



2023.06.07.A.5

## Strategic Policy

<b>Title:</b>	<b>Career Ladder Identifier and Financial Forecaster (CLIFF) Strategy</b>
<b>Adopted:</b>	06/07/2023
<b>Effective:</b>	06/07/2023

### I. PURPOSE AND SCOPE

The CareerSource Florida Board of Directors designs, implements and invests in strategies that foster collaboration and cooperation among workforce, education and industry partners to help Floridians succeed in the workforce. Moreover, a knowledgeable and skilled workforce is essential for attracting economic development opportunities that align with Florida growth strategies. The board's efforts to enhance employment, education and training that advances economic growth, upward mobility and diversification of Florida's economy. These strategies help Floridians and businesses to strengthen and develop the state's overall business climate.

Under the Workforce Innovation and Opportunity Act (WIOA), partner programs and entities responsible for workforce and economic development, educational and other human resource programs collaborate to establish a career center network that integrates service delivery across all programs. This integrated system enhances job seekers' access to quality skills and employment and creates a pipeline of talent for employers to find and hire qualified candidates.

For Floridians receiving public assistance, taking a job with higher wages may result in reduced benefits for their family. As CareerSource Florida's mission includes helping Floridians achieve self-sufficiency through education, training and the provision of wraparound services, it is imperative that career counselors guide job seekers by supporting and sustaining their efforts to understand and address the short-term hurdles caused by changes to benefits through a structured, systematic action plan that will promote steady client engagement and growth toward longer-term economic prosperity.

Local WIOA plans, aligned with Florida's WIOA state plan, clarify how local workforce development boards implement strategies that help Floridians secure good jobs, while

providing employers with the skilled workers they need to compete in the global economy. Local workforce development boards shall align local strategies and policies to help customers achieve self-sufficiency under WIOA, Florida law and the state's workforce development plan.

## **II. BACKGROUND**

Public Law 113 – 128, the Workforce Innovation and Opportunity Act, requires each state workforce development board to assist the Governor in developing, implementing and modifying a state workforce development plan. Florida's WIOA state plan describes Florida's strategy for supporting the publicly funded workforce system. The strategic policy of Florida's state workforce development board provides direction to ensure that publicly funded workforce development programs are administered consistent with the state plan and compliant with WIOA.

In accordance with this federal requirement, Florida's WIOA state plan outlines strategic guidance on delivering services under WIOA and the Wagner-Peyser Act as described in Training and Employment Guidance Letter No. 19-16. The guidance includes developing strategies to create a seamless, customer-focused career center network that integrates service delivery across all programs to make it easier for workers, including those with barriers to employment, to access the services they need to obtain skills and employment.

Pursuant to CareerSource Florida Policy 2021.12.09.A.1 – Comprehensive Employment, Education and Training Strategy, local workforce development boards shall leverage all allowable tools and resources in their authority to assist Floridians in securing employment that leads to economic self-sufficiency and reduces the need for public assistance. That policy also aligns with the Reimagining Education and Career Help (REACH) Act, which establishes a blueprint for Florida's talent ecosystem to ensure the state has the talent it needs to remain competitive in the global economy. This includes developing strategies to help career center customers and job seekers understand their potential earnings from paid employment while mapping the timing and size of reductions in public assistance as they progress toward self-sufficiency.

Consistent with the objectives and guidance above, CareerSource Florida and the Federal Reserve Bank of Atlanta developed the Florida Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard. This information tool allows one-stop center staff to assist Floridians in visualizing how returning to work or upskilling to a higher-paying occupation could impact their future earnings and public benefits as their household progresses along the path to self-sufficiency.

## **III. POLICIES AND PROCEDURES**

### **POLICY**

Workforce-related programs must be responsive to business and industry needs by providing recruitment, hiring and training to satisfy Florida employers' current and future talent needs. Strategies should align with state board strategic and administrative guidance, local labor

market data and industry sector and local business needs. A collaborative approach including industry, education and workforce partners should ensure the efficient use of resources.

Consistent with WIOA and Florida's WIOA state plan, it is the policy of the CareerSource Florida Board of Directors that the Florida CLIFF Dashboard and associated suite of CLIFF tools shall be leveraged by local workforce development board leadership, career center staff and made available to extended partners and stakeholders to prioritize employment, emphasize education and training, reduce welfare dependency, increase economic self-sufficiency, and meet employer needs.

## **IMPLEMENTATION**

### **Case Management**

The Florida CLIFF Tool Suite offers a graduated series of informational resources for use with customers in a case management setting based on where they are currently along a notional 'crisis-stability continuum':

- CLIFF Snapshot is for those needing immediate assistance in stabilizing their financial situation.
- CLIFF Dashboard focuses on mitigating benefits cliffs for individuals on public assistance as they earn more money and proceed along their path to self-sufficiency.
- CLIFF Financial Planner allows for a more detailed examination of the mechanics of a household's finances.

### **Career Planning**

The Florida CLIFF Dashboard can help clients who have achieved basic financial stability better understand and visualize the timing, magnitude, and general effects of increased earnings from employment on their public assistance as they progress along in-demand career pathways toward self-sufficiency. Of particular value here are the area-specific wage data that allow customers to make informed decisions about which careers to consider and what the impacts of that decision might be.

### **Coordinated and Targeted Services**

Consistent with the REACH Act and [CareerSource Florida's Reimagining Florida's Workforce System: A Three Pillar Plan for Transformation](#), the Florida CLIFF Tool Suite offers practical, actionable information to assist families in identifying and overcoming benefit cliffs on the road to self-sufficiency. The CLIFF Tool Suite further identifies opportunities for strengthening collaboration and alignment among community partners to increase economic mobility, reduce public assistance dependency, and enhance access to education, training and employment.

Efforts should result in greater degrees of coordination, cross-partner efficiencies, inter-partner gap identification and removal, and stronger overall outcomes for the partners' shared customers through more intentional and collaborative case management.

Local workforce development boards shall identify appropriate points within programmatic processes to implement use of the Florida CLIFF Tool Suite to:

- Better understand specific gaps and barriers faced by each client.

- Identify specific wraparound support services needed and assist clients in obtaining needed services through partner referrals or leveraging existing resources at local workforce development boards.
- Heighten awareness among all stakeholders of information useful for shaping each partner's role in the strategic and tactical approach to a given client's situation.
- Prompt exploration—by both individual stakeholders and groups of partners—into opportunities to organize, sequence, and assess the overall set of activities performed by one or more partners in support of their shared customers, particularly around inter-partner resource planning and collaborative service provision.

Local workforce development boards shall develop strategies and policies that provide simplified and expanded access to employment, education and training services. Allowable tools and resources include but are not limited to those described in Training and Employment Guidance Letter Number 19-16, CareerSource Florida Policy 2021.12.09.A.1 — Comprehensive Employment Education and Training Strategy, and the CLIFF Tool Suite. Local strategies for programmatic implementation and usage tracking of the CLIFF Tool Suite shall be written and placed in each local workforce development board's four-year plan, reflected in the local workforce development board's operating policies and implementation shall be monitored by the Department of Economic Opportunity.

#### **IV. AUTHORITIES**

[Public Law 113-128, the Workforce Innovation and Opportunity Act \(WIOA\)](#)

[Chapter 445.003 – 445.004, Florida Statutes](#)

[Chapter 2021-164, Laws of Florida](#)

[Training and Employment Guidance Letter No. 19-16](#)

[CareerSource Florida Policy 2021.12.09.A.1 – Comprehensive Employment Education and Training Strategy](#)

#### **V. ATTACHMENTS**

[State of Florida Workforce Innovation and Opportunity Act Unified Plan](#)

[CareerSource Florida's Reimagining Florida's Workforce System: A Three-Pillar Plan for Transformation](#)

[Florida CLIFF Dashboard](#)