

## Strategic Policy and Performance Council Meeting Agenda

AUG. 22, 2023 • 11 A.M. – 12 P.M. ET

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AUDIO ONLY: 850-629-7293, ID: 408 984 772#

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**Chair's Welcome and Remarks**

***Sophia Eccleston***

**Policy Development Updates**

***Workforce Program Development Team/  
Florida Department of Commerce***

- Regional Planning Areas Strategic Policy
- Education and Industry Consortium Strategic Policy
- Eligible Training Provider Administrative Policy
- Administrative Policy Updates

**System-wide Improvements**

***Dan McGrew***

- Eligible Training Provider Application
- Statewide Contract Templates

**Update on 2024-2028 Workforce Innovation and Opportunity Act State Plan**

***Warren Davis***

**September Council Meeting Preview**

***Adam Briggs/  
Florida Department of Commerce***

**Open Discussion/Public Comment**

**Chair's Closing Remarks**

***Sophia Eccleston***

### UPCOMING MEETINGS

Board of Directors and Council Meetings  
September 18-19, 2023, Orlando

Board of Directors and Council Meetings  
December 11-12, 2023, Virtual



## System-wide Improvements

### Background

In February 2023, the CareerSource Florida Board of Directors directed CareerSource Florida, Inc., and the Florida Department Commerce (FloridaCommerce), in collaboration with the Governor's Reimagining Education and Career Help (REACH) Office and local workforce development boards, to develop a plan for specific system-wide improvements to achieve consistency, an improved customer experience and cost efficiencies for the state of Florida. These improvements include, but are not limited to, technology, administration, fiscal, procurement/contracts and programmatic policies.

The 2021 REACH Act instructs the state workforce development board to:

- Eliminate multiple layers of administrative entities to improve coordination of the workforce development system.
- Establish consistent eligibility standards across the state to improve the accountability of workforce-related programs.
- Provide greater flexibility in the allocation of resources to maximize the funds directed to training and business services.

Building on system improvements outlined in the REACH Act, Florida Senate Bill 240, which was signed into law in 2023, requires the state workforce development board to require administrative cost arrangements among planning regions, implement consistent contract and procurement policies and procedures, require the use of a state-established template for contracts or other methods for ensuring all contract mechanisms follow standards established by the state workforce development board and leverage buying power to achieve cost savings for fringe benefits, including, but not limited to, health insurance, life insurance and retirement.

### Schedule of CareerSource Florida Board of Directors Meetings

To demonstrate continuous progress on Pillar II of the Florida Workforce System Transformation Plan, consistent communications with the CareerSource Florida Board of Directors is required to include static reports included in agenda packets, verbal reports at board or council meetings, and specific action items presented to board and/or councils for actions.

Board and council meetings are scheduled from year to year as indicated below. For a description of each council, see the [CareerSource Florida Finance Council Charter](#) and the [CareerSource Florida Strategic Policy and Performance Council Charter](#).



### Upcoming Meetings Schedule

Date	Meetings	Notes for Consideration
August 2023	<ul style="list-style-type: none"> <li>• Finance Council</li> <li>• Strategic Policy and Performance Council</li> </ul>	New quarterly interim, informational sessions to receive timely policy and other updates.
September 2023	<ul style="list-style-type: none"> <li>• Finance Council</li> <li>• Strategic Policy and Performance Council</li> <li>• CareerSource Florida Board of Directors</li> </ul>	
December 2023	<ul style="list-style-type: none"> <li>• Finance Council</li> <li>• Strategic Policy and Performance Council</li> <li>• CareerSource Florida Board of Directors</li> </ul>	
February 2024	<ul style="list-style-type: none"> <li>• Finance Council</li> <li>• Strategic Policy and Performance Council</li> <li>• CareerSource Florida Board of Directors</li> </ul>	Workforce Innovation and Opportunity Act (WIOA) 2024-2028 State Plan brought to the state workforce development board for discussion, review and approval.
June 2024	<ul style="list-style-type: none"> <li>• Finance Council</li> <li>• Strategic Policy and Performance Council</li> <li>• CareerSource Florida Board of Directors</li> </ul>	2024-2025 fiscal year budget review and approval.

Policies are developed by CareerSource Florida and the FloridaCommerce using the [Policy Development Framework](#) and are presented to either the Strategic Policy and Performance Council or Finance Council for action prior to action by the CareerSource Florida Board of Directors.

### Proposed System-wide Improvements

Ernst & Young (EY) was contracted to conduct background research and stakeholder engagement that supported development of the Florida Workforce System Transformation Plan approved by the CareerSource Florida Board of Directors. EY reports relevant to system-wide improvements include:

- [Future State Options Report](#) – This report includes the final recommendations from EY. This report informed the final plan approved by the CareerSource Florida Board of Directors.
- [Stakeholder Engagement Summary Report](#) – This report is a collection of the findings resulting from various stakeholder engagement sessions held in Fall 2022 through Spring 2023. Stakeholders engaged included local workforce



development board members and their staff, partners, chief local elected officials, employers and state leaders.

- [Organizational and Operational Research Report](#) – This report is a summary of organizational and operational elements gathered from local workforce development board websites, WIOA local plans and cost allocation plans. It provides an overview of the services and offerings among the current 24 local workforce development boards. Because the information in this report was gathered through static sources, it is highly recommended that the vendor for implementation work conduct in-depth interviews with each local workforce development area to validate, refine and update information gathered in this report.

These reports are being used to identify potential system-wide improvements. Additional sources include CareerSource Florida, the FloridaCommerce’s Workforce Services and Finance divisions, the Florida Workforce Development Association, and partners at the Department of Education including the Division of Career and Adult Education, Florida College System, Division of Vocational Rehabilitation, Division of Blind Services, and the Department of Children and Families Economic Self-Sufficiency division.

### Organization

Proposed initiatives will be organized within the following matrices:

Category	Description
Policy	Policy initiatives that are either at the strategic (intent, purpose, goal) or administrative (operations, implementation, and performance/monitoring requirements).
Process	Define processes at either state, regional, or local levels that achieve the objectives in the Florida Workforce System Transformation Plan.
Technology/Tools	Implementation of standard technology or tools at either state or regional levels.

Improvements in the above categories will be identified by their specific impact.

Impact	Description
Cost Savings	These initiatives will result in cost savings for either the state or local workforce development areas. Specific cost savings will be analyzed and measured for these initiatives.
Customer Experience	These initiatives will result in an improved experience for either job seekers or businesses. The specific improvements will be described.
Efficiency	Initiatives with this impact will result in efficiencies at either the state or local levels through decreased staff time, removal of unnecessary processes or other areas.



Performance	The performance impact of any initiative will be identified. Metrics include but are not limited to WIOA performance indicators, letter grades and services to businesses as well as the number of participants served by program or type of service received.
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Initiatives will also be designated a responsible party based on primary responsibility or function. Responsible parties include CareerSource Florida, the Florida Department of Commerce, a local workforce development area, a regional planning area, or the REACH Office. Other responsible parties may be designated if appropriate.

## Speaker Bio

### Keantha Moore

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Keantha Moore currently serves as deputy chief of the Bureau of One-Stop and Program Support with the Florida Department of Commerce. Moore has been part of Florida's workforce development system for 17 years, which started with 10 years of experience at the local workforce development board level. Her local experience ranged from starting as a front-line staff person helping to connect job seekers with employment, to her culminating role as the director of operational excellence. She then transitioned to the Florida Commerce team where she has served in several leadership capacities over the past seven years.