agreement is aligned with the Employment First Act to prioritize employment of individuals with disabilities and to change the employment system to better integrate individuals with disabilities into the workforce. The Employment First Interagency Cooperative Agreement was renewed effective Feb. 18, 2020.

Family Café: The Family Café supports persons with disabilities and their families with an opportunity for collaboration, advocacy, and empowerment by serving as a facilitator of communication, a space for dialogue and a source of information. The CareerSource Florida network supports the Annual Family Café, which is the nation's largest cross-disability event, bringing together stakeholders to provide information, training and networking. The Annual Family Café offers exposure to a wide range of public and private resources and access to policy-making officials. Due to statewide Executive Orders to protect visitors and residents from COVID-19, the 22nd Annual Family Café was held in June 2020 as a virtual event. More information is online at <https://familycafe.net/videos/>

Reentry for Returning Citizens: WIOA provides LWDBs an opportunity to improve public safety, reduce government spending, and grow the local economy by providing services to returning citizens from Florida's correctional system. CareerSource Florida serves as a convener with the Department of Corrections, DEO and the Federal Parole System to identify opportunities for greater collaboration and partnerships. DEO partnered with the Department of Corrections in an Adult Reentry and Employment Strategic Planning Program funded by the U.S. Department of Justice to pilot joint case management of returning citizens pre- and post-release.

Exemplary Models

CareerSource Gulf Coast Continues Hurricane Michael Recovery Efforts

CareerSource Gulf Coast received a National Dislocated Worker Grant following Hurricane Michael's devastating impacts in 2018. Through this grant, at least 424 individuals were enrolled in the employment program. CareerSource Gulf Coast has partnered with nonprofits and municipalities in Bay, Gulf and Franklin counties to provide employment in the following occupations: recovery laborers, humanitarian workers, and general office workers. Many participants received full-time employment with benefits with partner organizations.

CareerSource Pasco Hernando Phoenix Rising Program

CareerSource Pasco Hernando, in partnership with Eckerd Connects, continues to build upon the successes of Phoenix Rising, an alternative education and construction trade program which seeks to revitalize economically challenged areas in Pasco and Hernando counties. Through Phoenix Rising, income-eligible participants between the ages of 18-24 receive hands-on and classroom training to develop workforce skills that lead to employment. Additionally, participants may earn their high school diploma as well as industry-recognized certifications such as OSHA Forklift Operator, OSHA 10 hour, NCCER Construction Site Safety, NCCER Hand Tools and Materials Handling, HAZMAT and HAZCOM, and Personal Protective Equipment (PPE).

Community partnerships are invaluable to the program's success. Hernando County partnered with Nature Coast Builders Association, which provides participants a unique learning experience

with a local framing company, Shiloh Construction. All 33 participants in three initial cohorts successfully completed Phoenix Rising, fulfilling more than 6,000 hours of paid work experience. Additionally, 100% of the participants who had previously withdrawn from traditional high school education earned their nationally recognized Penn Foster high school diploma.

Florida HIRES Program

The Florida HIRES program, managed by Florida Ready to Work, helps incarcerated Floridians with employability skills to secure employment after release. Funded by the Florida Legislature and developed in collaboration with the state Department of Corrections, the pilot program is providing employability training to an estimated 120 inmates at Baker, Lowell and Polk Correctional Institutions, in partnership with CareerSource Northeast Florida, CareerSource Citrus Levy Marion and CareerSource Polk. Approximately 67 individuals also are receiving technical training and certifications through the new program. All participants are matched with a CareerSource Florida network employment specialist to develop an individual employment plan.

Florida Council on the Social Status of Black Men and Boys: The mission of the council is to research and propose initiatives to improve conditions affecting black men and boys. The scope of the council's research is comprehensive and encompasses studies on education, health and families, criminal justice and employment and economics. DEO participates on the Council and works collaboratively with the CareerSource Florida network to promote increased workforce participation, positive employment outcomes and an increase in the number of industry certifications earned by this target population.

Business & Workforce Data Index Dashboard

In response to the COVID-19 pandemic's significant impact to Florida's workforce system, the CareerSource Board of Directors led the development of the [Business & Workforce Data Index](#) to help Floridians respond to and recover from this global pandemic. The creation of this index, consisting of both business impact metrics and resident metrics, helps to guide the state board, economic development partners and LWDB leaders in making data-driven policy and funding decisions to better assist Florida's businesses and job seekers.

Lockheed Martin Project

Lockheed Martin Corporation, a global security and aerospace company, employs approximately 105,000 people worldwide and is principally engaged in the research, design, development, manufacture, integration and sustainment of advanced technology systems, products and services. In Florida alone, the company employs more than 17,000 residents at 66 facilities across the state. As a member of the national Business Roundtable, the President's American Workforce Policy Council and a staunch supporter of apprenticeships, Lockheed Martin's past President and CEO, Marillyn Hewson, set a goal for the company in 2018 to create 8,000 apprentices enterprise-wide over the next five years.

As a result, a new partnership with CareerSource Florida and Lockheed Martin began early in 2019 when the global security and aerospace company launched an initiative to hire and train apprentices across Florida over the next five years. CareerSource Florida, as the Governor's principal workforce policy board, provided support in building those apprenticeships. Leveraging Quick Response Training grants and the statewide support of the CareerSource Florida network, the project will meet Lockheed Martin's talent development needs by creating high-wage jobs and apprenticeships for Floridians. This project is designed to

develop and implement the growth of new jobs, upskilling and the growth of apprenticeships of Lockheed Martin in Florida over a five-year period.

Lockheed Martin's Ocala facility became home to the new pilot program, with support from CareerSource Citrus Levy Marion and the College of Central Florida. CareerSource Citrus Levy Marion has provided everything from candidate screening and broad-based recruitment services to marketing the opportunity on local radio shows and through social media outlets. The partnership with CareerSource Levy Marion also sets the groundwork for statewide replication of the initiative. The new two-year apprenticeship program trains electronics associates who will solder circuit cards and wiring harnesses used in aerospace and defense systems. The Ocala program includes 265 new apprentices so far.

In addition to ongoing work to expand apprenticeship opportunities alongside the Florida Department of Education and DEO, CareerSource Florida has facilitated additional growth for Lockheed Martin through its Quick Response Training Program which trained 884 new hires and 396 incumbent workers over this first year of the grant.

Rural Economic Development Initiative

The Rural Economic Development Initiative (REDI) is established within DEO. This multi-agency endeavor coordinates the efforts of regional, state and federal agencies to address the challenges that affect the environmental, fiscal, economic and community viability of Florida's economically distressed rural communities.

National Dislocated Worker Grants

DEO managed eight National Dislocated Worker Grants (DWGs) during the program year. Two of the grants were in response to disaster declarations from the Federal Emergency Management Agency (FEMA) during the reporting period: Hurricane Dorian and COVID-19.

Hurricane Matthew DWG: Florida received an award of \$7,035,611 to respond to recovery needs due to Hurricane Matthew. Four LWDBs along the Atlantic Coast participated in this grant, providing temporary jobs to assist with humanitarian aid, clean up and restoration activities to the affected counties. The grant ended Sept. 30, 2019.

Hurricane Irma DWG: Florida received an award of \$30 million to respond to damage caused by Hurricane Irma. Sub-awards were made to 13 LWDBs, covering most of the Florida peninsula to provide temporary jobs to assist with humanitarian aid, clean up and restoration activities to the affected counties. The grant was extended through Sept. 30, 2021.

Hurricane Maria/Evacuee DWG: Florida received an award of \$6,060,765 to respond to the needs of evacuees from U.S. Territories affected by Hurricane Maria (Puerto Rico and the Virgin Islands) by providing career and training services to eligible participants, as well as placing a limited number of these participants in temporary disaster relief jobs. Eleven LWDBs that have a significant number of evacuees are participating in the grant. The grant was extended through Sept. 30, 2021.

Hurricane Michael DWG: Florida received an award of \$27,334,788 to respond to damage caused by Hurricane Michael by providing temporary disaster relief jobs and other services to eligible participants. Three LWDBs in the Florida Panhandle are currently operating the program. The grant was extended through Sept. 30, 2022.

National Health Emergency/Opioid Crisis: Florida received conditional approval for \$2.5 million to pilot a program that addresses the workforce needs created by the opioid crisis. To date, USDOL awarded \$833,333 to the state. Two LWDBs are participating in the grant, placing eligible participants in temporary recovery positions that will provide training for permanent jobs, as well as providing classroom training in health-related occupations.

Reemployment and System Integrated DWG: Florida received an award of \$1,073,082 to better connect Florida's Unemployment Insurance (UI) system with its Employment Services (ES) system to minimize the duplication of efforts by claimants/job seekers, and to support the development of more effective strategies to assist these clients in obtaining meaningful employment. DEO implemented an enhancement to the file transfer protocols connecting the UI system with the ES system. The enhancement allows the instant transfer of information provided by claimants in the UI system to the ES system and helps non-native English speakers to navigate to a web page in the ES system with the appropriate language (e.g., English, Spanish, Haitian, Creole).

DEO reevaluated the priorities for the grant, focusing on the development of more intuitive and meaningful presentation of information to claimants and job seekers as well as employers and economic development partners. The grant ended Sept. 30, 2019.

Hurricane Dorian DWG: Florida received an award of \$3 million to respond to damage caused by Hurricane Dorian by providing temporary disaster relief jobs and other services to eligible participants. One LWDB on the Atlantic coast is operating the program. The grant goes through Sept. 30, 2021.

COVID-19 DWG: Florida received an award of \$40,394,746 to respond to the disruptions caused by the pandemic. All 24 LWDBs are participating in this grant and providing temporary disaster-relief jobs as well as training and other services to help laid-off workers regain employment. The grant goes through March 31, 2022.

Technical Assistance Needs of the State Workforce System

DEO received extensive technical assistance from USDOL related to the state's role in ensuring the accountability and transparency of the state's workforce system through the provision of policy direction, training, and programmatic and fiscal monitoring. Additionally, USDOL provided guidance and expectations on local governance structure for local areas as envisioned by WIOA.

Florida anticipates continued technical assistance being provided by USDOL as DEO works to implement its current Corrective Action Plan. The state also has technical assistance needs related to implementing Eligible Training Provider List requirements. Additionally, Florida expects to receive technical assistance, along with other states, through the technical assistance plan that USDOL's regional office is currently working with the states to develop in response to COVID-19.

Barriers to Employment: Promising Practices, Lessons Learned, and Success Stories

To strengthen alignment and leverage resources to address the workforce challenges faced by job seekers who must overcome barriers to employment, state and local workforce leaders work closely with major partners such as the Department of Education (DOE), which houses Florida's Vocational Rehabilitation (VR) program, the Division of Blind Services (DBS), and the Division of Career and Adult Education (CAE); the Department of Children and Families (DCF); the Agency

for Persons with Disabilities (APD); the Florida Developmental Disabilities Council (FDDC); and the Florida Department of Veterans' Affairs.

CareerSource Florida has a representative on the board of the Florida Rehabilitation Council pursuant to [Chapter 413, Florida Statutes](#), which is an advisory council to VR. The council assists VR in the planning and development of statewide vocational rehabilitation programs and services and recommends enhancements.

DEO, in collaboration with APD, VR, the Governor's Commission on Jobs for Floridians with Disabilities, and other state and local partners, continues to use a micro-portal in the official state job-matching portal Employ Florida, called Abilities Work, to connect Florida employers with qualified individuals with disabilities.

Florida Unique Abilities Partner Program: The Florida Unique Abilities Partner Program, established in 2016, was designed to raise awareness of the economic and social benefits of employing individuals with unique abilities. Employing people with unique abilities is a direct and cost-effective means to assist them in achieving independence and fulfillment. When a company hires someone with a disability, the employee gains confidence, acceptance and financial security. The Unique Abilities Partner Program website is located at www.FloridaUniqueAbilities.org.

HIRE Vets Medallion Program: Florida promoted the HIRE Vets Medallion Program (HVMP) over the past year through the CareerSource Florida network and the Jobs for Veterans State Grant program. As noted in [VPL 02-19](#), the HIRE Vets Medallion program provides employers an opportunity to receive special recognition from the U.S. Department of Labor for hiring and retaining veterans. During program year 2019-2020, HVMP applications were accepted Jan. 31 through April 30, 2020. For program year 2019-2020, Florida was ranked second in the nation with 48 employers recognized as HIRE Vets Medallion winners.

Addressing State Workforce System Challenges

Florida anticipates the future needs of the complex and interconnected Florida workforce system and translates those needs into meaningful services through collaborative planning with LWDBs, WIOA partners and stakeholders. This includes the selection and implementation of the major strategies discussed throughout this report.

Industries once a hallmark of growth in the state are now some of the most negatively impacted and experiencing the highest job loss numbers due to the COVID-19 pandemic. With typically leading industries like leisure and hospitality experiencing record job losses, efforts to quickly reemploy affected workers are underway throughout the state. Statewide initiatives to expand apprenticeships and other opportunities with education partners that allow job seekers to reskill in new occupations will need to continue to achieve a full recovery. Responding to these impacts through rapid response and layoff aversion strategies and services presents a challenge to the state's workforce system due to providing services almost exclusively in a virtual environment. Quick implementation of virtual job fair platforms, remote access, and digital outreach campaigns allowed the CareerSource Florida network to continue to serve Florida businesses and job seekers with little disruption. Those areas with poor/limited broadband or internet connections are the most at risk of not being able to adequately access services which presents an additional challenge.

Continued research of the gig economy will result in a comprehensive county and metropolitan statistical area (MSA) specific economic dashboard and a job seeker resource guide to assist

Floridians to get back to work in new industries and in new manners. Additionally, CareerSource Florida's continued focus on sector strategies through apprenticeships and expanding education opportunities for Floridians are proving to be avenues to recovery.

The state is completing the integration of SNAP E&T and TANF case management into the state's labor exchange and case management system. While this project is on schedule to be completed in 2021, COVID-19 required the state and its vendor to adapt to new virtual processes for requirements gathering and development.

Conclusion

The CareerSource Florida Board of Directors established goals that increase the prosperity of workers and employers; reduce welfare dependency; increase economic self-sufficiency; meet employer needs; and enhance productivity and competitiveness. Strong partnerships with WIOA core partners, the Florida College System and economic developers are enhancing implementation of initiatives that build or strengthen sector strategies, apprenticeships and career pathways. Additionally, the CareerSource Florida board is placing increased emphasis this year on supporting the workforce system's capacity to serve during the recovery from the COVID-19 pandemic.

Our state board of business, education and government leaders is inspired by the opportunities ahead. Under the leadership of Florida's Governor and legislature, and working closely with numerous local, state and federal partners, we will continue implementing future-focused, impactful strategies that anticipate, meet and exceed the needs of Florida's growing businesses and talented workforce.