

# Board of Directors Information Meeting

August 22, 2024



# Welcome and Remarks



**Adrienne Johnston**

President & CEO, CareerSource Florida

# CareerSource Florida Team Updates



**Elizabeth Glenn**

Director of Planning and Evaluation



**Jason Eugene**

Front-End Developer



# APPROVED: WIOA Combined Plan

- **Required to develop and implement a State Workforce Development Plan every four years.**
- **Combined planning establishes a shared vision, common goals, and outcomes to coordinate initiatives and pool resources among partners.**
  - Each partner manages their federal plans and programs independently but integrates portions into the combined plan.
- **Florida's 2024-2028 WIOA Combined Plan is the state's inaugural plan uniting all core and combined partners.**

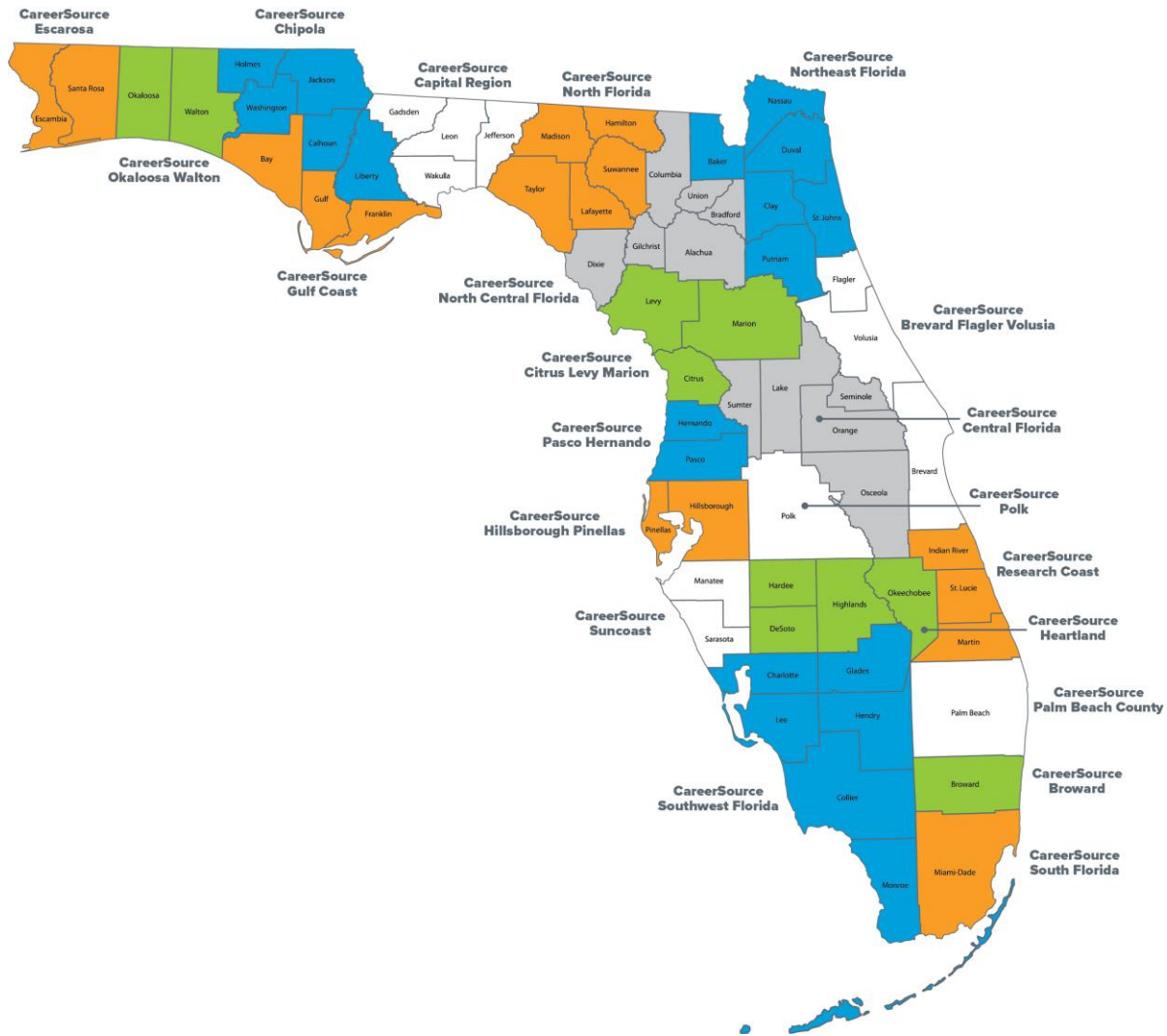


## Purple Star Workforce Development Boards

- Program Planning, Structure, and Strategic Objectives
- Program Implementation, Evaluation, and Improvement
- Cross Program and Cross-Partner Strategic Coordination
- Community Impact and Engagement
- Adherence to and Sharing of Best Practices

# NFAs Released to Local Boards

- **Outlined Initiatives:**
  - Hope Navigators
  - Department of Juvenile Justice Pre-apprenticeship Program
  - Rural Areas of Opportunity
  - Youth Career Exploration
  - Military Family Employment Advocacy Navigators



# Thank You!





# Florida Workforce System Evolution



**Garrick Wright**

Program Director, CareerSource Florida

# Florida Workforce System Evolution

- Continued support for newly aligned local boards
- System-wide improvements and standardization across the network
- Regional planning

# September Meeting Policy Preview



**Adam Briggs**

Senior Director, Workforce Program Development  
CareerSource Florida

# Policy Development Update

- New process for policy development: more systematic and inclusive.
- Does not replace standard consultation period for policies.
- Leverages local boards' needs.
- Proactively involves frontline stakeholders from the start.
- Takes advantage of technology to craft policies in a shared environment.

# Policies Currently in Development

- Sanctions for Local Workforce Development Boards' Failure to Meet Federal and State Standards
- CareerSource Florida Board of Directors Conflict of Interest Disclosure Policy
- Local Area Targeted Occupations List Process Policy
- Sector Strategies Policy
- Four operational Welfare Transition policies: Up-Front Diversion; Hardship Extension; Transitional Services; Work Requirement Penalties and Pre-Penalty Counseling

# Credentials Review Committee Update



**Dehryl McCall**

Director, Workforce Program Development  
CareerSource Florida

# Approved Actions - August 14 CRC Meeting

- Update the Credentials Review Committee Charter to require credentials flagged for removal to remain on the Master Credentials List for a minimum of two years after identification for removal.
- Approve the updated Framework of Quality for use in evaluating credentials considered for inclusion on Florida's Master Credentials List beginning in the 2024-2025 program year.

# Impact of Demand Revision to Framework of Quality

	Flagged for Demand Under Current Framework	Resolved for Demand With Updated Framework
Degree Programs of Study	20	9
Non-Degree Programs of Study	67	26
Apprenticeships	18	6
Industry Certifications	63	39
<b>Total</b>	<b>168</b>	<b>80</b>



# Current Credential Breakdown

- May 2024-25 List: 2,271 total credentials (447 Flagged for Removal)
- August 2024-25 List: 2,296 total credentials (239 Flagged for Removal)
  - 292 Degree
  - 849 Non-degree
  - 539 Industry Certification
  - 579 Registered Apprenticeship Programs
  - 37 K-8 CAPE Digital Tools



# Partnering to Address Florida's Healthcare Needs



## Maria Darby

Chief Operating Officer,  
Dwyer Workforce Development



## Marci Murphy

Executive Director,  
CareerSource Brevard Flagler Volusia

# Florida's Healthcare Crisis

By 2030, Florida's 60 or older population will increase by 11.5%.

As Florida's population ages and welcomes moving retirees every day, a silent crisis looms in the shadows of our healthcare system: the dwindling number of Certified Nursing Assistants (CNAs).

Florida faces a staggering shortage of nearly 60,000 nurses by 2035. They form the backbone of our long-term care facilities and hospitals, providing invaluable support.

Yet, as the projected demand of their services surge alongside the aging demographic, the shortage of CNAs has reached alarming proportions.

**For every new CNA certified in Florida, more than six CNAs are leaving the profession.**





# Exacerbating the Crisis

- New federal staffing requirements: Minimum 3.48 total nurse staff HPRD; includes CNAs, RNs, LPNs.
- These additional staff would cost providers an estimated \$188 million in additional costs annually for Florida alone – with no suggested reimbursement increase.
- Almost 12,000 of the state's 70,000 long term care facility residents are at risk of losing their care if providers are unable to find the staff required.

# About Dwyer

Dwyer Workforce Development offers a holistic approach to job training and placement for individuals who lack opportunity and aspire to pursue a rewarding career in the healthcare industry.

Through our mission, our nonprofit also helps to alleviate the severe healthcare workforce shortage and improve the lives of seniors in the communities we serve.

Dwyer Workforce Development's Nursing Education and Support Program, initially piloted in Maryland and now expanded to Texas and Florida, has demonstrated remarkable success as we look to additional states for the next phase of growth.



# The Dwyer Difference

## Person-Centered Case Management and Wraparound Supports

- Dwyer's dedication to supportive services differentiates our workforce development model. Case management and barrier removal starts at recruitment and follows Scholar to provide multi-year career ladder progression support.
- Beyond training and supportive services, our long-term plans includes establishing Healthcare Villages – transformative communities which will provide affordable housing, childcare, food access, resource centers and transportation to Dwyer Scholars
- DWD partners with other not-for-profits and leaders in at-risk communities to advance mission impact. Our entrepreneurial model is adaptable to diverse regions and populations, bridges workforce gaps and creates sustainable healthcare career pathways.
- Dwyer Workforce Development's Nursing Education and Support Program, initially piloted in Maryland, has demonstrated remarkable success leading to expansion into Texas and Florida with other states identified for the next phase of growth.



# Our Partnership



# Workforce System Synergy

- Combined Leveraged Resources
  - Case Management
  - Healthcare Business Recruitment
  - Media Outreach (advertise the partnership and attract participants)
  - Wraparound Support Services
  - Follow Up Services
- Dwyer Resources
  - Mentorship
  - Additional Training Scholarships for Career Ladder Mobility
- CareerSource Resources
  - Hosting Dwyer staff in career centers

# First Year Outcomes

## Certified Nursing Assistants (CNAs)

Goal: Train 50 participants

Dwyer Scholars/CareerSource Customers	
# Served (some are still in training)	65
# Completed Training	51
In-process for taking Exam (120 days)	29
Certified	22
% CNA Certified Placed	100%
# of Skilled Nursing Facility Partnerships Developed	7
# of Mentorship Engagements (calls, texts, emails & meetings)	745
Training Costs paid by CareerSource	\$81,633
Support Services by CareerSource	\$3,025
Support Services by Dwyer	\$39,370





Looking Ahead

# Dwyer in Florida

Workforce Boards

Education Institutions

Provider Partners

Nonprofits





## Workforce Boards

1. CareerSource Brevard Flagler Volusia
2. CareerSource Polk
3. CareerSource Citrus Levy Marion
4. CareerSource Chipola (pending)
5. CareerSource Gulf Coast (pending)
6. CareerSource Okaloosa Walton (pending)

## Educational Institutions

1. Suncoast Technical and Meridian College (in partnership with Sarasota Chamber/CareerEdge)
2. Chipola College (in process)
3. Gulf Coast State College (in process)
4. Indian River State College (in process)
5. Miami Dade College (in process)
6. Traviss Technical College (in process)



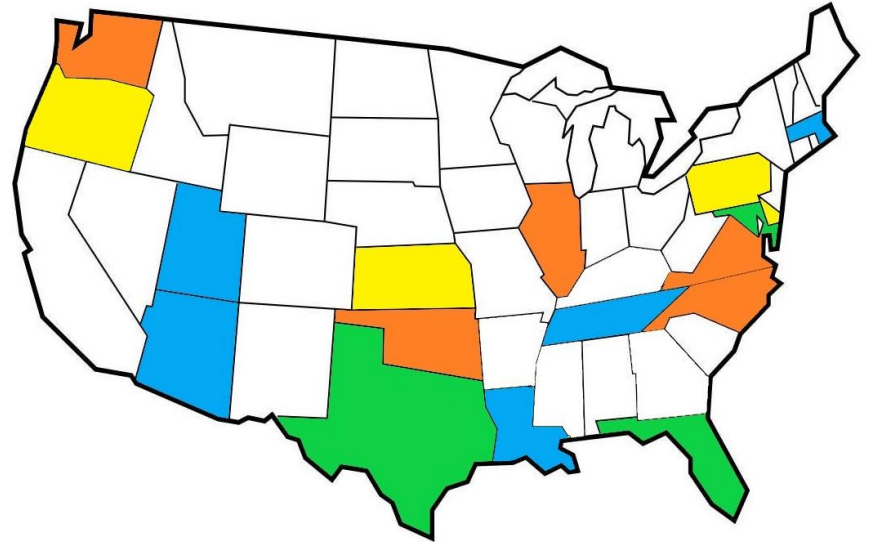
## Provider Partners

1. Aston Health - multiple locations
2. Lilac - multiple locations
3. Avante - multiple locations
4. Pruitt Health - finalizing multiple locations
5. Kerem Health
6. Bethesda on Turkey Creek
7. Coral Bay Oak Pensacola
8. Elevate Senior Care
9. Onyx Healthcare - finalizing multiple locations
10. Astoria Health
11. Pines of Sarasota
12. Blountstown and Marianna Health  
- MOUs pending

## Nonprofits

1. Arnette House
2. Hands of Hope
3. Sharing Center
4. United Way Suncoast
5. Sarasota Chamber
6. Community Foundation of Sarasota
7. One More Child - Lakeland
8. Women's Resource Center - Sarasota
9. New Life Mission - Brevard
10. Agape Women's Center - Brevard
11. Big Brothers Big Sisters of Lakeland
12. Better Together Tampa/Sarasota
13. Flite Center
14. Catholic Charities of Florida

DWD will expand its footprint to serve Scholars in 17 states by the end of 2026 with additional funding.



2023 2024 2025 2026



# 2023 Year in Review



**2,076**  
SCHOLARS SERVED



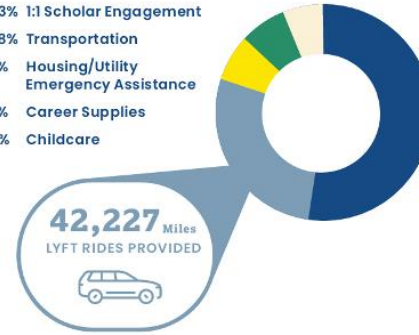
**184**  
TRAINING COHORTS  
COMPLETED



## DWD Leads to Results

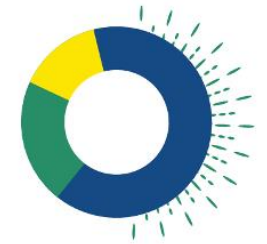
### Wraparound Support Services

- 53% 1:1 Scholar Engagement
- 28% Transportation
- 7% Housing/Utility  
Emergency Assistance
- 7% Career Supplies
- 6% Childcare



### Philanthropy In Action

- 65% Government
- 21% Foundation
- 14% Individual



PROGRAM  
COMPLETION  
RATE



EMPLOYMENT  
PLACEMENT  
RATE



**\$31 Million**

EST. ANNUAL EARNINGS FOR  
2023 PLACED SCHOLARS



**75**

NEW  
PARTNERSHIPS

# Closing Remarks



**Adrienne Johnston**

President & CEO, CareerSource Florida

# Upcoming Meetings

- Joint Strategic Policy and Performance and Finance Council Meeting | [September 10, Orlando](#)
- Board of Directors Meeting | [September 11, Orlando](#)