CareerSource Gulf Coast

Workforce Innovation and Opportunity Act

Local and Regional Workforce Plan

January 1, 2025 – December 31, 2028

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Organizational Structure

The local plan must describe the organizational structure and delivery systems in place in the local area, including:

(1) Chief Local Elected Official(s)

 (a) Identify and list the chief local elected official(s) by name, title, mailing address, phone number and email address.

  Bay County, Florida
  Mr. Tommy Hamm, Chair
  Bay County Board of County Commissioners
  840 W. 11th Street
  Panama City, FL 32401
  (850) 248-8140
  thamm@baycountyfl.gov

  Gulf County, Florida
  Mr. Sandy Quinn, Chair
  Gulf County Board of County Commissioners
  1000 Cecil G. Costin, Sr. Boulevard
  Port St. Joe, FL 32456
  (850) 247-8870
  commissioner4@gulfcounty-fl.gov

  Franklin County, Florida
  Mr. Ricky Jones, Chair
  Franklin County Board of County Commissioners
  33 Market Street, Suite 305
  Apalachicola, FL 32320
  (850) 653-8861
  ricky@franklincountyflorida.com

 (b) Describe how the chief local elected official(s) was involved in the development, review, and approval of the local plan.

Each Board of County Commissioners in our LWDA selects a member or staff person to regularly attend our meetings. They also appoint members from each respective county to our board. The local workforce services plan process (including a timeline) was approved by the LWDB, and a draft plan was provided to both the LWDB and CLEOs for input/feedback before the approval by the respective CLEOs.

 (c) If the chief local elected official is a consortium, identify the members of the consortium and which member(s) has the authority to sign on behalf of the consortium.

  Not applicable, CareerSource Gulf Coast doesn't have a consortium.

(2) Local Workforce Development Board

(a) Identify the chairperson of the LWDB by name, title, term of appointment, mailing address, phone number and email address. Identify the business entity and industry the chairperson represents.

Elinor Mount-Simmons, Chair of CareerSource Gulf Coast Board
Term of Appointment: July 2021-2025
Mount-Up Consulting
317 Earl King Street, Apalachicola, FL
850-323-0176 or 850-323-0544
emountsimmons@gmail.com

(b) If applicable, identify the vice-chairperson of the LWDB by name, title, term of appointment mailing address, phone number, and email address. Identify the business or organization the vice-chairperson represents.

Joey Ginn, Vice Chair of CareerSource Gulf Coast Board
Term of Appointment: April 2022-March 2026
Centennial Bank Market President
2200 Stanford Rd, Panama City, FL 32405
850.636.4963
jginn@my100bank.com

(c) LWDB member roster which includes name, title, term of appointment mailing address, phone number and email address. Identify the business that the board member represents.

WIOA Required Non-Business Board Member		Total: 9-11
1	Local Education Entity- School Superintendent (Rotates between counties each fiscal year)	
	Steve Lanier Superintendent Franklin County Schools 85 School Rd., Eastpoint, FL 32328 850-670-2810, ext. 4100 slanier@franklincountyschools.org Davis Hughes, Designee dhughes@fcsdfl.org 850-670-2810	1 Year: 07/01/2023 to 06/30/2024 Government entity, mandatory
1	Postsecondary Educational Institution/Community College	
	Glen McDonald, President Gulf Coast State College 5230 West US Hwy 98 Panama City, FL 32401 850-872-3805 gmcdonald@gulfcoast.edu Cheryl Flax-Hyman, Designee cflax-hyman@gulfcoast.edu Office: 850-872-3800	Government entity, mandatory 8/1/2022
2	Economic Development Agency	
	Becca Hardin, President Bay Economic Development Alliance 5230 W. US Highway 98 Panama City, FL 32401 850-215-9965 becca@bayeda.com Ben Moorman, Designee ben@bayeda.com 850-215-9965	Government entity, mandatory 7/1/2021
	Jim McKnight, Executive Director Gulf County Economic Development Alliance 9223 W. Highway 98 Port St. Joe, FL 32456	Government entity, mandatory 7/1/2021

	850-899-9259 jmcknight@gulfcounty-fl.gov	
2	Labor or Employee Representation	
	Fred Croon, President Panama City Chapter, N.W. Florida CLC 6411 Lance Street Panama City, FL 32404 850-257-3888 fredcwa@bellsouth.net	Union entity, mandatory 7/1/2021
	Alexis Underwood, Member AFL/CIO American Federation of Labor 3950 Verona Circle Panama City, FL 32405 850-767-4040 alexis.underwood@abceteach.org	Union entity, mandatory 9/6/2023
2	Community-Based Organization	
	John Deegins, Director CBO: Veterans Bay County Veterans Service Office 840 West 11th Street Panama City, FL (850)248-8280 jdeegins@baycountyfl.gov	Government entity, mandatory 7/1/2021
	CBO-Disabled: VACANCY- FloridaCommerce has not filled this position.	
3	One-Stop Partners	
	Derrick Henderson, Supervisor Vocational Rehabilitation 2505 B West 15th Street Panama City, FL 32401 (850) 872-4380, ext. 104 Derrick.henderson@vr.fldoe.org	Government entity, mandatory 6/21/22
WIOA Required Business Board Members		Total: 12
6	BAY COUNTY	
	Vacancy	
	Vacancy	
	Alex Murphy, Director of Human Resources Central Maloney 6051 Venture Crossings Blvd. Southport, FL 32409 850-772-0456 amurphy@centralmaloneyinc.com	Appointed 11/7/2023 to 11/7/2025
	Rebekah Vassar, Vice President of Business Banking Hancock Whitney Bank 16912 Innocente, Ave., Suite C Panama City Beach, FL 32413 850-770-7542 Rebekah.vassar@hancockwhitney.com	7/1/2021 to 6/30/2025
	Andrew Hicks, VP of Operations Berg Pipe 5315 W. 19th St.,	Appointed 6/6/2023 to 6/6/2027

	Panama City, FL 32401 850-873-7995 andy.hicks@bergpipe.com	
	Joey Ginn, Market President **VICE CHAIR** Centennial Bank 2200 Stanford Rd. Panama City, FL 32405 850-636-4693 Jginn@my100bank.com	Appointed 4/5/2022 to 6/30/2026
3	GULF COUNTY	
	Aaron Little, Capital City Bank, Bank Manager 124 Bridgeport Lane, PSJ, FL 32456 Work: 850-229-2101 Cell: 850-340-0677 little.aaron@ccbg.com or aarondlittle@gmail.com	Appointed: 7/1/2021 to 6/30/2025
	Vacancy	
	Christian Johnson, Owner Uptown Raw Bar & Grill 411 Reid Street Port St. Joe, FL 32456 850-227-8275 cjohnson@uptownrawbarandgrill.com	7/1/2021 to 6/30/2024
3	FRANKLIN COUNTY	
	Sheila Hauser, Director of Marketing Collins Vacation Rentals/Century 21 Collins Realty 60 E. Gulf Beach Dr. St. George Island, FL 32328 850-274-9562 sheilahauserfl@gmail.com	9/21/2021 to 6/30/2025
	Ted Mosteller, Owner Apalachee Electronics 151 24th Avenue Apalachicola, FL 32329 850-653-8166 tedmosteller@yahoo.com	Appointed 6/7/2022 to 6/7/2025
	Elinor Mount-Simmons, Owner **CHAIR** Mount Up Consulting, LLC 317 Earl King Street, Apalachicola, FL 850-323-0176 emountsimmons@gmail.com	Appointed 7/1/2021 to 6/30/2025
	Additional Non-Voting Members	
1	Representative from Military Installation Timothy Bowers, Community Readiness Consultant TAFB Military & Family Readiness Center 325 FSS/FSH 445 Suwannee Rd, Bldg. 662/Rm 228 Tyndall AFB, FL 32403 850.283.2418 Timothy.Bowers.4@us.af.mil	

(d) Describe how the LWDB members, including those described in Public Law 113-128 § 107(b)(2), were involved in the development, review, and approval of the local plan.

In the August 2024 meeting of the LWDB, an overview of the plan was presented, and feedback was solicited. The draft plan was provided in its entirety to the board members in the August 2024 meeting, and approval was given contingent upon future feedback from board members and the CLEOs.

(e) Describe how the LWDB convened or obtained input from local workforce development system stakeholders including LWDB committee members, combined state plan partners, education, industry, and representatives of disability populations and those with barriers to employment to assist in the development of the local plan.

Business leaders from our three-county area as well as representatives from our mandatory partners sit on the CSGC board of directors. The plan was provided to the full board for review and feedback. Additionally, the plan was provided to the Education and Industry Consortium representatives for review and feedback. The plan was also announced to partner agency meetings and provided to our training partners for review and feedback that represent individuals with barriers to employment including veterans, persons with disabilities, low-income individuals, and justice involved. Finally, the plan was provided to our CLEOs and county management/administration for review and input prior to approval.

(3) Local Grant Subrecipient (local fiscal agent or administrative entity)
(a) Provide the name of the entity selected to receive and disburse grant funds (local fiscal agent) if other than the chief local elected official. WIOA § 107(d)(12)(B)(1)(iii); 20 CFR 679.420 and 20 CFR 560(6)(14)

Gulf Coast State College was designated by the CLEOs as the grant sub-recipient and LWDB was designated as the fiscal agent.

(b) Provide the name of the entity selected to staff the LWDB (commonly referred to as the administrative entity) and assist the LWDB in carrying out its responsibilities as a board organized under WIOA (20 CFR 679.430).

The administrative entity for LWDB 4 is the Gulf Coast Workforce Development Board, d/b/a CareerSource Gulf Coast. Board members selected and hired an Executive Director, who in turn hires staff. Some staff members are empowered to hire additional staff with the approval of the Executive Director.

(4) One-Stop Operator and One-Stop Career Centers

(a) Provide the name of the entity or entities selected through a competitive process to serve as the one-stop operator. Include the effective date and end date of the current agreement in place between the LWDB and the one-stop operator. (20 CFR 678.605)

Gulf Coast State College was selected as the One Stop Operator after a competitive procurement process. The effective date was July 1, 2021, and the end date of the agreement is June 30, 2025.

(b) Describe the steps taken to ensure a competitive process for selection of the one-stop operator(s) (WIOA §121(d)(2)(A) and 20 CFR 678.605).

The LWDB follows the procurement process outlined in the Administrative Plan, Section VIII E and CSFL Policy 97.

(c) If the LWDB serves as the one-stop operator, provide the last date the CareerSource Florida Board of Directors granted approval to the LWDB to serve in this capacity and provide the approved duration. (Administrative Policy 093 – One-Stop Operator Procurement).

Not applicable – the LWDB does not serve as the one-stop operator.

(d) Describe the roles and responsibilities the LWDB has identified and assigned to the one- stop operator. (20 CFR 678.620)

The CareerSource Gulf Coast Job Center Operator (one-stop operator) coordinates the service delivery of required one-stop partners and service providers. The Job Center Operator will be responsible for coordinating service providers across the one-stop delivery system and be the primary provider of career services within the comprehensive one-stop center and coordinating services at affiliate sites staffed by CSGC personnel. This coordination will take the form of training and technical assistance.

The Job Center Operator is expected to provide Basic and Individualized Career Services as well as Follow-Up Services under WIOA Title I programs and Wagner-Peyser. The purpose of the CareerSource Gulf Coast Job Center system is to establish the framework for a client-centered, consistent, fair, and meaningful methodology to provide a triage of service levels with an underlying focus on customer choice and self-determination. The One Stop Operator is to ensure the delivery of services focused on fully integrating a consistent service delivery process and providing excellent customer service, quality case management, and effective job placement to ensure the long-term success of all customers.

The One Stop Operator is expected to coordinate the service delivery of required partners by maintaining close referral partnerships with non-on-site programs and daily working relationships with in-house partners for the benefit of customers.

The co-located One Stop Partners for CSGC's comprehensive Job Center are:
1. WIOA Title I Programs (Adult, Dislocated Worker, Youth)
2. Wagner – Peyser Act services
3. Trade Adjustment Assistance
4. Temporary Assistance for Needy Families (TANF)
5. Ticket to Work
6. Supplemental Nutrition Assistance Program

The following is a list of partners to whom referrals are made.
1. Senior Community Service Employment Program (SCSEP)
2. Haney Technical Center – Adult and Post-Secondary Career Technical Programs
3. Gulf Coast State College – Post-Secondary Training Programs
4. Gulf County Schools – GED/Adult Basic Education Programs
5. Franklin County Schools- GED/Adult Basic Education Programs
6. Franklin's Promise- GED/Adult Basic Education and Conservation Core Training Program

7. Goodwill Industries- Short-Term Training and GED/Adult Basic Education programs
8. AMI Kids-Panama City Marine Institute- GED-Youth Build-Court involved youth programs
9. Doorways – Housing assistance and continuum of care
10. Panama City Rescue Mission – Transitional living program
11. Humble House – faith-based recovery home for women
12. Second Chance-Individuals with intellectual disabilities and TBI assistance
13. Life Management-Sliding scale mental health services
14. Pancare- Low-income and sliding-scale medical and dental services
15. Military Recruitment Offices-those interested in Military Services
16. Veteran's Administration-Veterans services
17. Florida Vocational Rehabilitation- services for those with disabilities
18. Catholic Charities/Salvation Assistance with food, clothing, and utility assistance
19. Rebuild Bay-housing assistance-rental assistance
20. City of Panama City housing-rental assistance
21. Healthy Start- infant car seats, diapers, information on healthy child development
22. United Way-referral service for agency assistance
23. A New Day-Re Entry assistance for those with past substance abuse issues
24. The Arc of the Bay-programs including employment/training programs for those with intellectual disabilities
25. Area Health Departments- WIC and no-cost vaccinations and other health services

(e) Provide the location (address) and type of each access point, indicating whether it is a comprehensive center[4], affiliate site or specialized center, as described in [Administrative](#) [Policy 093 – One-Stop Delivery System and One-Stop Career Center](#) [Certification](#) [Requirements](#).

Comprehensive Center- Job Center
625 US Hwy. 231, Panama City, FL 32405

Satellite Office Apalachicola Office-Franklin County
66 4th Street, Apalachicola, FL 32320

Satellite Office – Port St. Joe Community Center
401 Peters Street, Port St. Joe, FL 32456

(f) Identify the days and times when each access point is open to customers. Comprehensive career centers must be open to the public for walk-in service a minimum of eight hours per day during regular business days, Monday through Friday. ([Administrative Policy 093](#) [– One-Stop Delivery System and One-Stop Career](#) [Center Certification Requirements)](#)

The hours of operation for the comprehensive one-stop job center centers are as follows:
• Bay County Center (full service) – Monday through Friday from 8 am – 4:30 pm
• Gulf County* (satellite) – Monday through Thursday, 8 am – 4 pm; Friday by appt. only.
• Franklin County* (satellite) – Tuesdays and Thursdays only from 8:30 am – 4 pm
*Hours of operations for the satellite locations are subject to change based upon funding levels and local conditions.

(g) For each access point, identify how the local area provides customers with access <u>to each</u> required (and any approved optional) one-stop career center partners' programs, services and activities (physical co-location, electronic methods, and/or referrals). (<u>Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements</u>)

CareerSource Gulf Coast provides access to required and optional partner Programs and services in the most cost-efficient, customer-friendly manner possible. As listed in item (d) many of the required partners are on-site and referrals to others are well-established due to years of partnership. CareerSource Gulf Coast has established policies that address the integration of services for the region's career centers that support a customer-centered, fully integrated service delivery system that ensures customers and employers have maximum access to the full range of education, employment, training, and supportive services offered through the programs available under WIOA.

These career center policies are clearly referenced in our MOUs and reflect that an appropriate combination and integration of services are made available directly or through partner program referrals. Customers experience a "common front door" at our centers for all one-stop partner programs supported by common registration where possible. Formal and informal assessments evaluating basic skills, career interests, and aptitudes are shared with partner programs thus avoiding duplication in service provision. The below table describes how each of the one-stop partners are accessed by customers.

Partners	Bay County (full service center)	Gulf County	Franklin County
WIOA Adult	Onsite	Referral	Onsite
WIOA DW	Onsite	Referral	Onsite
WIOA Youth	Onsite	Referral	Onsite
Job Corps	Electronic	Electronic	Electronic
Youth Build	Referral	Electronic	Electronic
Native American Programs	Electronic	Electronic	Electronic
Migrant and Seasonal Farmworkers	Onsite	Referral	Referral
Adult Education and Family Literacy	Referral and electronic	Referral and electronic	Referral and electronic
Vocational Rehabilitation	Referral and electronic	Referral and electronic	Referral and electronic
Senior Community Service Employment	Referral	Electronic	Electronic
Career and Technical Education	Referral and electronic	Referral and electronic	Referral and electronic
Community Services Block Grant	Referral and electronic	Referral and electronic	Referral and electronic
Jobs for Veterans State Grant	Onsite	Referral	Referral
Trade Adjustment Assistance	Onsite	Referral	Referral
State Unemployment Compensation	Onsite	Onsite	Onsite
Second Chance Act	Referral and electronic	Referral	Referral

Department of Housing and Urban Development	Electronic	Electronic	Electronic
Temporary Assistance for Needy Families (TANF)	Onsite	Onsite	Onsite

(h) Provide the required attestation that at least one comprehensive one-stop center in the local area meets the certification requirements contained therein. (Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements).

CareerSource Gulf Coast (CSCG) has one comprehensive one-stop job center in the region's metro, Panama City. The CSGC Job Center (one-stop job center) has met the criteria for One Stop Credentialing pursuant to reviews by Florida Commerce's Programmatic Monitoring Team. CSGC developed a One Stop certification tool per CSFL Administrative Policy 93 and uses it every three years to assess its effectiveness (including customer satisfaction), and physical and programmatic accessibility in accordance with WIOA sec. 188. The Director of Quality Assurance also uses the Credentialing tool annually to certify the comprehensive center and satellite sites meet all requirements.

Physical and Programmatic Accessibility: CSGC staff remain abreast of developments regarding improvements to services for persons with disabilities and share that information with Center staff. The Center itself is equipped with wheelchair-accessible computer desks and computer monitors designed for use by the visually impaired. Information is shared with customers regarding the availability of auxiliary aids and services as needed.

Continuous Improvement: CSGC has procedures in place to address all issues related to achieving, managing, and improving performance. The Deputy Director and Programs and Regional Training Coordinator in conjunction with GCSC, the One Stop Operator, work together to ensure that staff attend training as needed, including Tier I certification and subsequent continuing education. CSGC regularly reviews surveys completed by job seekers and employers to detect areas for improvement and uses that information to ensure that services are delivered as efficiently and effectively as possible.

(i) Describe any additional criteria (or higher levels of service coordination than required in Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements) relating to service coordination achieved by the one-stop delivery system, to respond to education/training needs, labor market, economic, and demographic conditions and trends in the local area (WIOA §121(g)(3)).

CSGC works in close partnership with local economic development organizations and is routinely involved in presenting labor market information as well as available training programs to prospective and existing employers. There is a strong relationship with regional k-12 partners, post-secondary partners, as well as business partners to ensure that we can create, expand or re-focus training to meet the needs of business which change quickly at times. CSGC also obtains other grants to expand its services whenever possible. Through the duPont Fund, CSGC offers additional services in Gulf County that include small business startup grants, food distributions twice a month, and a large summer program for upwards of 100 youth every summer as well as an internship program for high school students, and summer internships for approximately 15 youth/young adults. Donations from the community and the City of Port St. Joe supplement the foundation monies used for the

summer program and the food distributions. During the pandemic, businesses also donated funds to purchase trucks of food which was distributed by our staff and other civic organizations and businesses who volunteered to assist.

(5) Provider of Workforce Services

(a) Provide the name of the entity or entities selected to provide workforce services (except training services) within the local one-stop delivery system. ([Administrative Policy 083- Direct Provider of Workforce Services](#))

Gulf Coast State College was chosen via a competitive procurement to be the One Stop Operator. Gulf Coast State College, as the One Stop Operator, provides workforce services in the Comprehensive Career Center. CSGC is also approved as a provider of direct services by CSFL. Board staff exclusively provide workforce services in the satellite centers with service coordination assistance from the One Stop Operator.

(b) Provide the effective date and end date that workforce services will be provided, as defined in the current executed agreement between the LWDB and the provider of workforce services.

The current executed contract renewal with the One Stop Operator, Gulf Coast State College has an effective date of July 1, 2021, and the end date of June 30, 2025. The One Stop Operator also provides workforce services in this LWDA.

(c) Identify and describe which career services are provided by the selected one-stop operator, if any.

The One Stop Operator is charged with coordinating the provision of or referral to workforce services, including basic career services, individualized career services, and follow-up services listed below. Some of these services are provided by the Operator's staff, some by Florida Commerce staff, and some by board staff members.

Basic Career Services

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs; **One Stop Operator Staff**
- Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop center. **One Stop Operator, Wagner Peyser, JVSG (for those appropriate to veterans) and Board**
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs; **One Stop Operator, Wagner Peyser, JVSG and Board**
- Labor exchange services, including—**One Stop Operator, Board Staff, Wagner-Peyser, JVSG-(for those appropriate to veterans)**
  - Job search and placement assistance, and, when needed by an individual, career counseling, including provision of information on in-demand industry sectors and occupations and provision of information on nontraditional employment; and
  - Recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when

appropriate, other workforce development programs; **One Stop Operator, Board Staff, Wagner-Peyser, JVSG-(for those appropriate to veterans)**

- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including—
  - o Job vacancy listings in labor market areas; **Wagner-Peyser, Board, JVSG-(for those appropriate to veterans)**
  - o Information on job skills necessary to obtain the vacant jobs listed; and **Board, Wagner- Peyser, JVSG (for those appropriate to veterans), One Stop Operator**
  - o Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
  - o Provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers; **Board Staff**
- Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system; **Board Staff, One Stop Operator**
- Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: Child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for TANF, and other supportive services and transportation provided through that program; **Board Staff, One Stop Operator**
- Provision of information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. "Meaningful assistance" means: **Board Staff, One Stop Operator, Wagner-Peyser**
  - o Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
  - o Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.-**Board Staff, One Stop Operator**

Individualized Services

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—**Board Staff, One Stop Operator,**
  - o Diagnostic testing and use of other assessment tools; and
  - o In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
  - o Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers;
- Group counseling; **Board Staff, One Stop Operator**
- Individual counseling; **Board Staff, One Stop Operator**
- Career planning; **Board, JVSG-(for those appropriate to veterans), One Stop Operator**
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct

services to prepare individuals for unsubsidized employment or training; **Board Staff, One Stop Operator, Wagner Peyser**
- Internships and work experiences that are linked to careers; **Board Staff, One Stop Operator,**
- Workforce preparation activities; **Board Staff, One Stop Operator, Wagner Peyser**
- Financial literacy services; **Board Staff, One Stop Operator**
- Out-of-area job search assistance and relocation assistance; and **Board Staff**
- English language acquisition and integrated education and training programs. **Referral by all Staff**

Follow-up Services

- Follow-up services are types of job retention services offered and/or provided for Adults and Dislocated Workers when placed in unsubsidized employment for up to 12 months after the first day of employment. **Board Staff**
- Follow up Services for Youth, enable completers to achieve a level of self-sufficiency to ensure job retention, wage gains, postsecondary education and training progress, and continue life-long learning. Follow-up services are offered and provided for up to 12 months after completion of participation. **Board Staff**

o In addition, TANF agencies must identify employment services and related support being provided by the TANF program (within the local area) that qualify as career services and ensure access to them via the local one-stop delivery system. **Board Staff**

(d) Identify and describe which career services are provided by the designated provider of workforce services (except training services).
Please see answer above with the staff who provided denoted.

(e) If the LWDB serves as the provider of workforce services (except training services), provide the last date the CareerSource Florida Board of Directors granted approval to the LWDB to serve in this capacity and the approved duration.

CareerSource Florida Board of Directors approved CareerSource Gulf Coast to be a Provider of Direct Services on June 7, 2023. The duration of the approval is **July 1, 2023, through June 30, 2026**

(6) Youth Service Provider

(a) Provide the name of the entity or entities selected to provide youth workforce investment activities (youth program services) and, if the entity was competitively procured, the term through which the entity is contracted to provide these services (Administrative Policy 120 Youth Service Provider Selection).

Due to a dramatic loss of funding as of July 1, 2024, CareerSource Gulf Coast has decreased its staffing for youth services. We non-renewed a contract with Gulf Coast State College who had previously been contracted to operate youth services, due to the program only having one Career Manager. CareerSource Gulf Coast was already providing youth services in our rural counties directly and absorbed the one case manager position from the previous contract.

(b) Provide the effective date and end date that youth services will be provided, as defined in the current executed agreement between the LWDB and the provider of youth services.

Not applicable, see above.

(c) Describe the steps taken to ensure a competitive process for the selection of the youth service provider(s) in the local area, if the LWDB does not provide these services.

Not applicable since CareerSoruce Gulf Coast is the direct provider of youth services.

(d) Describe the roles and responsibilities the LWDB has identified and assigned to the youth service provider.

Not applicable since CareerSoruce Gulf Coast is the direct provider of youth services.

(e) Describe any additional criteria[5] the LWDB has established to ensure providers are best positioned to deliver required youth program elements resulting in strong outcomes for youth participants are used, if applicable.

Not applicable

(f) Identify and describe the youth program element(s) provided by each provider.

CareerSource Gulf Coast is the direct provider of youth services in the region and makes all 14 program elements available to participants including tutoring; alternative secondary school services; paid and unpaid work experiences, which include: summer and year-round employment opportunities, pre-apprenticeship programs, internships and job shadowing, and on-the-job training; occupational skill training; education offered concurrently with workforce preparation and training; leadership development opportunities; supportive services; mentoring; follow-up services; comprehensive guidance and counseling; financial literacy education; entrepreneurial skills training; services that provide labor market and employment information; and postsecondary education and training preparation activities.

(7) Career Center Staff

(a) List the position title and number of positions that are considered as local county or municipality employees.

Not applicable

Analysis of Need and Available Resources

The local plan must describe strategic planning elements, including:
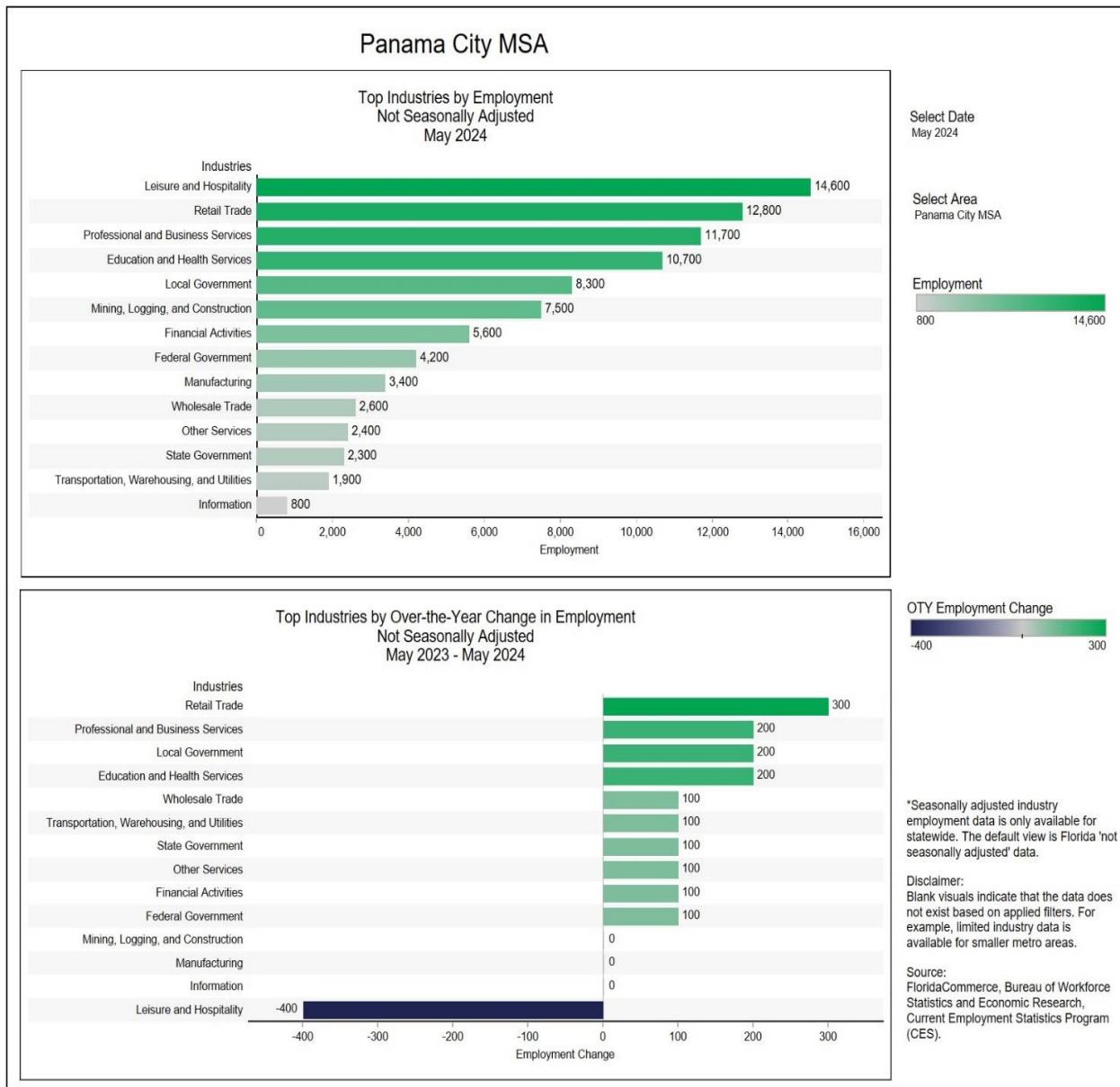
(1) A regional analysis of:

(a) Economic conditions including existing and emerging in-demand industry sectors and occupations (20 CFR 679.560(a)(1)(i)); and

Local Workforce Development Area Four (LWDA 4), located in Northwest Florida includes three

counties: Bay, Gulf, and Franklin. The Panama City MSA is the only metropolitan statistical area in the region and incorporates Bay and a portion of Gulf County. Even though a portion of Gulf County is included in the Panama City MSA, Gulf County is considered rural along with Franklin County. In 2023, the region had a population of 217,296, an increase of 1.4% since 2018, growing by 2,910. Population is expected to increase by 8.6% between 2023 and 2028, adding 18,712. From 2018 to 2023, jobs increased by 3.3% in the region from 96,841 to 100,000. This change fell short of the national growth rate of 4.3% by 1.0%. As the number of jobs increased, the labor force participation rate increased from 57.8% to 58.6% between 2018 and 2023. Concerning educational attainment, 17.0% of the selected regions' residents possess a bachelor's degree (4.2% below the national average), and 11.3% hold an associate's degree (2.5% above the national average). In May 2024, the top industry sectors were Leisure and Hospitality, Retail Trade, and Professional and Business Services. See the chart below for employment by industry breakdown.

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Existing Industry Sectors

Panama City MSA

Top Industries by Employment
Not Seasonally Adjusted
May 2024

Industries	Employment
Leisure and Hospitality	14,600
Retail Trade	12,800
Professional and Business Services	11,700
Education and Health Services	10,700
Local Government	8,300
Mining, Logging, and Construction	7,500
Financial Activities	5,600
Federal Government	4,200
Manufacturing	3,400
Wholesale Trade	2,600
Other Services	2,400
State Government	2,300
Transportation, Warehousing, and Utilities	1,900
Information	800

Select Date
May 2024

Select Area
Panama City MSA

Employment
800 — 14,600

Top Industries by Over-the-Year Change in Employment
Not Seasonally Adjusted
May 2023 - May 2024

Industries	Employment Change
Retail Trade	300
Professional and Business Services	200
Local Government	200
Education and Health Services	200
Wholesale Trade	100
Transportation, Warehousing, and Utilities	100
State Government	100
Other Services	100
Financial Activities	100
Federal Government	100
Mining, Logging, and Construction	0
Manufacturing	0
Information	0
Leisure and Hospitality	-400

OTY Employment Change
-400 — 300

*Seasonally adjusted industry employment data is only available for statewide. The default view is Florida 'not seasonally adjusted' data.

Disclaimer:
Blank visuals indicate that the data does not exist based on applied filters. For example, limited industry data is available for smaller metro areas.

Source:
FloridaCommerce, Bureau of Workforce Statistics and Economic Research, Current Employment Statistics Program (CES).

Emerging Industry Sectors

NAICS Code	NAICS Title	Employment			
		2023	2031	Growth	Percent Growth
611	Educational Services	646	825	179	27.7
492	Couriers and Messengers	388	492	104	26.8
452	General Merchandise Stores	2,884	3,531	647	22.4
321	Wood Product Manufacturing	201	245	44	21.9
532	Rental and Leasing Services	564	680	116	20.6
454	Nonstore Retailers	191	229	38	19.9

444	Building Material & Garden Supply Stores	1,364	1,626	262	19.2
541	Professional and Technical Services	5,577	6,568	991	17.8
522	Credit Intermediation & Related Activity	1,466	1,723	257	17.5
442	Furniture and Home Furnishings Stores	588	691	103	17.5
523	Financial Investment & Related Activity	262	305	43	16.4
561	Administrative and Support Services	4,809	5,534	725	15.1
339	Miscellaneous Manufacturing	195	224	29	14.9
488	Support Activities for Transportation	443	507	64	14.4
332	Fabricated Metal Product Manufacturing	168	192	24	14.3
621	Ambulatory Health Care Services	5,160	5,895	735	14.2
531	Real Estate	2,606	2,977	371	14.2
562	Waste Management and Remediation Service	766	866	100	13.1
237	Heavy and Civil Engineering Construction	1,467	1,644	177	12.1

This table includes industries with a minimum of 150 jobs in 2023.
Source: Florida Commerce, Bureau of Workforce Statistics and Economic Research, Occupational and Industry Employment Projections, 2023-2031

Existing In-Demand Occupations

		Employment			
SOC Code	**SOC Title**	**2023**	**2031**	**Percent Growth**	**2022 Median Wage ($)***
41-2031	Retail Salespersons	3,982	4,490	12.8	
53-7065	Stockers and Order Fillers	1,633	1,904	16.6	15.46
35-3023	Fast Food and Counter Workers	2,556	2,765	8.2	11.18
37-3011	Landscaping and Groundskeeping Workers	1,143	1,332	16.5	14.48
11-1021	General and Operations Managers	1,824	1,987	8.9	36.23
49-9071	Maintenance and Repair Workers, General	1,630	1,787	9.6	17.15
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1,302	1,458	12.0	13.24
29-1141	Registered Nurses	1,486	1,639	10.3	35.55
47-2061	Construction Laborers	1,619	1,769	9.3	16.74
31-9092	Medical Assistants	624	751	20.4	16.93
13-1111	Management Analysts	627	730	16.4	38.15
53-3032	Heavy and Tractor-Trailer Truck Drivers	1,127	1,222	8.4	20.67
41-1011	First-Line Supervisors of Retail Sales Workers	1,466	1,558	6.3	20.85
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	786	877	11.6	15.00
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	1,131	1,216	7.5	17.32

*Hourly wages
Source: Florida Commerce, Bureau of Workforce Statistics and Economic Research, Occupational and Industry Employment Projections, 2023-2031

Emerging Occupations

SOC Code	SOC Title	Employment		
		2023	**2031**	**Percent Growth**
29-1171	Nurse Practitioners	123	180	46.3
29-1071	Physician Assistants	75	101	34.7
11-9111	Medical and Health Services Managers	231	295	27.7
29-1126	Respiratory Therapists	78	97	24.4
13-2072	Loan Officers	348	427	22.7
11-3031	Financial Managers	248	303	22.2
29-2056	Veterinary Technologists and Technicians	93	113	21.5
31-2021	Physical Therapist Assistants	85	103	21.2
13-1161	Market Research Analysts and Marketing Specialists	259	312	20.5
31-9092	Medical Assistants	624	751	20.4
25-9045	Teaching Assistants, Except Postsecondary	145	174	20.0
17-3011	Architectural and Civil Drafters	78	93	19.2
37-1012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	198	235	18.7
29-1127	Speech-Language Pathologists	95	112	17.9
11-3021	Computer and Information Systems Managers	109	128	17.4
53-7081	Refuse and Recyclable Material Collectors	132	155	17.4

Source: Florida Commerce, Bureau of Workforce Statistics and Economic Research, Occupational and Industry Employment Projections, 2023-2031

(b) The employment needs of employers in existing and emerging in-demand industry sectors and occupations[5] (20 CFR 679.560(a)(1)(ii)).

To meet the needs of employers in demand industry sectors, CareerSource Gulf Coast and its educational partners work closely together to determine the needs of employers and how to translate those needs into the training of potential employees or employed workers. The CareerSource Gulf Coast Business Services Team regularly reaches out and meets with employers in demand industries to identify both short term and long-term needs and solutions. Area training institutions have advisory boards made up of representatives from the relevant sectors and also host ad hoc groups for growth sectors such as manufacturing and defense contracts. Lastly, CareerSource Gulf Coast meets quarterly with the Education and Industry Consortium. During these meetings, CareerSource Gulf Coast facilitates discussions around talent pipeline, workforce needs, and training offerings. These relationships have and continue to guide the development of training. The tables below detail the employment needs of our existing in-demand industries and occupations as well as our emerging industries and occupations.

Employment Needs for Existing In-Demand Industries

Industry Sector	Top Skills Needed	Top Software Skills	Top Occupations Needed
Leisure and Hospitality	Restaurant operation, housekeeping, food safety, cooking	Operating systems, MS Excel, MS Word, MS Word	Food service managers, fast food workers, first line supervisors, waiters and waitresses, maids
Retail Trade	Merchandising, cash register, loss prevention, selling techniques, cash handling	MS Office, MS Excel, MS Outlook, Inventory Management System, MS Word	Retail salesperson, first line supervisor of retail sales workers, customer service representatives, cashiers
Professional & Business Services	Project management, construction, cyber security, nursing, auditing	MS Office, MS Excel, MS PowerPoint, MS Outlook, Operating Systems	Registered nurse, MRI technologist, security guards, civil engineers, computer occupations
Education & Health Services	Nursing, CPR, nursing care, acute care, pediatrics, medical records, rehabilitation	MS Office, MS Excel, MS Outlook, MS PowerPoint, Dentrix	Registered nurse, LPN nurse, health technologist, physical therapists, occupational therapist
Local Government	Nursing, merchandising, CPR, project management, marketing	MS Office, MS Excel, MS Word, MS Outlook, MS PowerPoint, Operating Systems	Registered nurse, retail sales, first line supervisors, heavy and tractor trailer truck drivers, customer service representatives

Employment Needs for Emerging in Demand Industries

Industry Sector	Top Skills Needed	Top Software Skills	Top Occupations Needed
Educational Services	Criminal corrections, medical records, nursing, curriculum development, psychology	MS Office, MS Excel, Laboratory Managment System, Learning Management System	Post secondary teachers, secretaries, medical and health service managers, child, family social workers, registered nurse
Couriers and Messengers	Warehousing, human relations movement, package delivery, vehicle inspections	MS Office, MS Excel, MS Word, MS Outlook, MS PowerPoint,	Laborers and freight movers, driver/sales workers, heavy and tractor trailer truck drivers, facilities manager, couriers and messengers
General Merchandise Stores	Merchandising, cash register, stocking merchandise, visual merchandising	Enterprise application software, MS Office, HTML, Inventory Control System	First line supervisor of retail workers, retail salesperson, sales representative, cashiers, stockers and order fillers
Wood Product Manufacturing	General mathematics,	MS Office, MS Excel, customer	Truck drivers, material handler, sales representative,

	material handling, development environment, vehicle inspections	relationship software, MS Word, GIS software	load builder, customer service representative.
Rental and Leasing Services	Data entry, vehicle inspection, invoicing, windshield, automotive detailing	MS Office, MS Excel, MS Outlook, Warehouse management systems	Counter and rental clerks, cleaners of vehicles, heavy and tracker trailer truck drivers, customer service representatives, automotive mechanics

Employment Needs for Emerging In-Demand Occupations			
Occupation	**Top Skills Needed**	**Top Software Skills**	**Top Education Needed**
Nurse Practitioners	Nursing, medical records, primary care, hospice, patient education and counseling	Patient management software, MS Outlook, medical software, MS SharePoint	Nurse Practitioner (APRN-CNP)
Physician Assistants	CPR, health assessment, orthopedics, physical therapy medical records	MS Outlook, medical software, patient record software, teleconferencing software	Physician Assistant Certified (PA-C)
Medical and Health Services Managers	Nursing, quality improvement, CPR, home health, auditing	Accounting software, medical software, project management software, document management storage	Bachelor's Degree
Respiratory Therapists	Respiratory therapy, respiratory care, CPR, medical ventilators, patient education	Scheduling software, MS Office, medical software,	Registered Respiratory Therapist (RRT)
Loan Officers	Loans, mortgages loans, underwriting, loan origination, loan closing	MS Office, MS Excel, MS Word, MS Access, Customer Relationship Management software	Bachelor's Degree

(2) An analysis of the knowledge and skills, including credentials and licenses, needed to meet the employment needs of the employers in the local area, including employment needs in in- demand industry sectors and occupations (WIOA § 108(b)(1)(B) and 20 CFR 679.560(a)(2)).

CareerSource Gulf Coast analyzed the knowledge and skills needed to meet the employment needs of local businesses from April 2023 to June 2024. Based on that research, the region's top specialized skills, common skills, software skills, and qualifications are listed below for all industries are listed below. In addition, a breakdown of the required educational level and experience level is also provided. Specific skills needed for in-demand industries and

occupations are listed in the tables above CareerSource Gulf Coast analyzed the knowledge and skills needed to meet the employment needs of the employers in the region from April 2023 to June 2024. Based on that research, the region's top specialized skills, common skills, and qualifications are listed below for all industries are listed below. Specific skills needed for in-demand industries and occupations are listed in the tables above.

Top Specialized Skills	Common Skills	Software Skills
• Nursing • Merchandising • CPR • Project Management • Marketing • Construction • Restaurant Operation • Selling Techniques • Nursing Care • Housekeeping	• Communication • Customer Service • Management • Sales • Operations • Leadership • Detail Oriented • Lifting Ability • Planning • Problem Solving	• Microsoft Office • Microsoft Excel • Microsoft Outlook • Microsoft PowerPoint • Microsoft Word • Operating Systems • Microsoft Access • AutoCAD • Microsoft SharePoint

Top Qualifications Listed in Job Postings
- Valid Driver's License
- Registered Nurse (RN)
- Basic Life Support (BLS) Certification
- CPR Certification
- Secret Clearance
- Security Clearance
- American Red Cross (ARC) Certification
- Licensed Practical Nurse (LPC)

Educational Requirements Listed in Job Postings

Education Level	% of Total
No Education Listed	54%
High School Diploma or GED	23%
Associate's degree	9%
Bachelor's degree	18%
Master's degree	5%
Ph.D or professional degree	1%

Experience Level Listed in Job Postings

Experience Level	% of Total
No Experience Listed	62%
0-1 Year	16%
2-3 Years	12%
4-6 Years	7%
7-9 Years	1%
10+ Years	1%

(3) An analysis of the workforce in the regional area, including current labor force employment and unemployment data, information on labor market trends, the educational and skill levels of the workforce, including individuals with barriers to employment and current skill gaps (WIOA § 108(b)(1)(C) and 20 CFR 679.560(a)(3)).

Current Labor Force

The unemployment rate in the CareerSource Gulf Coast region (Bay, Franklin, and Gulf counties) was 3.3 percent in June 2024. This rate was 0.5 percentage point greater than the region's year ago rate of 2.8 percent. The region's June 2024 unemployment rate was 0.2 percentage point lower than the state rate of 3.5 percent. The labor force was 100,446, down 1,177 (-1.2 percent) over the year. There were 3,267 unemployed residents in the region.

Area	Labor Force	Employed	Unemployed	Unemployment Rate
CareerSource Gulf Coast	100,446	97,179	3,267	3.3%
Florida	11,053,000	10,665,000	388,000	3.5%

Labor Market Trends

The CareerSource Gulf Coast labor force continues to fluctuate during the year based on the seasonal job market factors. The labor force is the highest during the summer months coincides with peak tourism season while it is at its lowest during the winter months, the slower tourism months. Another factor in the labor market is the high concentration of military veterans. LWDA is home to two military installations – Tyndall Air Force Base and Naval Support Activity – Panama City.

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Source:
FloridaCommerce, Bureau of Workforce Statistics and Economic Research, Local Area Unemployment Statistics (LAUS).
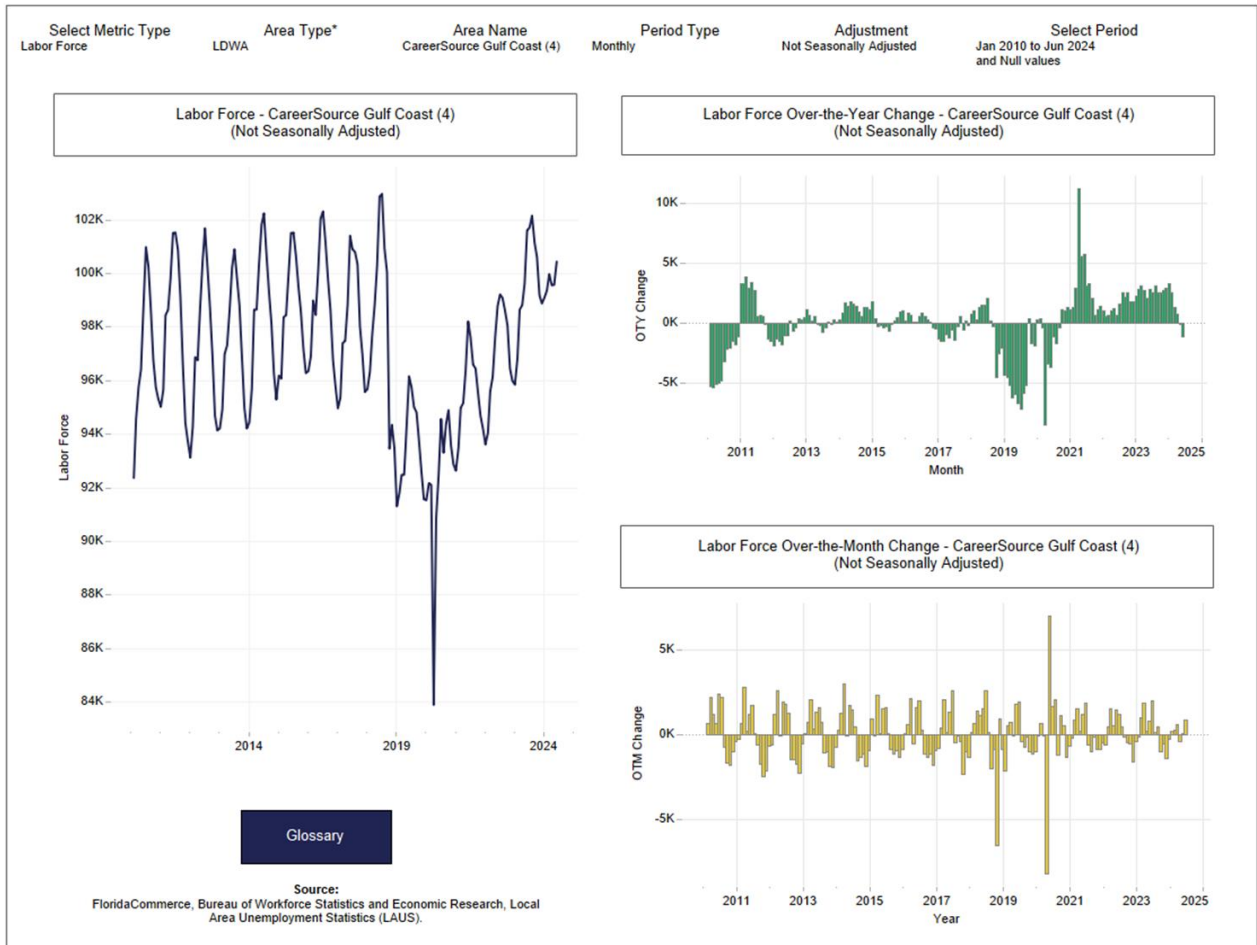
Educational Attainment

Concerning educational attainment, the most common educational attainment in the region was a High School Diploma at 28.2%, followed by some college at 22.9%, and then a bachelor's degree 17.0%, an associate's degree at 11.3%, and graduate degree or higher at 9.7%.

	% of Population	Population
Less than 9th Grade	3.6%	5,640
9th Grade to 12th Grade	7.3%	11,390
High School Diploma	28.2%	44,256
Some College	22.9%	35,909
Associate's Degree	11.3%	17,785
Bachelor's Degree	17.0%	26,612
Graduate Degree and Higher	9.7%	15,268

Barriers to Employment

CareerSource Gulf Coast considers the following barriers to employment: American Indian or Alaskan Native, Individuals with disabilities, Current or former foster care youth, Long-term unemployed 27+ consecutive weeks, Displaced homemakers, Low-income individuals, Eligible

migrant and seasonal farmworkers, Native Hawaiian or Other Pacific Islander, English language learners individuals with low levels of literacy or facing substantial cultural barriers, Older individuals (55+), Exhausting Temporary Assistance for Needy Families (TANF) within two years – Part A Title IV of the Social Security Act, Reemployment Assistance Program claimants, Ex-Offenders, Single parents including single pregnant women, Homeless individuals or runaway youth, Veterans. Below is data from the three-county region from the US Census Bureau.

US Census Bureau Quick Facts	Franklin County, Florida	Gulf County, Florida	Bay County, Florida
Population estimates, July 1, 2023, (V2023)	12,594	15,693	190,769
Population, percent change - April 1, 2020 (estimates base) to July 1, 2023, (V2023)	1.10%	10.50%	8.90%
Population, Census, April 1, 2020	12,451	14,192	175,216
Population, Census, April 1, 2010	11,549	15,863	168,852
Persons under 5 years, percent	3.80%	3.70%	5.60%
Persons under 18 years, percent	14.90%	16.40%	21.20%
Persons 65 years and over, percent	28.10%	23.20%	18.50%
Female persons, percent	46.60%	45.20%	50.40%
White alone, percent	86.30%	82.10%	81.10%
Black or African American alone, percent	10.00%	13.90%	11.90%
American Indian and Alaska Native alone, percent	0.90%	0.80%	0.80%
Asian alone, percent	0.60%	0.70%	2.40%
Native Hawaiian and Other Pacific Islander alone, percent	0.10%	Z	0.20%
Two or More Races, percent	2.10%	2.60%	3.60%
Hispanic or Latino, percent	5.60%	5.20%	9.30%
White alone, not Hispanic or Latino, percent	81.60%	77.60%	73.30%
Veterans, 2018-2022	1,020	1,360	19,979
Foreign born persons, percent, 2018-2022	3.70%	3.40%	7.30%
Households, 2018-2022	4,761	5,648	74,678
Persons per household, 2018-2022	2.25	2.19	2.39
Living in same house 1 year ago, percent of persons age 1 year+, 2018-2022	82.40%	77.30%	80.70%
Language other than English spoken at home, percent of persons age 5 years+, 2018-2022	6.40%	6.00%	9.40%
Households with a computer, percent, 2018-2022	91.60%	92.60%	95.90%
Households with a broadband Internet subscription, percent, 2018-2022	84.40%	83.30%	90.40%

High school graduate or higher, percent of persons age 25 years+, 2018-2022	80.40%	85.70%	90.40%
Bachelor's degree or higher, percent of persons age 25 years+, 2018-2022	21.00%	21.40%	26.60%
With a disability, under age 65 years, percent, 2018-2022	16.80%	17.40%	15.00%
Persons without health insurance, under age 65 years, percent	19.70%	14.10%	13.70%
In civilian labor force, total, percent of population age 16 years+, 2018-2022	44.60%	42.30%	59.90%
In civilian labor force, female, percent of population age 16 years+, 2018-2022	47.20%	47.30%	56.20%
Mean travel time to work (minutes), workers age 16 years+, 2018-2022	21	24.1	24.4
Median household income (in 2022 dollars), 2018-2022	$58,107	$56,250	$65,999
Per capita income in past 12 months (in 2022 dollars), 2018-2022	$31,433	$30,011	$36,868
Persons in poverty, percent	18.10%	18.00%	11.90%

(4) An analysis of the workforce development activities, including education and training, in the local area. This analysis must include the strengths and weaknesses of workforce development activities and the capacity to provide workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers (WIOA § 108(b)(1)(D) and (20 CFR 679.560(a)(4)).

CareerSource Gulf Coast is dedicated to serving employers and job seekers in the area and provides a wide range of workforce development services including basic career, individualized, follow-up, and training services. CSGC, its service providers, or partners deliver all WIOA Adult/Dislocated Worker/Youth, TAA, TANF, SNAP, Wagner Peyser, MSFW, Reemployment, and Jobs for Veterans State Grant activities and services throughout the region. CSGC maintains an excellent relationship with local economic development and business organizations. These relationships, coupled with long-term partnerships with Gulf Coast State College, Haney Technical College, Florida State University – Panama City, and the local school districts allow us to broker education and training opportunities to meet workforce needs. From a perspective of strengths, our education partners are led by people with vision and an understanding that flexibility is key to meeting the training needs of a changing economy. The LWDA consists of a labor force where over 66% of the labor force falls in the prime working of age group (between 25 54) and provides a workforce capable of being trained to meet the needs of industry change.

As for weaknesses, the LWDA's cost of living has increased over the last five years post Hurricane Michael while average wages for most occupations are lower than both state and national averages. The LWDA strives to overcome this by working closely with our economic development partners and existing businesses to assist with recruitment and training efforts that

make them more productive/competitive. Over the last two years, the LWDA has increased the number of work-based learning activities for WIOA participants and has increased efforts to educate local companies on apprenticeships. As part of that the LWDA also maintains close partnerships with other community organizations in order to refer individuals for additional assistance when needed (food, housing, childcare, etc.). Recently, the LWDA started using Crosswalk, a platform to assist with receiving and issuing referrals with partners.

Another challenge for the LWDA is that two of the three counties are rural. As with most rural areas, access to community/social services is limited. The LWDA has established satellite centers in each of rural counties and allows local residents to use it as a community resource center in addition to getting workforce services. For instance, in Gulf County there isn't a local office for Department of Children and Families, so residents can come to the office in Port St. Joe to apply for public benefits instead of having to drive to Panama City.

Local Workforce Development Board Strategic Vision and Goals

Local plans describe how LWDBs implement strategies that help Floridians secure good jobs while providing employers with the skilled workers needed to compete in the global economy. Local strategies must prioritize employment, emphasize education and training, and ensure LWDBs are responsive to Florida employers' demand for qualified workforce talent.

(1) **Describe the LWDB's strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on primary indicators of performance described in WIOA § 116(b)(2)(A) and (20 CFR 679.560(a)(5)).**

The strategic vision of CareerSource Gulf Coast (CSGC) is to develop strong partnerships that result in the development of a globally competitive workforce. Our goals are to:
- Create and sustain a network of partners to provide a guiding force for community prosperity through education, training, developing an economic climate for growing businesses and jobs, and supporting the success of our youth.
- Provide the very best service to every customer every day.
- Create strong connections between Veterans and our business community.
- Facilitate the creation and operation of community-based initiatives that support CareerSource Gulf Coast's goals.
- Partner to create a globally competitive workforce.

The primary indicators of performance under WIOA tie neatly to the details of CSGC's strategy to support regional economic growth and economic self-sufficiency.
1. Percentage of participants in unsubsidized employment in the second quarter after program exit.
2. The percentage of program participants found in unsubsidized employment in the fourth quarter after program exit.
3. The median earnings of participants referenced in (1), (Youth and Adults/DW).
4. The percentage of Youth participants who obtain a recognized post-secondary credential, secondary school diploma, or recognized equivalent while participating or within a year of exit (secondary credential only counts towards performance if the participant is found in employment, training leading to a post-secondary credential);

5. Percentage of Youth participants in a program year who are participating in an education/training program (leading to credential or employment) who are achieving measurable skill gains.
6. Percentage of Youth participants found in education, training, or employment during the second and fourth quarters after exit (2 measures) and
7. Effectiveness of services to employers: Employers penetration rate. For Florida's Continuous Improvement Performance Program, this is defined as the number of businesses that receive "high value" services.

(2) Taking into account the analyses described in (1) through (4) in Section B. Analysis of Need and Available Resources above, describe the local area's strategy to work with entities that carry out the core programs and combined state plan partner programs to align resources available to the local area, to achieve the strategic vision and goals described in number (1) above (20 CFR 679.560(a)(6)).

CareerSource Gulf Coast (CSGC) has been responsible for conducting four of the six core programs listed in Section 116 (a) (3) (A)(II), WIOA for many years now. We believe that we can accomplish much more with partners than we ever can on our own. CSGC consistently collaborates with partners in Vocational Rehabilitation, Adult Education, and Literacy Programs. CSGC works closely with both Gulf Coast State College and Haney Technical College for training that includes both Adult Basic Education and occupational skills training. In the past, CSGC partnered with the Arc of the Bay to establish a Culinary Institute through funds provided for special projects, and the Institute is now an approved training provider for Vocational Rehabilitation. Representatives from some of the organizations are CareerSource Gulf Coast Board members. We are serious about aligning resources to achieve our shared vision and goals in LWDA.

We have met with our local Vocational Rehabilitation partners and have executed an MOU/IFA. We are working through new and better referral processes including using platforms like Crosswalk to ensure a seamless transition for clients without duplication of services. We have close connections to our Adult Education partners. All three school superintendents who oversee the Adult Education and Literacy programs for this region are rotating members on our board and we often sponsor students into their programs. Gulf Coast State College is currently the One Stop Operator for the region and works closely with board staff as well as FL Commerce staff to provide focused services through our collective team at the center. Customers visiting the One Stop Centers have no idea that the staff are all paid by different entities. Information and referrals to the Senior Worker Program are available at all of our one-stop centers. Welfare Transition and SNAP services are located in the comprehensive center and work closely with center staff to provide job search assistance or training to their clients. The Tri County Community Action Agency has staff rotate at the center orienting their clients to our services and providing services to client referrals.

We have devices provided for those who are hearing, and vision impaired in the center through our partnership with the Division of Blind Services. Finally, our board offices are located on the Campus of Gulf Coast State College where we are co-located with our regional and County Economic Development partners. We are included in meetings with business prospects to present the wide array of services that we offer to businesses and job seekers. Finally, we have close partnerships with Local Elected Officials and Business Communities. Each county we serve has slightly different needs and our Local Elected Officials help guide us to their priorities for the citizens of our communities in terms of workforce-related programs and services.

(3) Describe the LWDB's strategies to work with core and combined partners to contribute to the following statewide goals:

(a) Increase local labor force participation.
CSGC uses the following strategies to increase local labor participation:
- o Build strong partnerships by scheduling regular meetings with partners to discuss strategies, progress, and challenges and involve partners in planning and events to ensure alignment and buy-in.
- o Leverage data and labor market information by sharing data on economic indicators, the job market, performance data, and other relevant metrics.
- o Performs outreach efforts to identify and target underrepresented groups in the labor force and to reach potential participants, especially those in underserved communities.

(b) Ensure local jobseekers and employees aged 25-70 have a credential of value
CSGC uses the following strategies to ensure jobseekers and employers have a credential of value:
- o Builds awareness of career pathways and the value of credentials through outreach efforts.
- o Provides information at employment and community workshops about available training programs and the benefits of obtaining credentials of value.
- o Highlights success stories of individuals who have attained credentials and advanced in their careers.
- o Works with partners to promote stackable credentials that allow individuals to build on their education and training over time.
- o Seeks grant opportunities and funding sources to support the development and expansion of training/credentialing programs.

(c) Median wages greater to or equal to 75% of the median hourly wage in Florida.
CSGC uses the following strategies to help increase median wages to at least 75% of the median hourly wage in Florida.
- o Funds training in high demand high wage jobs
- o Educates the community including underserved populations on career pathways and stackable credentials.
- o Collaborates with economic development partners to recruit and retain employers that pay above 75% of median wages in Florida.
- o Coordinates and funds work experience for youth and dislocated workers in high-demand, high-wage jobs/industries.

(d) Increase the second quarter after exit employment rate by 10% for each of the following populations:
   a. **Individuals 55 years and older**
      CSGC uses the following strategies for older workers:
      - o Provides career counseling and referrals to support services to assist with landing and job and keeping a job.
      - o Offers follow-up services to assist with overcoming barriers and increasing job retention rates.
      - o Promotes an age-friendly work environment to employers that value the experience and skills of older workers. This includes workplace accommodations, mentorship programs, and inclusive policies.
      - o Encourages flexibility in the workplace that provides options on part-time work,

job sharing, and or remote work.
- o Promotes services and programs targeting older workers in the community including the Senior Worker Employment Program.

b. **Youth**
CSGC uses the following strategies:
- o Offers career exploration tools and assessments to identify relevant career pathways for youth.
- o Conducts workshops specifically for youth participants to address soft skills, employability, and communication skills.
- o Provides resources and training for digital literacy.
- o Offers financial literacy resources and training.
- o Coordinates paid work experiences based on career pathways.
- o Offers follow up services after exit to assist with job retention.

c. **Individuals receiving SNAP and TANF benefits.**
CSGC uses the following strategies:
- o Career counseling and case management
- o Provision of supportive services and referrals to other community organizations for additional assistance
- o Organizes job fairs and recruitment events to connect individuals with job and higher paying jobs
- o Conducts workshops that provide resources on job search and job retention techniques

d. **Individuals without a high school diploma or speakers of other languages**
CSGC uses the following strategies:
- o Provides information and resources on GED and credit recovery programs.
- o Career counseling and support services
- o Referrals to ESL classes in the community
- o Provides translation and interpretative services to assist with job search.
- o Provides referrals to other community organizations or groups that serve the targeted population and may provide additional services.

e. **Individuals with disabilities**
CSGC uses the following strategies:
- o Provides access to assistive technology and workplace accommodations.
- o Coordinates with community partners for additional services
- o Educate employers on the benefits of hiring individuals with disabilities.
- o Career counseling and case management
- o Provides follow-up services to assist with job retention rates.

(e) Increase the total newly registered apprentices annually.
CSGC utilizes an Apprenticeship Navigator to promote apprenticeships. The Navigator educates businesses, education providers, associations, and other CSGC employees on the value of apprenticeships, and the process. The Navigator serves as the subject matter expert on apprenticeships.

(f) Increase registered apprenticeship programs.

The CSGC Apprenticeship Navigator will serve as the lead for implementing a multi-faceted approach for increasing registered apprenticeships including:

- o Engaging employers and educating them on the benefits of apprenticeship programs. As part of that strategy, the Apprenticeship Navigator will involve the business services team to assist with outreach and education.
- o Fostering partnerships with employers, associations, and educational institutions to align training.
- o Educating and engaging existing CSGC employees about apprenticeships so they can share information with job seekers, community partners, and businesses.
- o Building awareness of apprenticeships by creating outreach material and social media content.

(g) Increase registered pre-apprenticeship programs.

CSGC will deploy the same strategies listed above to promote pre-apprenticeships.

(h) Increase the percentage of 12th-grade secondary career and technical education enrollment.

To increase enrollment of 12th graders in secondary Career and Technical Education (CTE) programs, CSGC deploys different tactics that engage students, parents, educators, and the broader community including:

- o Collaborating with local school districts and their CTE Directors to promote CTE programs in middle and high school and opportunities for dual enrollment.
- o Participating and coordinating community events such as Career Connections, High School Job Fairs, and campus tours to promote CTE programs.
- o Offering career counseling and guidance to youth to help them understand the benefits of the CTE program.

(i) Build a talent pipeline for targeted new and emerging industries of focus by assisting individuals to earn credentials that directly support the sector.

CSGC builds a talent pipeline for targeted new and emerging industries through credentialing by:

- o Obtaining knowledge regarding credentials of value through consistent contact with businesses through onsite visits, chamber functions, and participation in advisory councils and professional associations.
- o Utilizing the Education and Industry Consortium to solicit information on credentials of value.
- o Disseminating that knowledge to educational institutions for new and improved credentialing programs.
- o Funding training and work-based learning opportunities for eligible individuals

Description of Strategies and Program Services

The local plan must address how the LWDB coordinates service delivery with core programs of the Division of Vocational Rehabilitation, the Division of Blind Services and the Division of Career and Adult Education, as well as core and combined state plan partners (described in Introduction Section

C, above) including, but not limited to TANF, SNAP Employment and Training (E&T), JVSG, SCSEP, CSBG programs authorized under the state's unemployment insurance laws (referred to as Reemployment Assistance in Florida), programs authorized under section 212 of the Second Chance Act of 2007, and Housing and Urban Development, where available.

(1) Workforce Development System Description: Describe the local workforce development system, including:

(a) All the programs included in the system; and

CareerSource Gulf Coast (CSGC) is charged with serving Bay, Franklin, and Gulf counties in Florida's northwest. CSGC is focused on creating a globally competitive workforce to facilitate economic development, and to promote prosperity for existing and future business and industry, as well as our communities.

CSGC contracts Job Center services to Gulf Coast State College for our full-service One Stop in Panama City, Florida. Two satellite centers, one in each of our rural counties, are staffed by Board employees. CSGC works closely with service providers and partners to ensure that programs are aligned to the greatest extent possible.

CSGC Workforce System Core Programs include:
- WIOA Adult, Dislocated Worker and Youth Services
- Wagner-Peyser Labor Exchange services
- Jobs for Veterans State Grant (JVSG) including the Local Veteran Employment
- Representative and Disabled Veteran Outreach Program
- National Dislocated Worker Grants
- Welfare Transition (TANF) services
- Supplemental Nutrition Assistance Program
- Trade Adjustment Assistance (TAA)
- Reemployment Assistance and RESEA
- Ticket to Work
- Military Family Employment Advocacy Program

Referral Partnerships are in place for these required partners. In addition, CareerSource Gulf Coast partners with other wide range of agencies to provide or enhance workforce development services including educational institutions, economic development organizations, community-based organizations, local elected officials, faith-based partners, Vocational Rehab, Corrections/Re-entry programs, and local military bases.

(b) How the LWDB supports the strategy identified in the state plan under 20 CFR 676.105 and Chapter 445.003, F.S..

CSGC supports the strategy identified in the state plan under 20 CFR 676.105 and works with entities carrying out core programs and other workforce development programs to ensure service alignment, including programs such as:

   a. The adult, dislocated worker, and youth programs authorized under subtitle B of title I of WIOA and administered by the U.S. Department of Labor (DOL).
   b. The Adult Education and Family Literacy Act (AEFLA) program authorized under title II of WIOA and administered by the U.S. Department of Education (DoE).
   c. The Employment Service program authorized under the Wagner-Peyser Act of 1933, as amended by WIOA Title III and administered by DOL; and

d. The Vocational Rehabilitation program authorized under Title I of the Rehabilitation Act of 1973, as amended by Title IV of WIOA and administered by DoE.

Through this collaboration CSGC offers the following services:

a. Assist students in developing their career pathway to transition into post-secondary education or certifications.
b. Provide support services for eligible students.
c. Advising and job placement assistance for the program graduates.
d. Refer eligible students.
e. Assist with the needs of students with disabilities
f. Provide local, regional, and national workforce data.
g. Provide sponsored workshops and training in industry certifications to eligible students.
h. Assist in the identification of high-skill, high-wage occupations and credentials of value

To ensure participants receive every opportunity to be successful in their job search efforts, career center staff will offer the below services to participants enrolled in a One-Stop system program through direct services or referral where appropriate and allowable:

a. Referral to community resources/other supportive services.
b. Referrals to WIOA and or special programs including the JVSG program.
c. Career guidance and job search assistance.
d. Personalized instruction to prepare for specific job interviews.
e. Occupational training where applicable.
f. Intervene with potential employers on behalf of specific program participants where appropriate.

(c) How the LWDB works with entities carrying out core and combined programs and other workforce development programs, including programs of study authorized under The Strengthening Career and Technical Education for the 21st Century Act (Perkins V) (20 U.S.C. 2301 et seq.) to support service alignment (WIOA § 108(b)(2) and 20 CFR 679.560(b)(1)).

CareerSource Gulf Coast has implemented the following local strategies in support of the state goals:

- The CSGC Board office is located on the campus of Gulf Coast State College's main campus along with the regional economic development organization, Florida's Great Northwest, and the local economic development organization the Bay EDA. This promotes better alignment and coordination. Furthermore, CareerSource Gulf Coast has programmatic staff located on the campus of Haney Technical College, Gulf Coast State College, and the branch campus of Gulf Coast State College Gulf/Franklin Center for improved service integration and alignment.
- CSGC developed and deployed sector strategies that align with both local and regional economic development targeted industry sectors and facilities quarterly meetings with representatives from education and industry to discuss talent needs and related programs offered by the educational institutions.
- CSGC staff are active members of local chambers of commerce and advisory boards for Gulf Coast State College and Haney Technical College. During these meetings, CareerSource Gulf Coast not only provides labor market reports that help drive key decisions but also provides recommendations on resources and ways to leverage/coordinate services. These advisory boards are comprised of businesses and educational partners.
- CSGC actively participates in community meetings that involve multiple core partners such as the Community Alliance and the Continuum of Care to support and coordinate

service alignment.
- CSGC promotes transparency and regularly provides updates to board members, elected officials, and other stakeholders on performance, monitoring, and auditing results. In addition, CareerSource Gulf Coast provides valuable information on services, eligible training providers, performance, etc. on our website.

(2) Adult and Dislocated Worker Employment and Training Activities:

(a) Provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (WIOA §108(b)(7) and 20 CFR 679.560(6)).

CSGC offers employment and training activities in a variety of ways including basic career services, individualized services, and follow-up services.

Basic career services available include:
- Eligibility determinations
- Initial skills assessments including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skill gaps), and support service needs.
- Labor exchange services, including career coaching, career networking, and connecting with employment opportunities.
- Provision of information on programs and services, and program referrals

Individualized Career Services are appropriate for job seekers to obtain or retain employment. These services include:
- Assessments of the skill levels and needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools, in-depth interviewing and evaluation to identify employment barriers and goals.
- Development of an individual employment plan for identifying goals, achievement objectives, and services needed for the career seeker to advance his or her career.
- Training services provided through an ITA or contract
- Career coaching and mentoring.
- Career planning and modeling.
- Short-term pre-vocational services, including the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for the labor market.
- Internships and work experiences linked to careers.
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, training, or employment.
- Financial literacy services.

Follow-up services
Follow-up services are types of job retention services offered and/or provided for Adults and Dislocated Workers when placed in unsubsidized employment. For Youth, Follow-up Services enable completers to achieve a level of self-sufficiency to ensure job retention, wage gains, postsecondary education and training progress, and continue life-long learning. Follow-up services are provided for participants placed in unsubsidized employment, for up to 12 months after the first day of employment or program exit, whichever occurs later.

(b) Provide a description of local policies and procedures for individualized career and training services in the Adult program to give priority to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. 20 CFR 679.560(b)(21)

CSGC has Procedural Instruction 11 that provides information on priority groups as described under WIOA PL 113-128 Sec. 134 (c) (3) (E) receive priority access to services. Under this procedural instruction, all CSGC staff and service providers shall use programs operated by the workforce system (i.e., LVER, DVOP, Military Spouse, Welfare Transition and Supplemental Nutrition Assistance Program ABAWD services) to recruit individuals to access priority to Individualized Career and Training Services. Priority status should be recorded and documented in the eligibility process for receipt of these services.

CSGC cannot predict the level at which individuals will access services; service providers are directed to perform outreach to relevant providers in the workforce system and through partners that provide services to the Priority Groups.

Order of Priority:
1. Veterans and Eligible Spouses who fall within one of WIOA's Priority Groups.
2. Non-covered persons who fall within one of WIOA's Priority Groups.
3. Veterans and Eligible Spouses who do not fall within one of WIOA's Priority Groups
4. Other individuals who do not meet the statutory priority but are identified as priority populations established by the Governor or local board priorities.
5. Non-covered persons who fall outside of WIOA's Priority Groups but within locally established program eligibility requirements.

The procedural instructions define WIOA priority groups as recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

(3) Training Services: Describe how training services outlined in WIOA section 134 are provided, including:

(a) A description of the process and criteria for issuing ITAs, including a description of any ITA limitations established by the LWDB and a description of any exceptions to the use of ITAs.

Individual Training Accounts (ITA) are used for training WIOA Adult and Dislocated Workers and may also be used for WIOA youth as appropriate. An individual found eligible for training in an in-demand occupation with an approved training program is given an ITA to use for those costs. The amount on the ITA is updated for each new training period. The limit established on ITA's (the "cap") is $6,000 per program of training, which may be exceeded with the approval of the Deputy Director.

Exceptions to the use of an ITA are work-based learning (internships/work experience, transitional jobs, and pre-apprenticeships) and work-based training (On-the-Job training, customized training, incumbent worker training, and registered apprenticeship. Work-based learning services are provided under a contract and worksite agreement.

(b) If contracts for training services are used, how is the use of such contracts coordinated with the use of ITAs.

At CareerSource Gulf Coast contracts are currently only used for work-based training and not connected to ITAs.

(c) How the LWDB will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (WIOA §108(b)(19) and 20 CFR 679.560(18)).

CSGC emphasizes customer choice. The eligible training provider list is posted on the CareerSourceGC.com website along with the Demand Occupations list. In addition, CSGC staff educates customers on how to use Employ Florida to search for training programs including those on the eligible training provider list, and research cost and performance information on those training programs.

(d) How the LWDB ensures training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate (WIOA §134(c)(3)(G)(iii)). Include strategic or other policies that align training initiatives and Individual Training Accounts (ITAs) to sector strategies and demand occupations (WIOA §134(d)(1)(A)(ix)(II)(aa)).

CareerSource Gulf Coast (CSGC) staff receive the Regional and State Demand Occupations list annually from the Florida Commerce. Staff compare the regional list with locally available training programs, historical employment needs, and employer requests. Board staff revises the list based on in-demand industry sectors, availability of local training programs, number of local openings, and historically (locally) low-paying occupations. After performing these proposed edits, staff provide the draft Regional Demand Occupations List as well as the Statewide Demand Occupations List to the Board. Members review and request additional information, sometimes suggesting additions to the list themselves. Staff research the latter and bring the proposed list back to the Board for discussion and final approval. Board Policies #6 and #44 address Demand Occupational Training and the Eligible Training Provider List.

Text from Board Policy #6. Demand Occupations

The Board will utilize the Regional Demand Occupations List, provided by the Bureau of Workforce Statistics and Economic Research to verify demand occupations. Annually, FL COMM compiles and releases the Florida Statewide Regional Demand Occupations List. The Florida Labor Market Estimating Conference adopts education requirements as suggested and as legislatively directed education guideposts are determined. FloridaCommerce and its partners, including CareerSource Florida and the Florida Council of 100, work together to identify new industries of focus that are critical to the state's economy and are reliable sources of high-skill, high-wage jobs. As new industries of focus are identified by FloridaCommerce, the Bureau of Workforce Statistics and Economic Research will make additions to the Statewide Regional Demand Occupation List (SRDOL)to capture occupations that are critical to these industries. Likewise, occupations that are no longer considered to meet state standards for being a demand occupation will be removed from the list. The CSGC Board will use the SRDOL lists provided to begin the process of approving a regional demand occupations list.

The CSGC Board of Directors which is made up of employers, labor representatives, and business trade organizations, must annually provide feedback and approve a regional demand occupation list which will be posted on the website and used to inform the public of the types of occupations that are considered in demand and where training for the occupation may be supported with WIOA funds. Public notice of the RDOL will be provided on the GCWB website to request public input. In order for an occupation to be listed/approved there must be available training for the occupation in Regional Planning Area 1, or virtually, or training in another area to which a participant is willing to relocate, and the provider must meet or have previously fulfilled the requirements to be on the Eligible Training Provider List. If an occupation is **not listed** as one of the occupations on the SRDOL, but there is a local demand for the training, board staff will work with area employers, to determine the level of need for the proposed occupational training. Factors that affect the addition of the occupation to the list include the entry-level and/ or mean-level wage, and how many openings there are within the Regional Planning Area over the next twelve months. The occupation must also be projected to have positive growth. Additionally, priority for training must be provided for participants applying for training that is linked to occupations (where there are job openings) in the state and local targeted industry sectors.

The SRDOL policy has no impact on occupations selected for work-based training programs.

Text from Board Policy # 44: Eligible Training Providers

I.   Purpose and Scope

The purpose of this policy is to provide guidance to post-secondary training providers that wish to provide training services programs funded under the Workforce Innovation and Opportunity Act (WIOA), regarding the Eligible Training Provider List (ETPL) requirements. The document provides guidelines for: the initial and subsequent determination of eligibility of training providers; the federal and state requirements for training providers; performance standards, the reporting of data, and the removal provisions for training providers.

Background

The Workforce Innovation and Opportunity Act, at Section 122, WIOA, requires the Governor, through CareerSource Florida, to establish criteria, information requirements, and procedures regarding the eligibility of providers of training services to receive funds provided under section 133(b), WIOA, for the provision of training services in local areas in the State.

This policy describes the process for determining eligible training providers for WIOA Title I-B adult and dislocated worker training participants and for publicly disseminating the list of these providers with relevant information about their programs. The workforce development system established under WIOA emphasizes informed consumer choices, job-driven training, provider performance, and continuous improvement. The quality and selection of providers and training services programs is vital to achieving these core principles. The State and Local Board's Eligible Training Provider Lists ("ETPL") and the related eligibility procedures ensure the accountability, quality and labor- market relevance of training services programs that receive funds through WIOA title I-B.

Authority

Workforce Innovation and Opportunity Act (WIOA), Sections 122, 133 WIOA Regulations, 20 CFR 680.400 et seq., Subpart D – Eligible Training Providers Florida Statutes, Chapter 445 – Workforce Innovation FS Chapter 1005 Florida Statutes, Chapter 1008 – Florida Education and Training Placement Information Program Nonpublic Postsecondary Education FAC6E– Commission for Independent Education FS Chapter 1008, TEGL 41-14.

Policies and Procedures

The following types of training providers must be accepted on the Eligible Training List in order to receive training funds under WIOA Section 133(b):

Institutes of post-secondary education that lead to a recognized post-secondary credential in training for occupations under the local Targeted Occupation List, (TOL),
*Registered Apprenticeship Programs,
Other Public/Private Providers, such as joint labor-management organizations, and,
Adult Education and Literacy Activities when such training is combined with Occupational Skills training.
Only programs that lead to occupations on the Local Board's Targeted Occupation List (TOL) are eligible to receive funding under WIOA Sec. 133 (b).

*Registered Apprenticeship programs are exempt from TOL compliance and from the application process for the ETPL.

Non-credential training, for example, test prep for state licensure, is not subject to Eligible Training Provider or TOL compliance. Such test-prep courses may be approved by Board staff on a case-by-case basis.

Establishing Eligibility

Existing WIOA training providers may submit an application for "Continued Eligibility". If approved, the provider will be eligible for two years.

Other training providers not on the local list under WIOA must submit an "Initial Application". If approved, the provider is on the list for one full year and must perform successfully to be considered for application under "Continued Eligibility". "Successful performance" means that the institution accurately follows Board financial procedures and maintains a 75% pass rate for state licensure and an 80% placement rate for program completers. Performance of Board-funded participants must meet rates of earnings and employment levels required of the Local Workforce Area by USDOL. Reports for each program year are due to the board no later than the end of the first quarter after PY ends. Malfeasance of any kind may result in the denial of requests to apply for Continued Eligibility and/or immediate removal from the ETPL.

In the future, The Department of Economic Opportunity and CareerSource Florida will establish an online process for the acceptance of applications.

Local ETPL Management

The local approval process for ETPL applicants will be for Board staff to review and verify information provided on the application and make recommendations to the Board. This

information will be available at www.careersourcegc.com. Training providers approved by the CareerSource Gulf Coast Board of Directors will be notified of the approval and added to the ETPL. Training providers removed from the list by Board decision will be notified. The same process applied to individual programs.

Local policies relevant to the ETPL, the local and State ETPL will be posted to the CareerSource Gulf Coast website.

Adding training providers and programs to the local ETPL will follow the process described in the Continuing and Initial Eligibility Applications, as appropriate. Training Providers and Training Provider Programs may be deleted for failure to meet performance and/or malfeasance. Provider and Program deletions will be made at the direction of the CareerSource Gulf Coast Board of Directors.

ETPL Application

The applications for initial and continued eligibility are attached to this policy. Incomplete applications will not be considered. Questions regarding the completion of the applications must be submitted via email to kbodine@careersourcegc.com

Once a training provider has completed the Initial Eligibility period of at least one full year OR been eligible as a training provider under WIOA and approved to continue under WIOA, all eligible training providers must submit applications for Continued Eligibility every two years. In the first year of Initial Eligibility, Training Providers certified as Initially eligible will be eligible for 15 months and must submit an application at the end of 12 months. Training Providers are certified initially under the continued eligibility at 3 months before the end of two years from the date of certification. Thereafter, all Continued Eligibility Applications will be due by March 30 every two years. For Example: Initial Application – 1st continued eligibility application due by 6/30/17. If approved, the next continued eligibility application due 3/30/19.

Date Adopted and Approved: August 14, 2012
May 10, 2016

(e) **How the LWDB incorporates/includes work-based training activities in the local area's service delivery model.**

The LWDB makes use of work-based training when appropriate and as funds permit. For example, paid work experience provides career exploration and skill development in a desired career pathway for WIOA youth participants and is heavily used in program delivery. For dislocated workers, paid internships are used to provide exposure to new industries/occupations.

(4) **Youth Workforce Investment Activities: Provide a description and assessment of the type and availability of youth workforce investment activities (services) in the local area, including activities for youth who are individuals with disabilities. The description and assessment must:**

(a) **Identify successful models of such youth workforce investment activities (WIOA §108(b)(9) and 20 CFR 679.560(b)(8)).**

CareerSource Gulf Coast's current youth program focuses primarily on out-of-school youth.

The program collaborates closely with community partners already serving the youth with employment barriers including high school dropouts, youth with disabilities, ex-offenders, homeless youth, foster care youth, parenting youth, and low-income youth. Through assessments, mentoring, and coaching, an individual service strategy and career pathway will be developed with the WIOA youth participant. One of the program's main focuses is to provide work experience aligned with the participant's career pathway.

(b) Include the local area's design framework for the local youth program and how the 14 program elements required in 20 CFR 681.460 are made available within that framework (WIOA § 129(c)(1)).

Under the CSGC WIOA Youth Program's framework, all fourteen program elements are made available to participants.

1. Tutoring study skills and instruction leading to secondary school completion:
WIOA youth enrolled at the Tom P. Haney Technical Center's Adult School receive an individual needs assessment which is then used to develop the plan for their individualized instruction module. Career Managers are familiar with the plan and reinforce the goals with encouragement and other support, such as tutors. Participants not enrolled in Haney's Adult School, are referred to the TRIO program at Gulf Coast State College which offers tutoring.

2. Dropout Retrieval
Gulf Coast State College, the local school district, and community youth programs, including faith-based programs) encourage high school dropouts to re-engage in the education process. Credit retrieval programs are available at the technical school and some of the alternative schools in the county. WIOA youth staff performs outreach in terms of marketing and orientation to those considering re-entering school to get a high school diploma or its equivalent.

3. Paid and Unpaid Work Experiences
Where appropriate apprenticeships, internships, pre-apprenticeships, job shadowing, and/or volunteer work experience opportunities will be made available to the participant. CSGC has a list of established work sites within a variety of career pathways including the Digestive Disease Center, Port St. Joe Police Department, Bay Arts Alliance, and the Gulf Coast State College. Relationships with businesses will consistently be developed to create opportunities for growth for youth and develop a talent pipeline for businesses.

4. Occupational Skills Training
For Occupational Skills Training, online and web-based programs such as Alison and Udemy may be used as well as traditional occupational skills training at a post-secondary institution such as Gulf Coast State College or Haney Technical College. Occupational Skills Training activities must be for in-demand jobs with an approved provider that leads to a credential of value.

5. Education Offered Concurrently with Workforce Preparation
Where appropriate, students will be dual enrolled in an integrated education and training program that combines workforce preparation, basic academic skills, and occupational skills. CSGC currently uses curriculum from Udemy, Florida Ready to Work, and Gulf Coast State College's Start Right, Stay Right.

6. Leadership development opportunities

Workshops dedicated to developing leadership are offered, along with opportunities to practice those skills through community projects and events. Activities are centered around encouraging positive behaviors such as exposure to post-secondary education, peer mentoring, teamwork, decision-making, life skills training, civic involvement, and community service.

7. Supportive services:

Supportive services are services that enable a youth to participate in WIOA activities. CSGC staff determine which supportive services are reasonably required based on the participant's circumstances and unique needs, as identified through the assessment process and development of an Individual Service Strategy (ISS). Assessment of supportive service needs will continue throughout participation in the program. Such assistance may include transportation, childcare, tools, and required clothing (uniforms) for employment. Participants in need of supportive services that are available through other agencies will be referred to the appropriate agency for assistance. Supportive services provided will be limited in amount and duration; the participant must either be enrolled in the required WIOA program elements or eligible for follow-up services.

8. Adult Mentoring

CSGC staff will serve as adult mentors for youth although efforts will be made to connect youth to other caring adults. The career manager will be aware of all activities in the youth's ISS and will guide, assist in goal setting, act as an encourager, motivator, and "champion" for the participant's success. Frequent meetings and opportunities for communication will be instrumental in building the relationship between the participant and the career manager. Additional mentoring relationships (with others such as employers, co-workers, etc.) will be sought and encouraged to provide for other caring adults in the young person's life.

9. Follow-up Services

For Youth, Follow-up Services enable completers to achieve a level of self-sufficiency to ensure job retention, wage gains, postsecondary education, and training progress, and continue life-long learning. At the time of enrollment, youth participants will be informed that follow-up services will be provided for 12 months following completion. CSGC staff will also remind youth of follow-up services and offer such after completion of participation. Contact with the participant will be maintained for a period of not less than one year and will occur at least once per quarter for 12 months. If the WIOA youth loses a job or drops out of post-secondary education, additional support services specifically tailored to their need will be made available.

10. Comprehensive Guidance and Counseling

When appropriate CSGC will facilitate the provision of comprehensive guidance and counseling services including mental health, drug and alcohol abuse counseling, and referrals to such counseling is individualized and handled in accordance with the specific needs of each client. Where appropriate, career managers may refer clients to resources available within the community to address their specific concerns/issues. Pre-negotiated counseling rates have been secured in the past with a local Licensed Mental Health Counselor (LMHC) who has over 20 years of experience in counseling services using cognitive behavioral, solution-focused, and existential approaches in addiction/substance abuse, coping skills, depression, emotional disturbances, stress and as well as other related mental health issues.

11. Financial Literacy Education

CSGC has partnerships with multiple financial institutions that provide in-person financial literacy classes to youth participants. The training contains interactive components and is relevant to the lives of 16-24-year-olds. CSGC also has virtual financial literacy training when needed. Training topics include checking/savings accounts, spending, loans, credit/credit cards, financial products evaluation, identity theft, components, age-appropriate financial education, budgeting, and how to make informed financial decisions.

12. Entrepreneurial Skills Training

Participants who express an interest in entrepreneurship will be referred to the Business Innovation Center or the Millaway Institute for Entrepreneurship where they can receive coaching, counseling, networking opportunities, workshops, seminars, and other training services, as required. The Entrepreneurial Skills Training is accessible through GCSC's Millaway Institute for those who have an invention and would like to commercialize a product. In addition, Gulf Coast State College offers an Entrepreneurship College Credit Certificate along with an online course that focuses on entrepreneurial thinking, operational innovation, funding, intellectual property law, required licenses, and financial statements, among other topics.

13. Labor Market and Employment Information

One of the goals of the WIOA Youth program is for participants to have a successful transition into the world of work. To that end, staff assist them with becoming familiar with Career One Stop, Onet, and Employ Florida so that they understand how to use the Labor Market and employment information. CSGC also assists students in becoming savvy job seekers who understand their rights in the workplace, the techniques to be successful in the labor force, and the skills needed to search for opportunities suited to their interests and education.

14. Preparation for Post-Secondary Educational Opportunities

CSGC assists youth participants prepare for and transition to post-secondary education and training after attaining a high school diploma or its recognized equivalent. These services include helping youth explore post-secondary education options, including technical training schools, community colleges, four-year colleges and universities, and Registered Apprenticeship programs. Examples of other post-secondary preparation and transition activities include:
- Assisting youth to prepare for SAT/ACT testing.
- Assisting with college admission applications
- Searching and applying for scholarships and grants
- Filling out the proper financial aid applications and adhering to changing guidelines
- Connecting youth to postsecondary education programs.

(c) Describe the LWDB's policy regarding how the local area will determine when an individual meets the definition of basic skills deficient contained in Administrative Policy 095 – WIOA Youth Program Eligibility.

CSGC has Board Policy 55 on Basic Skills Deficient

Text from Board Policy #55 – Basic Skills Deficiency Definition

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PURPOSE:

To provide a definition for what makes an Adult or Youth Basic Skills Deficient.

AUTHORITY 20 CFR 680.600 and TEGL 19-16, CareerSource Florida Policy 095
BACKGROUND

Adults and Youth must be assessed for skill levels (as required by federal law and state workforce board policy) in order to develop appropriate service strategies related to their participation in WIOA or to determine Priority of Service (Adults).

POLICY
CareerSource Gulf Coast defines Basic Skills Deficient as an individual:
(A) who is a youth with English reading, writing, or computing skills that are at or below the 8th grade level on a generally accepted standardized test; or
(B) who is a youth or adult who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

(d)   Define the term "a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society" and describe how the LWDB defines whether a youth is unable to demonstrate these skills sufficiently to function on the job, in their family, or in society and what assessment instruments are used to make this determination (20 CFR 681.290).

CSGC defines a youth who is unable to compute or solve problems or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society as basic skills deficient. As part of the WIOA Youth program, an objective assessment is completed for each participant which includes a structured but less formalized technique process to interview and observe the individual for basic skills. In an in-depth youth/case manager interview, staff complete a questionnaire and observation form based on youth responses to assess all areas of basic skills. Through this assessment process, staff determine if English is the primary spoken language along with basic skills for reading, writing, and math. Youth who are determined Limited English Proficient (LEP) are provided appropriate language assistance services (per PI#14) and are/may be considered basic skills deficient for this purpose. When needed a translator for the appropriate language will be located (as per PI #14) to complete the assessment. Using an assessment form, CSGC will record the assessment results in the Objective Assessment Form indicating if any deficiencies exist and whether the person is sufficient or deficient in basic skills. If the youth is determined basic skills deficient in any area, the youth is assigned to complete a formal test that is appropriate to the youth's needs to establish a baseline and document subsequent basic skills gains. Examples of formal tests are CASAS, Ready to Work (Foundational Skills), Florida Skills Assessment, or O*Net Ability Profiler. Youth who are determined sufficient through the in-depth interview and observation process are not assigned further testing.

(e) Define the term "requires additional assistance to complete an educational program or to obtain or retain employment" and describe the circumstance(s) or other criteria the LWDB will use to qualify a youth under this eligibility barrier (20 CFR 681.300).

CSGC defines the term "requires additional assistance to enter or complete an educational program or to secure or hold employment" with the following barriers:
- Member of a household with members (parents, siblings, guardians, spouse) who have not graduated high school.

- o Has been alienated due to sexual orientation.
- o Child of Incarcerated (or formerly incarcerated) Parents
- o Has a lack of attachment to the workforce as demonstrated by not having worked for one employer full-time (more than 30 hrs average per week) in the past six months.
- o Is an inexperienced worker [no full-time employment ever (more than 30hrs average per week) in past six months]
- o Has no FL Driver's license or FL ID
- o Resides in a non-traditional household setting (i.e., single parent, lives with an unofficial guardian, grandparents, domestic partners, etc.)
- o Youth of a parent who demonstrates a poor work history, is unemployed, underemployed, or self-employed.
- o Victim of or resides in a household of neglect/abuse/domestic violence (this will require a safety plan for the youth)
- o Facing eviction
- o Has an absent parent due to military deployment.
- o Has left a job due to attendance or attitude issues, inability to do the work, or substance abuse problems.
- o Member of a household currently receiving or have received TANF/SNAP within the past 6 months.

(5) Self-Sufficiency Definition: Under WIOA § 134(c)(3)(A) training services may be made available to employed and unemployed adults and dislocated workers who need training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment. Describe the definition of "self-sufficiency" used by your local area for:

(a) Adults (distinguish if there are different definitions for unemployed individuals or employed workers); and

(b) Dislocated Workers (WIOA § 134(c)(3)(A(xii)).

(c) If self-sufficiency is defined differently for other programs or populations served in the local area, describe the definition of "self-sufficiency" used for those programs as well. NOTE: If the local area utilizes a self-sufficiency definition that exceeds 250% of the Lower Living Standard Income Level (LLSIL) or LLSIL wage rate, the description must include the rationale/methodology used by the local area to determine the local area's self-sufficiency standard.
CSGC has established Board Policy 25 to define self-sufficiency for adults and welfare transition customers, dislocated workers, and employed workers.

Adult and Welfare Transition: Self-sufficiency is defined as an income, based on family size that exceeds 250% of the Federal Guidelines.

Dislocated Worker: Self-sufficiency is defined in this case to be an income that is at least 80% of the income level at the time of dislocation.

Employed Worker: The CareerSource Gulf Coast definition of a self-sufficient employed worker is defined as:
- o a worker earning over 250% of the entry-level annual wage (based on the region's recognized MSA), OR
- o a worker earning over 250% of the Federal Poverty Guidelines (by household size), OR

- o a worker not in danger of losing employment without training, OR
- o a worker who would have an opportunity for advancement without training.

(6) Supportive Services and Needs-Related Payments: Describe the types of supportive services offered in the local area to include any applicable limits and levels. The supportive services offered by the LWDB in the local area must align with the supportive services outlined in CareerSource Florida Administrative Policy 109 – Supportive Services and Needs-Related Payments.

CSGC has Procedural Instruction #1 in place that describes and outlines the types of supportive services offered in the region along with application limits/levels. Supportive services may include transportation, shelter, health care, special services, materials for the disabled, childcare, meals, and counseling, and can only be provided to allow a participant to participate or continue participating in WIOA activities. It may include the personnel and non-personnel costs of staff that provide non-occupational (family and financial) counseling.

Supportive Service Type	Applicable Limit/Level
Transportation	No limit on the amount but only covers reimbursement of travel to and from training activity (minimum of 50 miles round trip required)
Health and Medical Services	$999 max
Childcare	$999 max
Relocation Assistance	$2,000 max
Job Interview/Search Assistance	This type of assistance encompasses reimbursement for mileage, overnight lodging, and meals when traveling to job interviews Meals and lodging will be limited to the State of Florida approved rate as will mileage
Other Expenses (tools, uniforms, auto repairs, licensure fees, etc.)	$1,800
Mortgage/Rent	No limit
Needs Related Payment (Adult and Youth)	Limited to only training participants who are unemployed and do not qualify for or have ceased qualifying for unemployment compensation. **Payment Levels:** The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by LWDB policies.
Needs Related Payments (Dislocated Worker)	Limited to only unemployed training participants, and a) Have ceased to qualify for unemployment compensation or trade adjustment assistance under TAA or NAFTA-TAA, and b) Enrolled in a program of training services under WIOA, Section 134 (C) (3) (D) by the end of the

	13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed six months, or if funds are made available under a National Reserve Grant, by the end of the 6th week of the National Reserve Grant award; or c) Be unemployed and did not qualify for unemployment compensation or trade adjustment assistance under TAA or NAFTA-TAA. **Payment Levels:** a.) The applicable weekly level of RA benefits for participants who were eligible for RA benefits; or b.) The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by LWDB policies.

(7) Individuals with Disabilities: Describe service strategies the LWDB has in place or will develop that will improve meeting the needs of customers with disabilities as well as other population groups protected under Section 188 of WIOA and 29 CFR Part 38.

CSGC ensures that people with disabilities have equal access to the benefits and services provided by WIOA-funded programs. This includes non-discrimination, reasonable accommodations, effective communication, and accessibility include assistive technology and adaptive devises at all one stop centers.

CSGC ability to make meaningful referrals for those with disabilities is enhanced by ensuring that staff at all levels know what partner services are available and have a current point of contact at those agencies. CSGC operates a High School High Tech Program (in –school youth with disabilities) and a Ticket to Work program where we work closely with Vocational Rehabilitation and the Disability Resource Center. In addition, CSGC supports the Second Chance Program whenever possible. CSGC also participates in events with these organizations. CSGC has partnerships with Vocational Rehabilitation, Goodwill, and the Bay and Gulf ARCs.

(8) Linkage with Unemployment Insurance (referred to as Reemployment Assistance in Florida) programs: Describe strategies and services used in the local area to strengthen linkages between the one-stop delivery system and the Reemployment Assistance program (WIOA § 134(c) and 20 CFR 679.560(b)(3)(iv)).

CareerSource Gulf Coast provides information and assistance to claimants filing for Re-Employment Assistance. Specific assistance includes navigating and verifying claimants' identities through ID.me, completing the work registration process in Employ Florida, and completing the initial claim and claiming weeks. All the CareerSource Gulf Coast offices around the region offer staff that can assist with reemployment assistance claims and access to equipment including computers, scanners, fax machines, telephones, and copiers to help with

the entire process. Job centers across the region are promoted as a local resource for claimants. When claimants come to the Job Center, they are also provided an orientation of services and encouraged to take advantage of services that will assist them in finding employment quickly. Services include but are not limited to job referrals and job search assistance, resume development, mock interviews, referral to training services or National Dislocated Worker Program, referral to support services, etc. CareerSource Gulf Coast has staff that have limited access to the RECONNECT system and can perform tasks such as resetting PINs or escalating fraud/claimant issues. CareerSource Gulf Coast also provides services under the RESEA program which provides individualized services to assist claimants to quickly re-employment.

(9) Highest Quality of Services to Veterans and Covered Persons: Describe the LWDB's strategies and policies for providing veterans and covered persons with the highest quality of service at every phase of services offered. Policies must be implemented to ensure eligible veterans and covered persons are aware of their entitlement to priority of service, the full array of programs and services available to them, and applicable eligibility requirements for those programs and/or services.

During the onboarding process, CareerSource Gulf Coast staff is trained on local strategies and policies for providing veterans and covered persons with the highest quality of service at every phase of services offered. In service delivery, CSGC is always mindful of veterans and incorporates priority whenever possible. For instance, job fairs and recruitment events provide first access to veterans and eligible spouses.

CareerSource Gulf Coast has Board Policy #45 on Priority for Adults (see below) and Procedural Instruction # 11 on Priority for Adults. State Admin Policies 111 on Priority for Veteran and Eligible Spouses and Admin Policy 105 Priority of Service are trained on, regularly reviewed by staff, and monitored for compliance. CareerSource Gulf Coast ensures that Veterans and Covered Persons are fully aware of entitlement to the priority of service, the full array of programs and services available to them, and applicable eligibility requirements for those programs and/or services by implementing the following strategies:
   o Notifying them of those entitlements at the point of entry
   o Prominently displaying notices at the Job Center and other digital platforms such as social media and our website
   o Ongoing communication during service delivery between CareerSource staff and veteran/covered person

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Text from Board Policy # 45: Priority of Service for WIOA Adult

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1. **Purpose:** To establish policy to ensure that Priority Groups as described under WIOA PL 113-128 Sec. 134 (c) (3) (E) receive priority access to services.

2. **Authority:** WIOA PL 113-128 (c) (3) (E); TEGL 10-09, CSFL Administrative Policy 105

3. **Background:** Priority of service means adults who meet the criteria outlined in this policy must be served before other persons for the receipt of individualized career services and training services. Statutory Priority for Adult Funds WIOA focuses on serving individuals with barriers to employment and ensures access to these services on a priority basis.

   A. Statutory Priority for Adult Funds
       WIOA focuses on serving individuals with barriers to employment and ensures access to these services on a priority basis. LWDBs must give priority to the

provision of individualized career and training services in the following sequential order:

> 1. Recipients of public assistance.
> 2. Low-income individuals.
> 3. Individuals who are basic skills deficient.

B. Veteran and Adult Priority of Service Veterans and eligible spouses receive priority of service for all USDOL-funded job training programs, which include WIOA programs. However, when programs are statutorily required to provide priority for a particular group, such as the WIOA priority for adult funds described above, priority must be provided in the order described below. Veterans who receive priority of service must meet all WIOA adult program eligibility requirements. LWDBs must ensure veterans and eligible spouses are made aware of their eligibility for priority of service, the full array of workforce programs and services available to them, and any applicable eligibility requirements for those programs and services. Priority of service must be provided to eligible WIOA adult program participants in the following order:

> i. Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, including the underemployed, or individuals who are basic skills deficient.
> ii. Individuals who are not veterans or eligible spouses who are included in the groups given statutory WIOA priority selection criteria, (priority groups listed above)
> iii. All other veterans and eligible spouses who are not included in the WIOA priority groups (see above).
> iv. the individuals who do not meet the statutory priority, but who are identified as priority populations established by the Governor and/or local workforce development boards.
> v. Other individuals who do not meet the statutory priority and who do not meet the Governor's or local workforce development board's discretionary priority, but who do meet the WIOA adult program eligibility for the provision of individualized career and training services.

4. **Definitions:**

Non-Covered Person – An individual who is not a Veteran or an Eligible spouse.
Covered Person – means any of the following individuals:
1. Veteran – a person who served in active military, naval or air service, and who was discharged or released under conditions other than dishonorable.
2. Eligible Spouse – The spouse of any of the following individuals:
   a. Any veteran who dies of a service-connected disability.
   b. Any veteran who has a total disability resulting from a service-connected disability.
   c. Any veteran who dies while a disability so evaluated was in existence.
   d. Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, is listed, pursuant to section 556 of title 37 and regulations issued by the Secretary concerned, in one or more of the following categories and has been so listed for a total of more than 90 days:
      1. Missing in action;
      2. Captured in the line of duty of a hostile force; or
      3. Forcibly detained or interned in line of duty by a foreign government or power.

Locally Established Priority groups: Individuals who are WIOA eligible for the provision of individualized career and training services who fall at or below 250% of LLSIL Metro (100%) by family size. WIOA Adult eligibility means 18 years or older, if male, has registered for selective service, and who is work eligible in the United States.

(10) Entities Carrying Out Core Programs and Combined State Plan Partner Programs: Describe how the LWDB works with entities carrying out core and combined state plan partner programs to:

(a) **Expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment; (20 CFR 679.560(b)(2)(i)**

The universal nature of the CareerSource Gulf Coast (CSGC) Job Center allows individuals with barriers to employment easy access to services. In addition, to being the universal "go-to" site for assistance, job centers are home to Veterans Services (LVER, DVOP, and Military Family dependents), TANF and SNAP services, and, in the full-service job center, Ticket to Work programming. Area correctional institutions are well aware of and refer exiting inmates to employment, training, education, and support services through the Centers. We also have staff participate on advisory boards of the prisons and present to groups of inmates as they go through the prison system's exit program. CSGC is operating a grant to assist Opioid addicts in recovery to obtain and retain employment, providing training when necessary. Year-round marketing and community partners facilitate awareness of and access to, our programs.

CareerSource Gulf Coast maintains a website with access to Employ Florida and a calendar of hiring events and workshops. A "hot jobs" link is updated weekly with new employment offerings. The website also provides information on pre-employment and skills training.

The comprehensive job center and satellite centers have computer labs and staff to assist clients in job search as needed. All locations host hiring events at the employer's request and work with partners to publicize the events to all populations, including individuals with barriers.

There are two primary providers of education and training in the LWDA. CareerSource Gulf Coast stations a career manager at Gulf Coast State College, Panama City, and the Gulf-Franklin campus. Tom P. Haney Technical College, Panama City also hosts career managers on-site. By being co-located, CSGC can facilitate career pathway opportunities for eligible individuals. To maximize resources, students are co-enrolled (when possible) in other partner programs for which they are eligible. Career Managers are versed in the concept of career pathways and therefore able to knowledgeably present the opportunity to clients. Further, by maintaining career managers who understand the challenges of first-time post-secondary students, CSGC ensures that individuals with barriers have the additional support needed to achieve success.

(b) **Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; (20 CFR 679.560(b)(2)(ii) and**

Career Managers are versed in the concept of career pathways and therefore able to knowledgeably present the opportunity to clients. CSGC encourages and educates customers on the importance of industry certifications, post-secondary credentials along with

stackable credentials. Further, by maintaining career managers who understand the challenges of first-time post-secondary students, CSGC ensures that individuals with barriers have the additional support needed to achieve success. As a result, staff commonly co-enroll participants in multiple programs.

(c) I**mprove access to activities leading to a recognized postsecondary credential (including a portable and stackable credential that is an industry-recognized certificate or certification) (WIOA § 108(b)(3) and 20 CFR 679.560(b)(2)(iii), to include credentials contained on Florida's Master Credentials List.**

CSGC recruits for WIOA training programs broadly, through training providers, community-based organizations, the welfare transition and SNAP program, area high schools, and economic development organizations and employers. Access to these programs is made as seamless as possible through an online pre-application process. CSGC only funds enrollment into training that leads to credentials for demand occupations. Of course, they include industry-recognized credentials and credentials on the Master Credentials list. CSGC supports its' training providers in adding training to meet local needs and recruits eligible participants to sponsor the training.

(11) Employer Engagement: Describe strategies and services used in the local area to:

(a) Facilitate engagement of employers in workforce development, including small employers and employers in in-demand industry sectors and occupations; (20 CFR 679.560(b)(3(i)) and

CareerSource Gulf Coast uses a variety of methods to engage employers in the region. As part of our strategy, the business services team sets annual goals for the number of employers engaged and retained. Specifically, the team contacts employers through on-site visits, informational mailings, telephone contact, and electronically through email and social media. As part of that outreach, the team targets employers connected to in-demand industry sectors and small businesses. CSGC also implements a marketing campaign that includes community/public relations activities, digital, radio, television, and print advertising, as well as printed collateral material (brochures, flyers, etc.) to build awareness and stimulate usage of the workforce system programs. Our Board receives a marketing report at each meeting and provides important feedback on ways to improve and expand outreach through marketing efforts.

(b) Support a local workforce development system that meets the needs of businesses in the local area. (20 CFR 679.560(b)(3(ii)). Such strategies and services may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers. These initiatives must support the strategies described above.

CSGC strives to provide workforce services and solutions to assist businesses grow and thrive. Surveys are conducted with employers to collect information on needs and business satisfaction. Another strategy used as part of the employer engagement strategy involves building relationships with businesses and business organizations. CareerSource Gulf Coast actively participates in economic development and local chamber of commerce activities, as

well as other community/industry-focused groups. As a result of community involvement, CareerSource Gulf Coast can establish a rapport and build strong connections with area employers. These relationships allow CSGC to understand their needs and then offer solutions through our services or referrals to partner agencies. Based on the employer's needs the services may include labor market data, human resource services, recruiting events, training (IWT/OJT), layoff aversion, and rapid response. Board members are invited to community events and also refer businesses to use the services of our job centers.

(c) Utilize community-based information related to educational programs and industry needs contained in the quarterly reports submitted to the LWDB by the local area's education and industry consortium. (CareerSource Florida Strategic Policy 2023.09.19.A.2)

CSGC has a fully operational Education and Industry Consortium currently composed of representatives of educational entities and businesses in Bay County. The consortium meets quarterly and CSGC provides the following administrative support for the consortium:

o   Maintaining a roster of consortium members and posting the current roster on the CSOW website
o   Posting scheduled consortium meetings on the CSOW website; and
o   Posting the quarterly reports from each meeting on the CSOW website.

Consortium meetings' discussions focus on the local labor market needs including:

o   Industry representatives sharing their specific talent development needs or observations on talent in the local area; and
o   Education representatives sharing what specific education offerings are available in the local area.
o   The provision of labor market information including occupational data by CSGC.

The Education and Industry Consortium provides a quarterly report to the CSGC management team and if needed the CSGC Board of Directors. Information from the reports will be used to implement new strategies or changes in service delivery.

(12) Enhancing Apprenticeships: Describe how the LWDB enhances the use of registered apprenticeships to support the local economy and comply with CareerSource Florida Strategic Policy 2019.02.13.A.1 – Registered Apprenticeship Strategic Policy. Describe how the LWDB and apprenticeship navigators work with industry representatives, education partners, and local businesses to develop registered apprenticeships, in collaboration with apprenticeship training representatives from the Florida Department of Education and other partners.

Describe strategies and operations that promote and support statewide apprenticeship goals that include, but are not limited to:

(a) Increasing total number of new apprentices and pre-apprentices per year

CSGC understands that registered apprenticeships and pre-apprenticeships are a successful model that not only benefits employers but job seekers. CSGC utilizes an Apprenticeship Navigator to promote apprenticeships. The Navigator educates businesses, education providers, business associations, and CSGC employees, especially those on the business service team, on the value of apprenticeships, and the process. The Navigator serves as the subject matter expert on apprenticeships and has

performance measures for increasing new apprenticeships as part of performance expectations.

(b) Increasing total number of registered apprenticeship programs and program occupations

The CSGC Apprenticeship Navigator will serve as the lead for implementing a multi-faceted approach for increasing registered apprenticeships including:
- o Engaging employers and educating them on the benefits of apprenticeship programs. As part of that strategy, the Apprenticeship Navigator will involve the business services team to assist with outreach and education.
- o Fostering partnerships with employers, associations, and educational institutions to align training.
- o Educating and engaging existing CSGC employees about apprenticeships so they can share information with job seekers, community partners, and businesses.
- o Building awareness of apprenticeships by creating outreach material and social media content.

(c) Increasing total number of registered pre-apprenticeship programs

CSGC will deploy the same multi-faceted approach for increasing the number of pre-apprenticeships as registered apprenticeships. Since pre-apprenticeships provide instruction and/or training to increase math, literacy, and other vocational and pre-vocational skills needed to enter a registered apprenticeship program, it will target outreach with employers and professional associations that have existing registered apprenticeship programs.

(d) Expanding registered apprenticeships and pre-apprenticeships into healthcare, advanced manufacturing, aviation and aerospace, information technology, and other emerging industries.

The CSGC Apprenticeship Navigator and the business services team will perform targeted outreach to promote registered apprenticeships and registered pre-apprenticeships to employers and professional associations in healthcare, advanced manufacturing, aviation and aerospace, information technology, and other emerging industries. In addition, the CSGC team will also meet and provide outreach to local educational institutions that have training programs in those industries to promote and if needed, coordinate the registration process with the Department of Education. Presentations to business advisory boards for the various training programs will be a key component of the outreach.

(e) Supporting apprentices with WIOA services to support on-the-job learning, related instruction, and supportive services.

Currently, there are very few registered apprenticeships available in the local workforce region; however, if the need arises/demand arises, CGCC will use WIOA funding to support OJT, related instruction, and supportive services to eligible individuals. CSGC will also seek out additional grants/funding opportunities to assist with funding apprenticeship training.

Description of Local One-Stop Delivery System

(1) General System Description: Describe the one-stop delivery system in your local area, including the roles and resource contributions of one-stop partners (WIOA §108(b)(6)).
  a. Describe how WIOA core partners and combined state plan partners contribute to the LWDB's planning and implementation efforts. If any core or required partner is not involved, explain the reason.

All the required partners are involved with the one-stop delivery system. The CareerSource Gulf Coast job center provides a full array of employment services and connects customers to work-related training and education. CareerSource Gulf Coast provides high-quality career services, referrals to education and training, and supportive services needed by customers to get sustainable jobs and stay employed. The CSGC job center also provides excellent services to businesses so that they can find skilled workers.

CareerSource Gulf Coast's job center staff creates and nurtures ongoing relationships with employers to make them aware of education and training opportunities such as on the job training, incumbent worker training and employed worker training.

The local workforce development board directly manages or has administrative oversight of a wide range of core programs. Coordination is managed within a direct line of supervision which ensures coordinated service delivery and accountability.

The Six CORE WIOA Programs are outlined below:

- WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by the Department of Labor (DOL)
- Title II – Adult Education and Literacy programs administered by the Department of Education (DoED)
- Title III – Wagner- Peyser employment services administered by DOL; and
- Title IV – Rehabilitation Act of 1973 programs administered by DoED.

WIOA Title I	Youth Employment & Training	WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, summer, and year-round employment opportunities, pre-apprenticeship programs, internships and job shadowing, on-the-job training; occupational skill training; education offered concurrently with workforce preparation and training and individualized delivery of 14 types of career readiness opportunities.
	Adult Employment & Training	WIOA Adult program services include career services, training services and job placement assistance. Priority is given to recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills deficient.

	Dislocated Worker Employment & Training	WIOA dislocated worker program services target individuals who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible (or have exhausted) unemployment compensation.
WIOA Title II	Basic Education for Adults	Adult Education and Literacy services include adult education; literacy, workplace, family literacy, and English language acquisition activities; and integrated English literacy and civics education, workplace preparation activities, and integrated education and training.
WIOA Title III	Wagner Peyser Employment Services	Wagner Peyser Employment Services, often referred to as basic labor exchange services provide access to employment services to all job seekers including job search preparation and placement assistance services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders.
WIOA Title IV	Vocational Rehabilitation Services	Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, full-time employment. Depending on the individual's disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services.

In addition to the core programs, for individuals with multiple needs to access the services, the following partner programs provide access through the LWDA job centers.

Programs	Contributors/Roles/Resources
Career and Technical Education (Perkins)	• Board and planning representation. • Co-location of staff onsite at the campuses • Adult Education – basic skills training, GED training and testing • Post-Secondary- Occupational Skills Training through ITAs • Job placement assistance • Promotes CareerSource Gulf Coast programs and services on their campuses by providing collateral materials flyers etc. • Involves CareerSource Gulf Coast management staff on their Advisory Boards
Jobs Veteran State Grant (JVSG) programs including LVER and DVOP	• Co-located in CareerSource Gulf Coast Job Center • Promotes CareerSource Gulf Coast's programs and services as appropriate.

	• Provides a linkage between CareerSource and Veteran Community
	• Job Placement assistance
	• Coordination of Services between Veteran's and partner programs
Temporary Assistance for Needy Families (TANF)	• Planning and coordination of services • Co-location of staff onsite at LWDA job centers
Trade Adjustment Assistance Programs	• Planning and coordination of services • Co-location of staff onsite at LWDA job centers
Unemployment Compensation Programs	• Assists with unemployment compensation claims filing and the rights and responsibilities of claimants • Assists with the ID Me process needed to start a claim. • Assists with the work registration process required to file a claim and the job search requirements needed to continue receiving benefits

(b) Identify any optional/additional partners included in the local one-stop delivery system and how their inclusion in the local system achieves state and local strategies, operations, and performance outcomes.

The LWDB, with the agreement of the chief elected official, developed and entered a Memorandum of Understanding between the local board and the following one-stop partners. Please find attached a copy of the partner agreements.

- DOE Division of Blind Services
- DOE Division of Vocational Rehabilitation
- Tom P. Haney Technical College
- NCBA (National Caucus on Black Aged) Senior Community Service Employment Program
- Gulf Coast State College
- Tri-County Community Council, Inc.

CareerSource Gulf Coast continually seeks out opportunities within the region to develop Workforce Services Agreements with partner organizations including community-based, faith-based, and/or nonprofit organizations, as well as employment, education, and training programs that align with our vision mission, and strategic goals. Ongoing partnership development is paramount to our success by ensuring that we are sharing promising and proven practices by doing what is best for our communities to enhance overall economic development.

Non-required MOUs

- Capital Area Community Action Agency, serving Gulf and Franklin
- Tyndall Air Force Base - DoD Skill Bridge Program and Military Spouse Appreciation
- AMI Kids – Panama City Marine Institute
- Gulf Coast State College

Rapid Response

The primary purpose of the CareerSource Gulf Coast Rapid Response Program is to enable affected workers to return to work as quickly as possible following an announcement or notification of:

- A permanent closure or mass layoff.
- A mass job dislocation resulting from a natural or other disaster.
- The filing of a Trade Adjustment Assistance (TAA) petition or
- To prevent layoffs altogether.

The cornerstone of the CSGC Rapid Response Program— to respond as quickly as possible to a Rapid Response event and deliver services to enable dislocated workers to transition to new employment as quickly as possible or deploy Layoff Aversion services, when appropriate.

The framework for the GCWB Rapid Response Program includes the following elements:

- Informational and direct reemployment services for workers, including but not limited to:
- Information and support for filing unemployment insurance claims.
- Information about the Trade Adjustment Assistance (TAA) program.
- Information on the impacts of layoffs on health coverage or other benefits.
- Information on and referrals to career services.
- Reemployment-focused workshops and services; and Training.

a. Delivery of solutions to address the needs of businesses in transition, provide across the business lifecycle (expansion and contraction), including comprehensive business engagement and layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment.

b. Convening, brokering, and facilitating the connections, networks and partners to ensure the ability to assist dislocated workers and their families such as home heating assistance, legal aid, and financial advice; and

c. Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic change.

Social Security Administration - Ticket-to-Work Program.

CSGC is an approved Employment Network (EN) and is approved to operate the Social Security Administration (SSA) Ticket to Work Program. The Ticket to Work Program is a supportive, active, and resource-rich path to employment for SSI and SSDI recipients. The Region offers the full menu of re-employment-related services to SSI and/or SSDI beneficiaries who want to join or return to the workforce.

Individuals who enroll in the Ticket to Work Program must:

- o Be 18 to 64 years old.
- o Be Receiving SSI and/or SSDI Based on a Disability.
- o Have a true desire and ability to return to work.
- o Be motivated and capable of working on goals with Ticket to Work staff members
- o TTW provides a safety net to help SSI/SSDI recipients maintain benefits and work.

Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E & T)

Florida's Supplemental Nutritional Assistance Program (SNAP) is designed to provide SNAP

recipients who are able-bodied adults without dependents (ABAWDs) with the education, training, support services, and skills needed to become self-sufficient through employment.

CareerSource Gulf Coasts' SNAP E & T Program will serve all ABAWDs ages 18 – 49 in the service area of region 4. The CareerSource Gulf Coast SNAP Program focuses on assisting ABAWDS in meeting their work participation requirements, in order to ensure continued program access for compliant individuals. For ABAWDs to meet work participation compliance, they must meet the following work requirements:

CareerSource Gulf Coast has Six Guiding Principles for the SNAP Employment and Training Program:
- Focus on work attachment.
- Balances the short-term goal of moving participants into immediate employment and the long-term goal of moving households to self-sufficiency.
- Respond and adapt to the local economy.
- Maximize collaboration and expertise of local partners.
- Use measurable results to ensure program funds are used for efficient and effective components.
- Uses communication skills that expand cooperation and respect for customers.

Disability Program Navigator (DPN)

CareerSource Gulf Coast has designated a Regional Disability Program Navigator (DPN) who oversees services addressing the needs of individuals with disabilities. Each Career Center has a designated staff member as a resource for matters concerning disabilities. The focus of the DPN is to address the needs of individuals with disabilities seeking training and employment opportunities through CareerSource Gulf Coast's One-Stop System. The DPN provides expertise and serves as a resource person to the workforce investment system for individuals with disabilities, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) disability and blindness beneficiaries. The Disability Program Navigator also has expertise regarding the One-Stop partner programs and services.

Military Family Employment Advocacy (MFEA) Program

The Military Family Employment Advocacy Program was established due to the recognition of the challenges that military families face such as frequent relocations, recurring deployments, and lengthy periods of separation. The Florida legislature recognized these occurrences impact a military spouse's ability to gain job skills and maintain a career. The purpose of the MFEA program is to develop and provide outreach services, engage job-seeking military dependents in CareerSource Gulf Coast's services, and help educate the workforce community about the unique employment barriers faced by military family members.
- Supplemental Nutrition and Assistance Program (SNAP) Employment and Training program;
- SSA Employment Network and Ticket to Work program.
- Military Family Employment Advocate Program
- Summer Youth Leadership Program (Gulf County)
- Temporary Assistance to Needy Families (WT)

(2)Customer Access: Describe actions taken by the LWDB to fully implement CareerSource Florida Strategic Policy 2021.09.15.A.1 – Availability of Services to Floridians and promote

maximum integration of service delivery through the one-stop delivery system for both business customers and job seekers.

   a. **Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners, comply with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing needs of individuals with disabilities. Describe how the LWDB incorporates feedback received during consultations with local Independent Living Centers on compliance with Section 188 of WIOA (WIOA §108(b)(6)(C)).**

CareerSource Gulf Coast requires the one-stop operator and all its partners to comply with the Americans with Disabilities Act. At least once a year, the one-stop center monitors program activities and performs facility accessibility checks to ensure universal access. The one-stop center has software and equipment available to individuals with a disability including but not limited to handicap-accessible doors, bathrooms, computers/computer desks, document reader/computer screen magnifier, and video phone. In addition, all one-stop center staff and partners receive disability training as part of the onboarding process and may also be provided opportunities for additional disability training as part of professional development.

The CareerSource Gulf Coast region does not include a full Independent Living Center; however, the satellite center (The Disability Resource Center) was housed in the Job Center and their input was sought and implemented in the process of ensuring that the Job Center was properly built for job seekers with disabilities.

   b. **Describe how entities within the one-stop delivery system use principles of universal design in their operation.**

CareerSource Gulf Coast Job Centers in our local area assist job seekers with disabilities in all programs, and our region annually assesses physical and programmatic accessibility. This includes ensuring assistive technology and materials are in place, and front-line staff members are trained in this technology. In addition, CareerSource Gulf Coast and its partners located within the career centers ascribe to the principles of universal design of the facility, materials, service delivery, and technology whenever and wherever possible and practical, including the following seven core principles:

1. Equitable use – the design is useful for people with diverse abilities.
   a. The same means of use is provided for all users: identical whenever possible; equivalent when not.
   b. We avoid segregating or stigmatizing any users.
   c. Provisions for privacy, security, and safety are made equally available to all users.
2. Flexibility in Use - The design accommodates a wide range of individual abilities.
   a. We provide a choice of methods of use.
3. We provide adaptability to the user's pace. Simple and Intuitive Use - Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
   a. We eliminate unnecessary complexity.
   b. We try to always meet user expectations.
   c. We accommodate a wide range of literacy and language skills.
4. Perceptible Information - The design communicates necessary information effectively to the

user, regardless of ambient conditions or the user's sensory abilities.
   a. We use different modes (pictorial, verbal, written) for the redundant presentation of essential information.
   b. We maximize the "legibility" of essential information.
   c. We make it easy to give instructions or directions.
5. Tolerance for Error- The design minimizes hazards and the adverse consequences of accidental or unintended actions.
   a. We arrange facility furniture, equipment, and walkways to minimize hazards and hazardous elements are eliminated, isolated, or shielded.
   b. We provide fail-safe features.
6. Low Physical Effort - the design can be used efficiently and comfortably and with a minimum of fatigue.
   a. Allow users to use reasonable operating forces.
   b. Minimize repetitive actions.
   c. Minimize sustained physical effort.
7. Size and Space for Approach and Use - Appropriate size and space are provided for approach, reach, manipulation, and use regardless of the user's body size, posture, or mobility.
   a. We always attempt to provide a clear line of sight to important elements for any seated or standing user.
   b. We make the reach to all components comfortable for any seated or standing user.
   c. We provide adequate space for assistive devices or personal assistance.

(c) Describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, using technology and other means (WIOA §108(b)(6)(B) and 20 CFR 560 (b)(5)(ii)).

CareerSource Gulf Board facilitates access to services by offering services at multiple physical locations. There is one comprehensive job center in the region (Bay County) along with satellite offices at Gulf Coast State College, Port St. Joe, and Apalachicola. In addition, the LWDB partners with local agencies including the public library system, educational institutions, local chambers of commerce, and military bases to promote services at the physical locations and through the Employ Florida (EF) website. Through EF, both employers and job seekers can access services at any time.

For clients accessing Welfare Transition services in the outlying counties, a virtual platform is used to connect customers with their Case Manager remotely. All documentation that requires collection is scanned and sent in by staff in the remote counties.

(3)   Integration of Services: Describe how one-stop career centers implemented and transitioned to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by one-stop career center partners (WIOA §108(b)(21)).

CareerSource Gulf Coast advocates and supports an integrated information system at the state and local level that would allow entities that carry out core programs to better coordinate service delivery for mutual customers and cross-program referrals. We work with state and local organizations to improve customer services and program management by exploring and possibly implementing integrated intake, case management, and reporting systems. Wherever possible, CareerSource Gulf Coast will maximize the utilization of technology to consolidate, streamline services, and enhance the overall customer experience.

CareerSource Gulf Coast has established policies that address the integration of services for

the region's career centers that support a customer-centered, fully integrated service delivery system that ensures customers and employers have maximum access to the full range of education, employment, training, and supportive services offered through the programs available under WIOA.

These career center policies are clearly referenced in our MOUs and reflect that an appropriate combination and integration of services are made available directly or through partner program referrals. Customers experience a "common front door" at our centers for all one-stop partner programs supported by common registration where possible. Formal and informal assessments evaluating basic skills, career interests, and aptitudes are shared with partner programs thus avoiding duplication in service provision.

Whenever possible our intake, case management, and data systems are also integrated between partners to allow for efficient service access. Just recently, we began working with the Department of Children and Families to refer Hope Florida participants through the Unite Us platform. This platform is a social service network to assist with the referral of customers for available services in our community. Also, CareerSource Florida and the Federal Reserve Bank of Atlanta developed the Florida Career Ladder Identifier and Financial Forecaster (aka CLIFF Dashboard). This informational tool allows one-stop center staff to assist customers 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. Where systems are not fully integrated at this time, conversations have been conducted between CareerSource Gulf Coast and the partners in an effort to promote this integration. We intend to continue this dialogue between partners to continue to advance our efforts. CareerSource Gulf Coast Memorandum of Understanding (MOU) with core program entities and other key partners, document agreed-to strategies to enhance service provision to employers and job seekers.

(4) Sub-grants and Contracts: Describe the competitive process used by the LWDB to award sub-grants and contracts in the local area for WIOA-funded activities (WIOA §108(b)(16)).

CareerSource Gulf Coast may issue a Request for Proposal (RFP) for workforce program services. The RFP shall provide a clear and accurate description of services to be provided, provide for open and fair competition encouraging small and minority-owned business sources to apply, specify information regarding when the proposals shall be due that will give the proposers sufficient time to prepare their proposals and specify criteria which shall be used to determine the award.

Request for Proposals may be advertised at least three (3) days in a daily paper and one (1) time in a weekly paper of the county(s) where workforce program services are being solicited. CSGC will also seek to advertise in local minority publications when possible.

When the RFP results in a sub-recipient relationship, a committee as determined by the Board Chair will evaluate each proposal. Steps shall be taken to ensure that each rater adheres to the established Conflict of Interest Policy. Raters will be furnished with a copy of each proposal and a rating sheet for evaluating each proposal. Proposals will be judged on the potential contractors' ability to perform successfully under the terms and conditions of the proposal, with additional consideration given to such matters as contractor integrity, record of past performance (if available), financial and technical resources, or accessibility of other necessary resources. Upon completion of rating the proposals, a summary shall be made by averaging the ratings. The committee's decision shall be presented to the CareerSource Gulf Coast Board for final consideration and approval. In instances where the RFP will result in a vendor relationship

or agreement, staff members may rate said proposals without the Board Chair's appointment of a rating committee as provided for in the CSGC Administrative Plan. The approval for vendor agreements by the Board is given and understood by the Board approving the budget where funding is categorized for such purposes.

(5) Service Provider Continuous Improvement: Describe how the LWDB will ensure the continuous improvement of eligible providers through the system and that such providers will meet the employment needs of local employers, workers, and job seekers (WIOA §108(b)(6)(A) and 20 CFR 679.560(5)(i)).

CSGC requires training providers wishing to have programs funded by the Board to become an eligible training provider via an application process. FloridaCommerce revised the current ETP application process and launched a new statewide ETP Portal. Effective July 1, 2024, training provider representatives must use the ETP Portal to apply for initial and continued eligibility for inclusion on the state ETPL and any local ETPLs. The application must be completed before being approved by the CSGC Board of Directors. The application process ensures that the Board has appropriate and required information by which to decide for approval.

Additionally, every two years providers who have been approved by the board must re-certify to remain an Eligible Training Provider. Once a provider and associated programs are approved by the board, monthly performance reports are collected to review completions, job placements, and wages at placement for each trainee and program. Each case manager has placement goals and in turn, each training program's placement goals are re-evaluated. If completion and placement goals are missed staff work with training providers to determine why completion and placement goals were unmet. If they are unmet due to poor suitability of the participants or if there is an issue with the program itself, such as a new instructor or some other training provider-related issue. In some cases, it may be that the market is saturated with graduates of a program and jobs are less plentiful or some other economic condition that is creating a lack of placements following completion. If it is determined that there are issues with a training program that cannot be immediately addressed, case managers will be directed to stop enrolling participants into the program while staff work with the provider to seek remedies for future enrollments. If the need for a particular training certification has dwindled, staff will also direct case managers to suspend enrollment in that program. CSGC has high-performance goals and monitors them continuously to ensure that participants are being enrolled in programs that are in demand, resulting in self-sufficiency in terms of wages, and where job placement is readily achievable. In our service provider contracts, we also embed performance holdbacks where certain performance-related goals must be met quarterly for total funding reimbursement to be made. Surveys are also conducted via electronic means to both job seekers and business customers to measure how we are doing. We address complaints and incorporate praise to staff along with developing formalizing best practices found.

In addition, CSGC requires in-house monitoring in addition to monitoring by the Board's QA Coordinator to ensure appropriate delivery of services and provides training when any weaknesses are revealed by state-level monitoring. The Board also requires attendance at training related to new requirements or system improvements.

Coordination of Services

(1) Coordination of Programs/Partners: Describe how services are coordinated across programs/partners in the one-stop career centers, including Vocational Rehabilitation,

TANF, SNAP E&T, and Adult Education and Literacy activities. Specify how the local area coordinates with these programs to prevent duplication of activities and improve services to customers. 20 CFR 679.560.

The Board maintains communication with and provides information to all partners detailing the services and resources available and makes training and use of the Job Center's facility available upon request. Under the direction of the CSGC management, joint meetings, advisory councils, consortium meetings, workshops, and webinars are used to maximize resources within the region and ensure all programs are aware of each other's services. The continued involvement, close working relationships, and strong communication help to avoid duplication of services offered by other organizations.

CareerSource Gulf Coast front-line staff and career advisors receive ongoing information regarding all partner services within the one-stop, and agency services within the local area that provide support to address the barriers of the local workforce. Customers receive referrals to community agencies as appropriate to address and assist them in overcoming barriers, and to assist customers in accessing needed services.

All workforce providers confirm that participants are not already being served by another provider and will enter participant data into appropriate databases promptly. To avoid duplication of services, the Job Center promptly records all supportive services and case notes into the Employ Florida Management System and collaborates with other community partner agencies, as appropriate.

(2)   Coordination with Economic Development Activities: Describe the strategies and services that are used in the local area to better coordinate workforce development programs and economic development (20 CFR 679.560(b)(3)(iii)).

Include an examination of how the LWDB will coordinate local workforce investment activities with local economic development activities that are carried out in the local area and how the LWDB will promote entrepreneurial skills training and microenterprise services (WIOA §108(b)(5) and 20 CFR 679.550(b)(4)).

CareerSource Gulf Coast has been a member of all economic development organizations, both regional and local since it was chartered as a workforce region in 1996. Our board believes close partnerships with both economic development and education partners are critical to successful workforce solutions for participants of our programs and for the business community, as well as for the economic prosperity of the region as a whole. Our administrative offices are co-located with the Bay County Economic Development Alliance on the campus of Gulf Coast State College where we work together in an Economic and Workforce Center of Excellence. Through this co-location and partnership, we are constantly working together to assist in the attraction of new businesses to the region as well as sustaining and expanding existing businesses. We are aware of all project activities and are often part of the team that works with new business prospects considering our region for re-location or start-up. Additionally, we are supportive of the Millaway Institute, located on the campus of Gulf Coast State College. The Millaway Institute for Entrepreneurship (M.I.E.) is a commercial and social accelerator that supports our community of innovators and aspiring entrepreneurs. The Institute helps inventors and entrepreneurs as they explore the transformation of ideas into commercial products, services, and companies.

(3)   Coordination with Rapid Response: Describe how the LWDB coordinates workforce investment activities carried out in the local area with statewide rapid response and

layoff aversion activities (WIOA §108(b)(8) and 20 CFR 679.560(b)(7). The description must include how the LWDB implements the requirements <u>in CareerSource Florida Strategic Policy</u> <u>2021.06.09.A.2. – Rapid Response and Layoff Aversion System</u> **and** <u>CareerSource Florida</u> <u>Administrative Policy 114 – Rapid Response Program Administration.</u>

CSGC has Procedural Instructions # 23 in place to provide staff with instructions and guidance on Rapid Response administration. The CSGC Rapid Response Coordinator that takes the lead on communicating with the State Rapid Response Coordinator; serves as lead contact for affected employers and dislocated workers; coordinates the local Rapid Response team; ensures Rapid Response activities are reported accurately and timely in Employ Florida; and leads layoff aversion strategies in the region. When the announcement of a permanent closure, layoff, or natural or other disaster resulting in a mass job dislocation happens, the rapid response coordinator makes initial contact with the employer and develops a plan of action ensuring the following services are made available:

o Immediate and on-site contact
o Layoff plans and schedules of the employer
o Reemployment prospects for workers
o Available resources to meet the short and long-term assistance needs of the affected workers
o The provision of information about and access to Reemployment Assistance (RA) benefits and programs, such as Short-Time Compensation (STC), comprehensive career center services, and employment and training activities, Pell Grants, the GI Bill, and other resources
o The delivery of other available services and resources including workshops/classes and job fairs, to support the reemployment efforts of affected workers;
o The provision of emergency assistance adapted to the mass layoff.
o The provision of limited, additional assistance to local areas that experience Rapid Response events when such events exceed the local area's capacity to respond with existing resources.

The LWDB has several community partnerships already established with a variety of agencies and institutions that may lend assistance including government agencies, social service organizations, non-profit organizations, education institutions, faith-based partners, and many others.

In addition, the rapid response coordinator works with the business services team to implement the layoff aversion strategies that involve ongoing engagement, partnership, and relationship-building activities with businesses in the community; Connecting businesses and workers to short-term, on-the-job, or customized training programs; Assisting companies to recruit and build a qualified workforce so the company stays competitive. In addition, the Rapid Response Coordinator and TAA Coordinator have access to EconoVue to identify at-risk companies. CSGC reviews LMI from FL Commerce to identify occupations and industries that are declining or at risk. The following are the standard layoff aversion strategies for employers:
o Assist with recruiting a qualified workforce so that the company can stay competitive.
o Employer Engagement/Relationship Building
o Research and targeted outreach/services to at-risk companies.
o Coordinate with Community Partners

(4) Industry Partnerships: Describe how the LWDB identifies and collaborates with existing key industry partners in the local area. Describe how the LWDB coordinates and invests in partnership infrastructure where key industry partnerships are not yet developed (WIOA §108(b)(4)A)). The local area must describe how the following

elements are incorporated into its local strategy and operational sector strategy policy. Describe how:

(a) Selected industries or sectors are driven by high-quality data (cite data source used);

CareerSource Gulf Coast regularly reviews and analyzes high-quality, timely labor market data by industry and occupation to sector strategy efforts. Specific data sources include:
- Employment Projections Data (both by industry and occupation) produced by the FloridaCommerce Bureau of Workforce Statistics and Economic Research (WSER)
- Occupational Employment Statistics and Wages (OES) Program. The information is the result of an occupational employment and wage survey conducted by Labor Market Information, in cooperation with the U.S. Department of Labor, Bureau of Labor Statistics.
- Employ Florida and Help Wanted Online Reports to determine real time labor demand through online ads/job postings.
- Florida Skill Gap and Job Vacancy Data to determine gaps in hard skills, soft skills and gap mitigation techniques.
- Direct feedback from employers collected through onsite visits, surveys, community meetings and professional trade groups.

This information is distilled and discussed with the Board for input.

(b) Sector strategies are founded on a shared, regional vision;

The leadership of CareerSource Gulf Coast maintains close working relationships with the economic development and employer alliances across the region and has a deep-rooted partnership with the area K-20 (school districts and state college). These relationships have guided the development of the area's sector strategies. All partners agree and support the target sectors in alignment with Enterprise Florida's identified sectors. In addition, the WIOA local plan review process provides the opportunity for regional economic developers, educators, employers elected officials, and the public to provide input and feedback, ensuring the strategies are founded on a shared, regional vision that are industry-directed.

(c) The local area ensures that sector strategies are directed by industry;

CareerSource Gulf Coast ensures that sector strategies are driven by industry by inviting them to be part of the process. For example, representatives from targeted industries serve on the Local Workforce Development Board as well as the local and regional economic development organizations. In addition, the business services team targets onsite meetings and feedback from employers in targeted industry sectors.

(d) The local area ensures that sector strategies are aimed at strategic alignment of service delivery systems;

Members of the CareerSource Gulf Coast management team have great partnerships with economic development organizations, institutions of higher learning, and other community organizations. Regularly, CareerSource Gulf Coast meets with these partners to ensure alignment of service delivery systems.

(e) The local area transforms services delivered to job seekers/workers and employers through sector strategies; and

CSGC has a tradition of flexibility to meet local employment and training needs and works closely with state and training partners to meet needs as they emerge. The method and type of transformation depend upon the need; as an example, a recently added employer in a highly desired sector required an additional layer of screening and pre-employment training before consideration of hire. The process included six steps of elimination before a job offer was made. The steps to obtaining a job with this employer were not simply 'apply – basic screening- refer' but 'apply – screen into additional assessment – be selected for pre-vocational training – be selected from that training for referral to interview – hire.' The additional complexity of the hiring process for this sector industry was met through CSGC's partnership with Gulf Coast State College.

(f) The sector strategies are measured, improved, and sustained.

In LWDA 4, measurement is conducted by analyzing services provided to businesses in key sectors. As part of their annual performance goals and evaluations, the business services team is charged with providing staff-assisted, high-value services to businesses in targeted industry sectors. Examples of high-value services include job orders, job fair services, mass recruitment services, and providing detailed labor market information. Staff on the business services team focus on building strong relationships with employers, training providers, and other key stakeholders in their industry. As a result, they can solicit feedback from the employers through onsite visits, employer surveys, and email/telephone communication to help identify ways to improve the sector's strategy. Furthermore, members of the business service team research their assigned industry sector and stay abreast of industry trends in order to gain and retain credibility and to provide effective and valued services. This allows CareerSource Gulf to sustain the sector strategy.

(5) Coordination with Relevant Secondary and Postsecondary Education: Describe how The LWDB coordinates relevant secondary and postsecondary education programs and activities with education and workforce investment activities (including activities related to the Credentials Review Committee, as appropriate) to coordinate strategies, enhance services, and avoid duplication of services (WIOA §108(b)(10) and 20 CFR 679.560(b)(9)).

CareerSource Gulf Coast (CSGC) has closely partnered with our counties' secondary and post-secondary training providers since our establishment in 1996. CSGC will continue to coordinate activities with our education partners in the local area, coordinating resources to avoid duplication of services. CSGC spearheaded the development of a Career and Technical Education Council, which resulted in the partnership between CSGC, the local State College, and Bay District Schools to create a Career-Technical Education Director for the county. Since that time Bay District Schools have exponentially increased the number of Career Technical Academies and credentials that are obtained by students. Regional CTE partners have worked hard to increase CTE programs that articulate into our Tom P. Haney Technical College and Gulf Coast State College. We have supported these programs with grants and by serving on advisory councils and recruiting local industries to host interns and support the programs. We review and approve Perkins plans for each of our partners and collaborate on student recruitment and job placement for graduates.

CareerSource Gulf Coast in partnership with the Bay Economic Development Alliance, Gulf Coast State College, and business leaders founded Alignment Bay County Inc (ABC) in 2015. This organization, patterned after Alignment Nashville, brought together community/business leaders, community organizations, local government, and education partners to coordinate resources for the benefit of K-12 students and their families. The organization has grown

boasting approximately 100 volunteers who work on initiatives to reach the following goals:
1. Support children's health and well-being, birth to career.
2. Improve student achievement for every student.
3. Increase career and college readiness.
4. Increase civic/community/family involvement in all schools.

CareerSource Gulf Coast has been and continues to be engaged in education and community initiatives tied to workforce investment. We partner with AMI Kids Panama City Marine Institute on their newly obtained Youth Build grant to support youth in obtaining their GED and also getting training in construction.

(6) Coordination of Transportation and Other Supportive Services: Describe how the LWDB coordinates WIOA Title I workforce investment activities with the provision of transportation assistance, including public transportation, and other appropriate supportive services in the local area (WIOA §108(b)(11) and 20 CFR 679.560(b)(10)).

CareerSource Gulf Coast (CSGC) serves an area with limited public transportation options. In Franklin and Gulf counties, public transportation is limited to serving people with disabilities, the elderly, indigent transportation disadvantaged, and veterans, to medical appointments and grocery shopping. Even those services are limited and costly. In Bay County, there is a Trolley (bus) system, but it has limited routes, hours, and funding. Services are difficult to use as timeliness and reliability are not guaranteed. It can take up to three hours for a mother to get her children to daycare and herself to work due to routes and transfers. Trolley services do not run on Sundays or before 6:00 a.m. or after 8:00 p.m. Where applicable and when funds allow, CSGC provides Trolley passes and gas cards to allow participants to engage in employment and training activities, and veteran populations to assist with job interviews and or/job search activities.

CareerSource has excellent relationships with Goodwill, United Way of Northwest Florida, Catholic Charities, and others to understand services offered through those community-based organizations and makes referrals for numerous services depending upon the specific needs of the participant.

(7) Coordination of Wagner-Peyser Services: Describe plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C 49 et seq.) services and other services provided in the local area through the one-stop delivery system (WIOA §108(b)(12) and 20 CFR 679.560(b)(11)).

The CareerSource Gulf Coast Job Center houses all Florida Commerce partner programs available (LVER, DVOP, Wagner-Peyser), as well as WIOA and TANF/WT. A formal referral process has been put in place with Vocational Rehabilitation and CSGC makes office space available at the Job Center for a representative one day per week. The Community Action Agency (Tri-County) is provided space at the Job Center to send a worker to the Resource Room for a few hours per month. All partners are integrated into operations and function as part of the system as a whole.

(8) Coordination of Adult Education and Literacy: Describe how the LWDB coordinates WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II. This description must include how the LWDB carries out the review of local applications submitted under Title II WIOA § 108(b)(10), consistent with WIOA sections 107(d)(11)(A) and (B)(i) and WIOA § 232 (20 CFR 679.560(b)(12)).

CareerSource Gulf Coast has existing partnerships with providers of adult education and literacy. We currently refer clients to adult education for Literacy, diploma attainment and General Equivalency diploma preparation and ESOL programs as appropriate. Any applications submitted to the Board will be reviewed consistent with the requirements of Title II, Section 232.

(9) Reduction of Welfare Dependency: Describe how the LWDB coordinates workforce investment activities to reduce welfare dependency, particularly regarding how services are delivered to TANF/Welfare Transition and SNAP E&T participants, to help individuals become self-sufficient.

All welfare participants are registered with Employ Florida (thus being co-enrolled in Wagner-Peyser), have their work histories reviewed with a case manager and receive assistance and job referrals from employer service representatives.

Job Fairs of varying sizes are held at the Job Center (One Stop) and SNAP /TANF clients are made aware of these events. Training, including employability skills, is assigned as a work activity when appropriate.

Clients who obtain employment but remain eligible for subsidized childcare are provided with that assistance and any other service allowed (funding permitting) to help clients maintain and advance in employment. Clients expressing an interest in training are introduced to the free training available from Goodwill, assisted in applying for financial aid and, if appropriate, enrolled in WIOA demand occupation training.

(a) How the CLIFF suite of tools is used to support the case management of participants, consistent with CareerSource Florida Strategic Policy 2023.06.07.A.5;

CSGC case managers have been trained to use the CLIFF dashboard to provide informational resources based on where customers are currently along a notional 'crisis-stability continuum: Currently, the CLIFF suite of tools is used with TANF/Welfare Transition and SNAP E&T participants with plans to expand the tools to case management for WIOA, RESEA, and JVSG participants. Below are specific ways the CLIFF tool is used to support case management:

- o Assessment: CLIFF helps assess participant skills, education, and barriers to employment
- o Goal Setting & Planning: Participants and case managers collaborate to establish clear goals and develop individualized employment plans.
- o Progress Tracking: Monitors progress towards goals and identifies areas needing additional support.
- o Service Delivery: Facilitates the referral and enrollment of participants in relevant workforce development programs, training, and support services.
- o Reporting & Data Analysis: Generates reports to track participant outcomes and program effectiveness.

(b) Information and data on activities related to initiatives in the local area that support the self-sufficiency of public benefit recipients (i.e., Hope Florida); Programs like Hope Florida: This initiative, available locally, provides additional support to public benefit recipients seeking employment. Services might include:

Locally, CSGC provides multiple activities/programs to support self-sufficiency including:

- • Hope Florida Program - CSGC has a Hope Florida Navigator that is available to receive or

issue referrals to the Department of Children and Families. As part of the program, CSGC conducts an assessment and then connects the individual with application employment and/or training programs.

- Job Search Skills Training: CSGC offers workshops regularly to assist job seekers with effective resume writing, interviewing, and networking skills.
- Opioid Recovery Program – CSGC currently is working with individuals directly and indirectly impacted by the Opioid crisis. Most participants are transitioning out of recovery and/or incarceration and on public assistance. Employment, training, and supportive services are provided to assist self-sufficiency.
- Get There Faster – Low-Income Adults – CSGC is operating a program that targets low-income adults and youth and provides employment and training in the IT field.
- Get There Faster Veterans – CSGC offers a program for veteran and activity duty military spouses that provides employment and training activities along with supportive services. Veterans with significant barriers to employment are targeted for participation in the program.   Transportation Assistance: Help overcome transportation barriers to job opportunities.
- Ticket to Work Program – CSGC offers employment services to individuals receiving SSI or SSDI. Through the program, an individual employment plan is established to assist persons with a disability find and keep employment.

(c) Strategies and services used in the local area to support co-enrollment of Welfare Transition and SNAP E&T participants into other workforce development programs. 20 CFR 675.100(h) and 20 CFR 680.620.

The following strategies and services are used in the local area to support the co-enrollment of WT and SNAP participants into other workforce programs:

- Comprehensive Assessments: During CLIFF-based assessments, explore participants' needs and identify opportunities for co-enrollment in relevant programs.
- Collaboration with Training Providers: Develop partnerships with educational institutions and training providers offering programs aligned with in-demand skills.
- Streamlined Enrollment Process: Facilitate a smooth transition between TANF/SNAP E&T and co-enrolled programs, minimizing administrative burdens for participants.
- Incentives and Support Services: Offer incentives like transportation assistance, childcare support, or completion bonuses to encourage co-enrollment and program completion.
- Success Stories: Share success stories of participants who achieved self-sufficiency through co-enrollment, inspiring others to follow suit.

By leveraging the CLIFF suite, supporting self-sufficiency initiatives, and promoting co-enrollment, the local workforce board empowers TANF/SNAP E&T participants with the tools and resources they need to overcome barriers and achieve self-sufficiency. This collaborative approach strengthens the community by reducing welfare dependency and fostering a skilled and competitive workforce.

Performance & Effectiveness

The local workforce plan must include:

(1)   The local levels of performance negotiated with the Governor and chief local elected

official(s) with WIOA § 116(c), to be used to measure the performance of the local area and to be used by the LWDB for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B, and the one-stop delivery system in the local area. (WIOA §108(b)(17) and 20 CFR 679.560(16)(b))

Performance Negotiations have not occurred as of this writing; however, CSGC plans to propose the following performance levels:

Measures	Performance Goal Recommendation
Adults:	
Employed 2nd Qtr After Exit	**93.20**
Median Wage 2nd Quarter After Exit	**$9,500**
Employed 4th Qtr After Exit	**88.20**
Credential Attainment Rate	**81.20**
Measurable Skill Gains	**87.50**
Dislocated Workers:	
Employed 2nd Qtr After Exit	**72.00**
Median Wage 2nd Quarter After Exit	**$9,500**
Employed 4th Qtr After Exit	**74.00**
Credential Attainment Rate	**75.00**
Measurable Skill Gains	**65.00**
Youth:	
Employed 2nd Qtr After Exit	**85.20**
Median Wage 2nd Quarter After Exit	**$4,200**
Employed 4th Qtr After Exit	**77.00**
Credential Attainment Rate	**76.00**
Measurable Skill Gains	**60.00**
Wagner Peyser:	
Employed 2nd Qtr After Exit	**67.10**
Median Wage 2nd Quarter After Exit	**$4,700**
Employed 4th Qtr After Exit	**66.50**

(1) Actions the LWDB will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board pursuant to WIOA §101(d)(6).

At each Board Meeting LWDB 04 staff presents and discusses performance reports using indicators for Federal Performance Measures, i.e. closed with employment to present a likely performance for Employed Second/Fourth quarter after exit. Performance reports are created for all providers and grants, including special projects. Grant supervisors are expected to present actual performance to goals explain any variances and answer Board member questions.

In-house monitoring by the Board's Quality Assurance Coordinator includes reviewing planned performance against current progress, thus bringing any delinquencies to staff attention to

corrective action.

(2) How the LWDB considered feedback from one-stop career center customers when evaluating the effectiveness of its one-stop career centers.

The CSGC Communications Manager retrieves customer service satisfaction survey feedback and shares that with the Board's Director of Workforce Services, the Executive Director of the Board, and the Deputy Director. The Director of Workforce Services assigns survey responses that indicate a desire for staff contact to staff members who reach out to the clients.
The issues brought up by these customers are used to improve service. In cases where deficiencies are revealed, changes and or training are provided as appropriate.

(3) Actions the LWDB took to implement and assess the use and effectiveness of the following WIOA waiver(s) in effect for Florida, if applicable.

(a) Waiver associated with the requirement at WIOA § 129(a)(4)(A) and 20 CFR 681.410 that State and local areas expend 75 percent of local formula youth funds on out-of-school youth. The response should include programmatic outcomes including the increase of:
  a. **Youth that attained a measurable skill gain;**
  b. **Youth that attended post-secondary education;**
  c. **Youth that participated in occupational skills training;**
  d. **ISY who participated in work experience opportunities; and**
  e. **Youth that earned an industry-recognized credential**

Not applicable. After careful review and analysis, CSGC determined there was not a need to use the waiver. The current program design that focused on Out-of-school youth was yielding successful outcomes.

(b) Waiver of 20 CFR 681.550 to allow WIOA individual training accounts (ITAs) for in-school youth (ISY). The response should include programmatic outcomes including:
  a. **Improved response of the LWDB and youth providers' to the workforce needs of ISY;**
  b. **Increased number of youth that utilized an ITA to pursue an industry-recognized post-secondary credential;**
  c. **Increased access to and engagement of ISY in need of post-secondary education, training and support to succeed in the labor market; and**
  d. **Increased number of prepared youth candidates who are ready to fill high growth industry demand in the State and local area.**

Not applicable. After careful review and analysis, CSGC determined there was not a need to use the waiver. The current program design that focused on Out-of-school youth was yielding successful outcomes.

Regional Plan Addendum

LWDBs in an identified planning region will have to work together to formulate a regional plan as an addendum to each of their local plans. Once identified, planning regions will remain in effect if federal and state requirements for planning regions continue to be met. With each submission of the regional plan to the state, the respective LWDBs and chief local elected official(s) will certify that the requirements to be identified as a planning region continue to be met. The regional plan must include:

(1) Names of the LWDAs that comprise the planning area. [(Administrative Policy 123: Regional Planning Area Identification and Requirements)](#)

The Local Workforce Development Areas that comprise the Northwest Florida Workforce Collective (WIOA Regional Planning Area) include:
- Region 1- CareerSource Escarosa (Escambia and Santa Rosa Counties),
- Region 2-CareerSource Okaloosa Walton (Okaloosa and Walton Counties),
- Region 3- CareerSource Chipola (Washington, Holmes, Liberty, Jackson, and Calhoun Counties), and
- Region 4-CareerSource Gulf Coast (Bay, Gulf, Franklin Counties).
-

(2) Description of how the planning region shares a single labor market, shares a common economic development area, and possesses federal and non-federal resources, including appropriate education and training institutions, to administer activities under WIOA, subtitle B. [(Administrative Policy 123: Regional Planning Area Identification and](#) [Requirements)](#)

The area that comprises the Northwest Florida Workforce Collective (or RPA) share industries from aerospace to logistics to advanced manufacturing. The western communities have more concentrated industries in financial services, information technology, and advanced manufacturing, such as chemicals, medical technology, and turbine manufacturing. Eastern communities in the Florida Panhandle have a higher concentration in logistics, textile manufacturing, forest products manufacturing, and ship and boat building. The LWDAs that make up the twelve-county planning region share a regional economic development area supported by Florida's Great Northwest, a regional economic development organization, and work closely with county economic development organizations as well as Opportunity Florida, a multi-county economic development organization that serves rural counties throughout Northwest Florida. Please see the list below:

NORTHWEST FLORIDA ECONOMIC DEVELOPMENT ORGANIZATIONS
- Bay Economic Development Alliance
- Calhoun County Chamber of Commerce
- One Okaloosa EDC
- Franklin County
- FloridaWest (Escambia County)
- Gulf County Economic Development Coalition
- Holmes County Development Commission
- Jackson County Economic Development Committee
- Liberty County Chamber of Commerce
- Opportunity Florida
- Santa Rosa Economic Development Office
- Walton County EDA
- Washington County EDC

The Northwest Florida Workforce Collective is made up of local workforce development boards, each of which possesses federal and non-federal resources and works closely with several education and training institutions that provide training for WIOA-sponsored participants.

Additionally, each local board within the planning region ensures that all funding used for training purposes complies with WIOA, subtitle B. Training providers utilized by the RPA currently are listed below:

NFWC Training Providers

Escarosa	Applied Technology Academy
Escarosa	CDL of AL
Escarosa	Coastal Alabama Community College
Escarosa	Fortis Institute
Escarosa	George Stone Technical College
Escarosa	Innovak of Florida, Inc. dba My IT Future Institute
Escarosa	Locklin Technical College
Escarosa	Pensacola State College
Escarosa	Reid State Technical College
Escarosa	Security Services Training Institute
Escarosa	Sky Warrior
Escarosa	Truck Driver Institute
Escarosa	University of West Florida
Okaloosa Walton	Applied Technology Academy
Okaloosa Walton	Emerald Coast Technical College
Okaloosa Walton	FleetForce Truck Driving School at N/W Florida State College
Okaloosa Walton	Fortis Institute (Fortis-Pensacola)
Okaloosa Walton	My IT Future Institute
Okaloosa Walton	Northwest Florida State College
Okaloosa Walton	Okaloosa Technical College
Okaloosa Walton	Truck Driver Institute (TDI – Milton FL)
Okaloosa Walton	Tampa Truck Driving School (TTDS – Tampa FL)
Okaloosa Walton	University of West Florida
Okaloosa Walton	LT3 Academy Apprenticeships
Okaloosa Walton	FleetForce Truck Driver Training Apprenticeship
Okaloosa Walton	Reliance Test & Technology Apprenticeship
Chipola	Chipola College
Chipola	Fleet Force
Chipola	Florida Panhandle Technical College
Chipola	Gulf Coast State College
Chipola	Lively Technical Center
Chipola	Wallace College
Gulf Coast	Gulf Coast State College
Gulf Coast	Tom P. Haney Technical College
Gulf Coast	Florida Panhandle Technical College
Gulf Coast	Tallahassee State College
Gulf Coast	SkillStorm
Gulf Coast	FleetForce Truck Driving School at NWFL State College

For further labor market information please click on the link for NFWC Data Book.

(3) Analysis of regional and local population centers, commuting patterns, industrial composition, location quotients, labor force conditions, and geographic boundaries. (Administrative Policy 123: Regional Planning Area Identification and Requirements)

Data was compiled and analyzed by Ernst and Young and provided to early implementer regional planning areas. Please visit the link to the NFWC Data Book.

(4) Description of the established regional service strategies using cooperative service delivery agreements that include but are not limited to:

As a newly formed RPA, staff for the NFWC have been working to assess and align processes, standards, and service strategies. At this date we have inventoried the income eligibility for WIOA adults, ITA caps, Key Industry Sectors, Supportive Services Offerings, Technology Tools, WIOA Youth Incentives and Additional Barriers Definitions, Self Sufficiency Definitions, and Underemployment Definitions for Dislocated Workers. While we have worked diligently to inventory and begin to analyze regional data, we have not yet established strategies for how to combine and streamline our processes.

**(a) Consistent eligibility standards and enrollment processes.**
While our eligibility standards vary at this time, the variances are allowed by WIOA law and are determined by each LWDB based on factors such as funding, the local economy, and employment data; it is the goal of the NFWC to adopt the same eligibility standards as possible whenever feasible. Our enrollment processes currently are aligned and follow the same flow. It is important to note that our processes are driven by a goal to assist as many individuals with WIOA and other workforce services as funding will allow (in terms of training programs). Please click on the link for customer flow/enrollment.

(b) Common training and coordination of supportive service offerings, as appropriate.

The NFWC utilizes common training providers and supports the use of training providers across the regional planning area when appropriate (outside of local workforce board boundaries). NFWC boards utilize the ETPL applications of each board for local approval of the ETPL. In terms of supportive services, we have inventoried the following supportive services by LWDB as a starting point to align these services more closely. Our next step is to establish consistency wherever possible. Additionally, the NFWC has already begun sharing staff training with the RPA. Developing training, providing training, and developing policies and procedural instructions are all time-consuming and staff-heavy. We plan to coordinate as much of this work as possible for efficient use of our limited staff time. We believe that RPA-wide training will promote more sharing of best practices and provide not only better-trained staff but also better customer outcomes.

All four regions offer the following supportive services: transportation; assistance with educational testing; Payments and fees for employment and training-related applications, tests, and certifications; Assistance with uniforms or other appropriate work attire and work-related tools, and payments and fees for employment and training related application, tests, and certifications.

Three of the four regions also offer the following supportive services: Childcare, Housing assistance, Needs Related Payments, Legal Aid Services, and Referrals to Healthcare. Please note that CareerSource Chipola does not offer these supportive services.
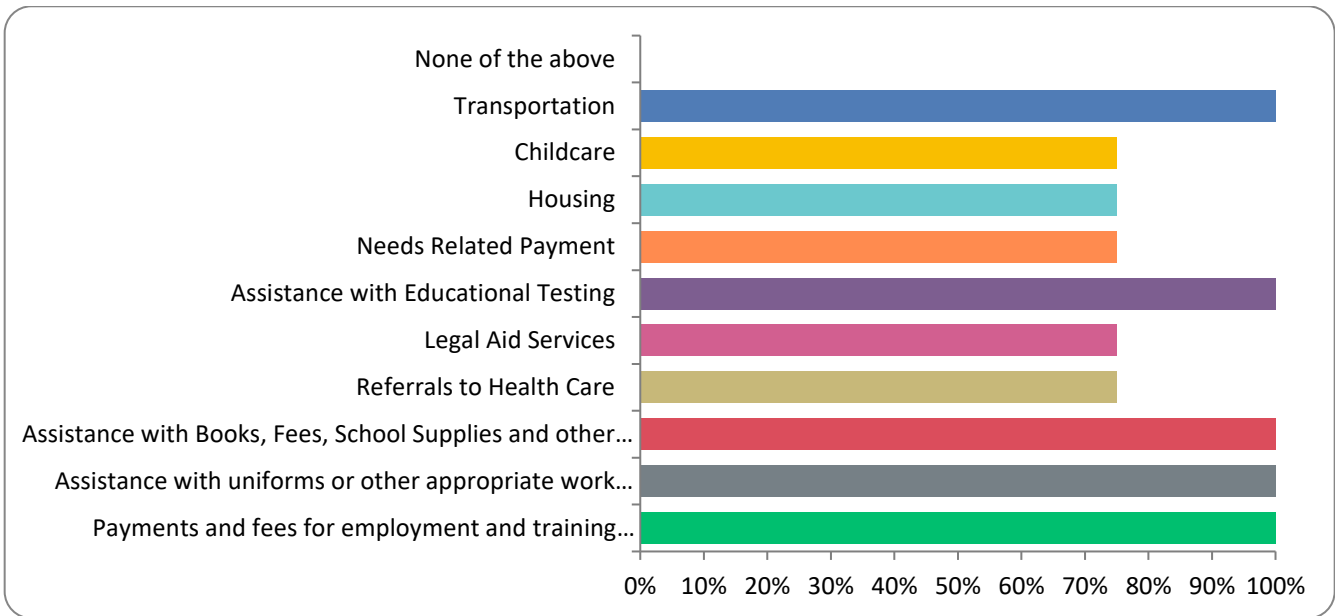
As a newly formed RPA, we are working to align our supportive services offerings more closely, by information sharing regarding the utilization of common community resources such as United Way partner agencies, churches, homeless organizations, shelters, substance disorder rehabilitation facilities, transportation disadvantaged agencies, and other partners. In the rural counties of our RPA, supportive services, and the availability of services through other partners. The availability of both transportation and childcare is challenging across the entire RPA, more so in workforce regions 2-4.

(c) Common technology tools and sharing of data within tools outside of Employ Florida.

Across the planning area, LWDBs use a variety of data tools and technology platforms to support both staff and customers. As an RPA we have completed an inventory of the current technology tools/platforms that each LWDB utilizes to prioritize programs where consolidating to one contract as an RPA might have value. We are also aware that the state is working toward this effort and last December passed the Statewide Standardization of Tools and Services policy. The NFWC will continue to review subscriptions and vendor contracts to look for efficiencies, while CareerSource Florida also analyzes this information to do the same on a statewide level. Data sharing is already common in our RPA, as we share reporting formats, performance data, and tools where possible.

Technology and Service Platforms by LWDB

	CareerSource Escarosa	**CareerSource Okaloosa Walton**	**CareerSource Chipola**	**CareerSource Gulf Coast**
Document Storage	EF, OneDrive, SharePoint	Atlas	Atlas	EF, One Drive, Sharepoint
Forms	Microsoft Forms, Formstack, NITRO Sign	Atlas, Right Signature	Docu-sign Atlas Adobe	Adobe Professional

LMI	EF, Plans for Lightcast	Jobs EQ via Opportunity Florida and EF	Jobs EQ via Opportunity Florida and EF	FloridaJobs.org, Opportunity Florida, FGNW
Accounting	MIP	MIP and Gazelle for client services	MIP	MIP
Marketing	Constant Contact, Canva free version	Canva, Constant Contact and free Social Media platforms	Canva	Canva, Survey Monkey, Mail Chimp, Adobe Creative Suite
IT Software	Trend Micro Antivirus	Microsoft 365, Adobe, and Barracuda	Citrix, Office 365, Barracuda, CarbonBlack (protection, KnowBe4, Docusi	MS Office 365, Deep Freeze, Barracuda Firewall, Absolute Resiliency, Symantec Antivirus, Freshdesk
Programmatic Tools	Work Number, Salesforce	Pathful Explorer, Traitify, Fast Forward, IBM Talent Management System, Skills First Optimal Resume, Career Edge(Youth), Virtual Job Shadowing	Employ Florida, OSST, FL COMM tools Aspiring Minds	Acuity Scheduling, IXL Learning, Talevation, Udemy, WorkNumber, Pathful Explorer, Zoom, Indeed Resume Subscription, Unite Us

(5) Description of sector strategies for existing and emerging in-demand sectors or occupations. (20 CFR 679.560(a)(1)(ii)

The planning region will support the convening of regional employers through our close Economic Development partners.

(a) How will the planning region convene or support the convening of regional employers, foundations, institutions, and other stakeholders to create or maintain sector partnerships?

The NFWC will support Florida's Great Northwest's strategic initiative Northwest Florida FORWARD 2.0 which will include business and industry, education, economic development and chamber organizations, infrastructure officials, and government and elected officials. These regional stakeholders will come together to:
- Revisit the strategies and tactics from FORWARD 1.0 in 2017; create a new, clear plan for a path to greater success for each of the five areas of focus:
- Complete a SWOT for the region's current economic landscape using similar regional and local (including similar MSA sizes and rural counties) comparisons to conduct a gap analysis and to identify opportunities for increased competitiveness.
- Conduct a SWOT based on a review of relevant cluster initiatives already in progress locally and at the state level and an understanding of state, national, and global trends.
- Gather new data related to Northwest Florida's target industry sectors and identify gaps in areas such as talent, site size/acreage, building square footage needs, logistics, etc. needed in those sectors.

- FGNW will serve in the role of regional convener for the plan, not full implementor.
- Assist in a workshop to pull regional players together in the five focus areas to gain buy-in and chart the path forward.

(b) Identify and describe the established and active sector partnerships in the planning region.

Current sector partnerships are not well defined but operate informally with support from local and regional economic development and chamber organizations. Connections made between like industries have been, in large part, made by local and regional economic development organizations or education-related advisory councils. There have been past attempts to build industry sector partnerships around apprenticeship/training programs within each LWDA, but those have not been sustainable. It is anticipated that the Florida Forward 2.0 will help revive and create stronger industry sector partnerships.

(6) Description of the collection and analysis of regional labor market data (in conjunction with the state).

Labor market and industry data were compiled and provided by Ernst and Young as well as Florida's Great Northwest. The NFWC is comprised of three Core-Based Metro statistical areas which are Panama City, Pensacola-Ferry Pass-Brent, and Crestview-Fort Walton Beach-Destin across a twelve-county geography. The RPA boasts a labor force of approximately 530,000 individuals, with an average unemployment rate of 3.5 percent (June 2024 LAUS data). Commuting patterns indicate a fluid workforce that commutes between the twelve counties of the RPA and beyond. Targeted Sector industries that LWDA 1 and 2 share are engineering, information technology, and logistics. LWDA 1 has more financial services than LWDA 2, which is predominantly due to the Navy Federal's operations campus in Pensacola. Secondly, LWDAs 3 and 4 have more ship and boat building than LWDA 2 from manufacturers such as Eastern Shipbuilding, in Panama City, and Xtreme Boats, in Bonifay.
Florida's targeted sectors shared by LWDAs 2 and 4 are logistics, ship and boat manufacturing, and professional services. The Florida target sector industries that LWDAs 2 and 3 share are scientific research, professional services, financial services, and logistics. Region 3's target industry sector industries have more manufacturing and logistics, while LWDA 4 has more professional services and chemical manufacturing. For example, LWDA 1 has more metropolitan statical areas that have a higher concentration of corporate headquarters, such as LandrumHR and AppRiver, than traditional rural communities.

For more information regarding labor market data, please click on the link for Employment and Unemployment Data/Map and/or the NFWC Data Book.

(7) Description of the planning region's coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate.

Currently, the four LWDB's do not coordinate or pool administrative resources. In the past, there have been shared positions within the RPA, but through attrition, those arrangements were not sustainable. While cost pooling is not currently being coordinated, it is something that regional partners are interested in for efficiency where possible in the future. There is still much to work out for these situations to come to fruition, including indirect cost rates and how those factors into operations and combined grant submission efforts and even for "group" procurement of needed services/goods. The NFWC believes that coordinating administrative cost arrangements is important for the future of the RPA and continues to work toward this goal.

(8) Description of the planning region's coordination of transportation and other

supportive services, as appropriate.

All LWDAs in the RPA provide financial for transportation as a supportive service if there is no other agency that can assist, although public transportation options are extremely limited within the RPA area. There are no common transportation vendors throughout the RPA, and all LWDAs in the RPA provide gas cards, reimburse for mileage, or by public transportation passes in order to ensure that customers have a way to get to critical workforce-related appointments, training, or their work-based training site. Some regions have also invested in electric scooters or bicycles as a source of transportation for customers.

(a) What regional organizations currently provide or could provide supportive services?

The only RPA wide transportation service is the transportation disadvantaged program.

(b) What policies and procedures will be established to promote coordination of supportive services delivery?

The NFWC has already begun to compare and inventory policies and procedures in order to coordinate a variety of functions including the provision of supportive services. Our goal is to offer the same types of services that are procedurally aligned, funds permitting. Our supportive service policies are already similar, and staff are working to align them even further.

(9) Description of the planning region's coordination of services with regional economic development services and providers.

All the counties within the Northwest Florida Workforce Collective are also represented by the regional economic development organization Florida's Great Northwest (FGNW). In addition, all four local areas within the NFWC are members of FGNW. One representative from LWDBs also serves as a member of the FGNW executive committee per the organization's by-laws.
Eight of the twelve counties represented in the NFWC are part of Florida's first Governor designated Rural Area of Opportunity. These eight counties are also represented by the rural development organization Opportunity Florida. Three of the four local areas are members of Opportunity Florida and participate in the organization. Opportunity Florida and FGWN work together, and share resources, leads, and strategic initiatives.
Both FGNW and Opportunity Florida have public and private membership and welcome active participation from the local boards. The NFWC and the two economic development organizations have strong connections. The Executive Director for FGNW is housed in the same office space as CareerSource Gulf Coast. CareerSource Chipola serves as the management staff for Opportunity Florida.

(10) Description of the planning region's establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with FloridaCommerce on local levels of performance for, and report on, the performance accountability measures described in WIOA Sec. 116(c) for local areas or the planning region.

The four local areas within the NFWC all have an extensive history of positive performance. Upon release of the Statistical Adjustment by FloridaCommerce, each of the local areas have agreed to have selected management-level staff work together to evaluate regional performance levels and develop a counterproposal, if deemed necessary, to performance levels proposed by FloridaCommerce. Any proposal from the Consortium will take into consideration changes in both local and regional economies that may impact future performance.

(11) **Description of the planning region's strategy to prepare an educated and skilled workforce (including youth and individuals with barriers to employment) to meet the needs of the employers.**

The Northwest Florida Workforce Collective (NFWC) will employ an objective and coherent strategy to prepare an educated and skilled workforce to meet the needs of employers located in its planning regions.

NFWC recognizes that the major need of regional businesses is to more readily find available qualified, educated, and skilled individuals who are equipped with the worker readiness skills necessary to meet their business needs. NFWC with the help of the partner Florida's Great Northwest (FGNW) is adopting eight guideposts to support the goal of a vibrant talent pipeline that includes all types of workers.

Education, nor any other single organization can address the talent pipeline as a single entity. On the contrary, to move the needle in a positive direction to solving the education and skills gaps concerns, NFWC considers in its strategy some of the peripheral elements that may negatively impact a jobseeker, worker, and a youth or young adults' ability to attain the education or training they need. When planning for education or training to fill workforce vacancies, NFWC will include the guideposts as a reference when making decisions on the allocation of limited resources.

Peripheral elements considered in the guideposts include transportation, housing, childcare, etc. These elements can directly impact an individual's ability to attain their education or training goal and must be considered. Job seekers continue to be challenged by a lack of affordable housing, transportation, and childcare. Despite notable improvements over time, access to affordable and responsive transportation remains an obstacle for many who are transitioning into or reentering the workforce. NFWC will continue to advocate for and expand its partnership with applicable local community entities to move forward with solutions to these barriers to employment. The development of the guideposts takes all of these issues into consideration as part of developing and sustaining a talent pipeline.

GUIDEPOST 1: Early Work Experience
Early exposure to the world of work through summer and year-round employment, internships, and service opportunities is a key predictor of consistent employment in adulthood. Programs that provide these opportunities can help prepare youth and young adults for the workforce. Benefits include long-lasting career benefits, development of soft skills, exploration of career interests, improved financial literacy, and personal growth. The importance of early work experience in shaping a youth's career trajectory and personal development should not be discounted.

GUIDEPOST 2: Education and Training
Access to educational and career pathways and jobs that allow youth and young adults to earn an income while they learn and build careers is crucial.   Education and training are essential tools for closing occupational gaps. They provide individuals with the skills and knowledge necessary to succeed in their roles, foster loyalty and retention, and contribute to economic growth and equality.

GUIDEPOST 3: Address Systemic Barriers
It's important to address systemic barriers that hinder an individual's employment, such as lack of access to transportation, affordable childcare and gender inequality. Advocating for policies to

providing support for job seekers/workers entering non-traditional occupations via training can be beneficial. Addressing systemic barriers is crucial for creating a stronger talent pipeline and involves a multi-faceted approach that includes policy changes, data-driven decision-making, and targeted support for marginalized groups.

GUIDEPOST 4: Support for Disconnected Youth
Disconnection from school and work increases after high school. Therefore, targeted support for disconnected youth, including those not in school and without a post-secondary degree, can help improve their job prospects. These initiatives are designed to help disconnected youth overcome barriers and acquire the skills necessary to secure and maintain employment, thereby positively contributing to the labor market.

GUIDEPOST 5: Local Labor Market Trends
Understanding local labor market trends in the RPA is key. For instance, working closely with economic development partners to recognize emerging and growing industry sectors and the work-based, on-the-job, and training-based opportunities is key to providing awareness of these growing industries across the RPA.

GUIDEPOST 6: Workforce Development:
Workforce development is a key component of any successful strategy. Workforce development programs increase job satisfaction, operational efficiency, and innovative thinking. These programs also reduce turnover rates, improve productivity, and proactively solve problems as they arise. Workforce, education, and economic development partners should help the industry understand these types of programs and the results they yield. These programs may include job development or understanding accommodations for those with differing abilities.

GUIDEPOST 7: Collaboration with Local Employers
Collaborating with local employers to develop a business-focused talent pipeline is critical in order to ensure that the needs of businesses are understood. Aligning education and training programs according to employer needs is key to ensuring that education/training completers emerge ready to work.

GUIDEPOST 8: Support Services
Support services play a crucial role in workforce development providing comprehensive support services, such as career counseling, job placement assistance, transportation, and post-placement support, can help youth, young adults, the disabled and other job seekers overcome barriers to employment and succeed in the workforce. Support services in the workforce can lead to a more productive, diverse, and stable workforce, benefiting both the employees and the organization.

(12) Description of the local strategies, policies, and improvements to enhance consistency and coordination within the planning region and help streamline experiences for job seekers, workers, and businesses, allowing a more agile workforce system to better adapt to changing marketplace and consumer expectations.

The NFWC will meet at least four times a year to review local strategies, policies and identify improvements that will enhance consistency and coordination within the planning region to help streamline experiences for job seekers, workers, and businesses, allowing a more agile workforce system to better adapt to changing marketplace and consumer expectations. All meetings will focus on information sharing, reduction of duplication of services, and the cultivation of additional resources needed to facilitate a seamless service delivery system rather than an array of separate programs with separate processes. Additionally, board staff from the

LWDBs that make up the planning area have already begun meeting to implement a number of strategies and plan to bring teams together such as business services staff and JVSG staff to share best practices and for the development of new strategies such as a regional employer engagement plan.

The following initiatives and programs assist the NFWC in its ongoing plan for continuous improvement to provide workforce services in the best manner possible for those served throughout the NFWC region.

A.   Florida's Great Northwest—A regional economic development organization led by professional staff and visionary leaders focusing on enhancing the region's competitive position through industry diversification and job growth. All LWDBs of the NFWC planning region are members and rotate serving on the executive committee of the Board of Directors for Florida's Great Northwest.

B.   Education and Industry Consortium Strategic Policy—Requires each LWDB to create consortiums to ensure education and industry partners are discussing talent needs and education offerings as well as sharing information with the local workforce development board of directors.

C.   Business Services—Program established in the daily operations of each LWDB led by business and economic development professionals. Each LWDB has dedicated professionals to help businesses recruit, hire, train, and/or retrain individuals to meet their workforce needs.

D.   WIOA Core Partner's Meetings—Each LWDB meets with partners and agency representatives of the one-stop workforce system as a resource and referral guide for coordinating services. Collaboration with other agencies that provide support or other resources in the local area will continue to be ongoing. In alliance with representatives from the one-stop workforce system, these agencies will be invited to take an active part in our quarterly meetings to enhance awareness of all partners and local agencies of local resources that may serve as referral tools to meet customer needs.

Each local area has strong alliances with its WIOA partners, and those partnerships help guide discussions regarding services needed for jobseekers and other customers accessing services at the LWDB. Each WIOA core partner has a role in ensuring that the local area's workforce continues to meet the needs of the jobseekers and employers. One goal of WIOA is that the workforce system should continue to find ways to bridge the gap between education and employment. The NFWC periodically reviews each local area's outreach activities in employer/business services, work-based learning and customized training offerings to further increase collaboration across the regional area.

Key stakeholders in economic development connect employers, educators, and workforce representatives frequently. The NFWC will continue to rely on our shared regional economic development group, Florida's Great Northwest, and utilize labor market and educational data in coordination with local data to inform and guide strategic workforce development decisions. Further, the working regional collaborative group, NFWC, will facilitate unprecedented interagency cooperation and coordination in designing the agility needed to promote the best future for the NFWC's regional area and workforce development system.

(13) Description of the steps that will be taken to support the state's efforts to align and integrate education, workforce, and economic development, including:

(a) Fostering the improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors that are the engine of economic growth for the state and its planning region.

LWDAs are uniquely positioned to support and implement targeted industry sectors with our partners in education and economic development. The NFWC has a vast array of state, regional, and local partners to assist the RPA in determining which sectors are the most viable and to review and provide input into sector-based initiatives, and the best mix of services including recruitment, hiring, training, work-based training and the use of registered apprenticeships. Our partners in regional and local economic development programs also provide opportunities to work with prospective employers who are seeking to locate in the region as well as existing employers who may be expanding or struggling.

(b) Expanding career pathway opportunities through more accelerated and work-based training and aligning and integrating programs of study leading to industry-recognized credentials and improved employment and earnings.

The deep and long-serving connections between the local area members of the Northwest Florida Workforce Collective (the Collective) and two regional private sector-driven economic development organizations combined with strong local ties to private sector employers place the NFWC in an excellent position to forecast employer needs well into the future. Appropriate management-level staff will share efforts within the NFWC and then share lessons learned with their local staff and board of directors.

When appropriate, representatives from members of the NFWC will work together in seeking funding to expand opportunities for work-based training aligned with industry needs. A key focus of regional training initiatives will be to develop opportunities providing those trained with industry-recognized credentials that provide the individual with additional employment options with their current employer, or within targeted industry sectors.

(c) Expanding career services and opportunities for populations facing multiple barriers to educational attainment and economic advancement.

The NFWC member regions have a long-standing history of serving populations facing multiple barriers to both educational attainment and economic advancement. Geographically, the NFWC is made up of roughly two thirds of RPA consisting of rural communities. There are limited services and many extraordinary barriers to employment; the two largest barriers being transportation and childcare. Furthermore, rural communities have fewer service agencies overall. Often LWDBs are the one-stop shop for all services with the exception of the health department. Our offices are located in the majority of the counties we serve, and if not with full-time office hours with staff that are on site at least one or two days per week. Our locations are often located in the heart of or near underserved communities and we partner with the few local organizations which can support those in need in order to help them become job or training ready. In our larger metro areas, we have comprehensive centers and staff equipped to assist those with an interest in training on site at the training location, at our office and/or virtually. As an RPA our Chief Operating Officers are meeting to review and share best practices on many workforce topics such as this one. While we believe we have fully expanded services and opportunities to populations with multiple barriers, we will continue to explore better ways to serve our most vulnerable populations.

Attachments

Please provide a link to the local board's website showing the attachments described below or upload attachments in a searchable PDF file with the local and regional plan:

A. **Executed interlocal agreement** that defines how parties carry out roles and responsibilities of the chief local elected officials (if the local area includes more than one unit of general local government in accordance with WIOA § 107(c)(1)(B).

Link to the Executed Interlocal Agreement

B. **Executed agreement between the chief local elected official(s) and the LWDB.**

The agreement between the CLEOs and the LWDB is the Executed Interlocal Agreement

C. **Evidence of designation of the fiscal agent by the chief local elected official(s), if other than the chief local elected official(s).**

Evidence of designation of the fiscal agent by the chief local elected official(s), if other than the CLEO is found in the Executed Interlocal Agreement

D. **Current by-laws** established by the chief local elected official(s) to address criteria contained in 20 CFR 679.310(g) and Administrative Policy 110 –Local Workforce Development Area and Board Governance.

Link to the Current by-laws

E. **Current board member roster**, meeting minutes for the local plan agenda item, discussions about the plan, and the board's vote on the local plan.

Link to CSGC board member roster. The remaining items (meeting minutes, discussions about the plan, and the board's vote) will be added after the CSGC Board of Directors meeting on Aug. 13, 2024.

F. **Organizational chart** that outlines the organizational structure of the local area including the local workforce development board staff, one-stop operator, direct provider of workforce services, youth service provider and jointly managed FloridaCommerce staff. The organizational chart should identify specific roles defined in the Grantee-Subgrantee Agreement to include:

    (a) Regional Security Officer.
    (b) Chief Ethics Officer.
    (c) Custodian for purchased property and equipment.
    (d) Personnel Liaison.
    (e) Public Records Coordinator.
    (f) Equal Opportunity Officer.
    (g) Person who promotes opportunities for persons with disabilities.

Link to the CSGC Organizational Chart

G. **Agreements describing how any single entity selected to operate in more than one of**

the following roles: local fiscal agent, local board staff, one-stop operator, or direct provider of career services, will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest. Also attach copies of any processes and procedures that clearly detail a) how functions are sufficiently separated; b) descriptions of the steps the local area has taken to mitigate risks that could lead to impropriety; c) firewalls (physical, technological, policies, etc.) created to ensure such risks are mitigated; and d) oversight and monitoring procedures.

[Link to Local Operating Procedure on Firewalls](#)

H. **Executed Memoranda of Understanding (MOU)** for all one-stop partners (Section III(b)(2) of the State of Florida WIOA Unified Plan).

   CSGC combines the MOUs and the IFAs into one document for each agency. Please check here to view all [Executed MOUs/IFAs](#)

I. **Executed Infrastructure Funding Agreement (IFA)** with all applicable WIOA required partners (Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan).

   CSGC combines the MOUs and the IFAs into one document for each agency. Please check here to view all [Executed MOUs/IFAs](#)

J. **Executed cooperative agreements** that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to all services available in the local one-stop delivery system. This includes cooperative agreements (as defined in WIOA section 107(d)(11)(B) between the LWDB or other local entities described in WIOA section 107(d)(11)(C) of the Rehabilitation Act of 1973 (29 U.S.C 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such Act (29 U.S.C. 721(a)(11) with respect to efforts that enhance the provision of services to individuals with disabilities and to other individuals, such as cross-training staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts of cooperation, collaboration and coordination.

[Link to Executed Cooperative Agreements](#)

K. **A description of the process used by the LWDB to obtain input and comment from representatives of business and labor organizations for the development of the plan. The LWDB must make information about the plan available to the public regularly through electronic means and open meetings.**

   CSGC obtained input and comments from businesses and labor unions for the development of the plan. The processes used included:

The plan link was sent to board meeting attendees before the 8/13/2024 board meeting for review and comments. A plan overview was provided in the 8/13/2024 board meeting.	The board provided contingent approval. The Board is comprised of representatives from business and labor organizations.
The plan link was emailed to members of the Education and Industry consortium members for	

review and comments on 8/13/2024.	
Plan link was emailed to all partners-board attendees again, on 8/27/2024 for review and comments/input	
Executive Committee meeting to approve revisions/additions to the plan	8/29/2024
Provide the 3 county commissions, county managers and respective legal staff the plan for review, comments, and input	Sent to all 3 commissions on 8/14/2024 for review, comments and input
Regional Planning Requirements to chief elected officials in regions 1,2, 3 for 4 review, approval and signature.	Provide plan on 8/14/2024. Signatures required by 9/13/2024
Provide no more than a 30-day period for comment on the plan before submission to FL Commerce by 10/2.	Post on careersourcegc.com website on 8/14/2024 through 8/30/2024.
County Commission approval	1. Franklin – 9/3/2024 2. Bay - 9/17/2024 3. Gulf – 9/24/2024

L. **Planning Region Agreements** between the participating LWDBs of the planning region and agreements between the planning region and regional partners to include cooperative service agreements, memoranda of understanding, regional policies, etc.

[Link to the Planning Region Agreements](#)

End of Regional Plan Addendum

End of Local Plan