

**RWB REED ACT IMPLEMENTATION PLAN**

Regions must use this form to submit their Plans. Each of the answer boxes will expand as necessary for a full response to the question being asked. Submit **ONE** paper copy of the Plan to –

**Workforce Florida, Inc.  
1580 Waldo Palmer Lane, Suite 1  
Tallahassee, FL 32308  
ATTN: RWB Reed Act Implementation Plan, JenniLee Robins**

Submit **ONE** electronic copy of the Plan to –  
[jrobins@workforceflorida.com](mailto:jrobins@workforceflorida.com)

<b>1. REGION Name and NO.</b>	<b>Pasco Hernando Jobs &amp; Education Partnership Regional Workforce Board, Inc. Region 16</b>
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<b>2. Total number of clients to be served – Total of 2(a) and 2(b). Please note two-parent families will be accounted for separately in section #3.</b>	<b>897</b>
<b>2. (a) Using FY 07/08 data estimate the number of mandatory clients that will be referred to you for work registration and engagement in work activities. This is the number referred to as the caseload. Please provide an estimated monthly number.</b>	<b>409 open cases, 327 applicants  736</b>
<b>2. (b) Using FY 07/08 data estimate the number of transitional clients that you are currently serving on a monthly basis so they do not lose their job and return to the caseload and therefore negatively impact the caseload reduction credit.</b>	<b>161</b>

<b>3. Total number of two-parent families to be served. Total of 3(a) and 3(b).</b>	<b>58</b>
<b>3. (a) Using FY 07/08 data estimate the number of two-parent families in your service area that will be referred to you for work registration and engagement in work activities. This is the number referred to as the two-parent caseload. Please provide an estimated monthly number.</b>	<b>37</b>
<b>3. (b) Using FY 07/08 data estimate the number of transitional two parent families that you are currently serving on a monthly basis so they do not lose their job and return to the caseload and therefore negatively impact the caseload reduction credit.</b>	<b>21</b>

<b>4. Total Amount of Funds available for WT Program and employer services activities - Total of 4(a) and 4(b)</b>	<b>\$2,911,127.00</b>
<b>4.(a) FY 08/09 TANF funds allocation.</b>	<b>\$2,430,431.00</b>
<b>4.(b) FY 08/09 Reed Act funds allocation</b>	<b>\$480,839.00</b>

<b>5.(a) CONTACT NAME</b>	<b>Terry Williams/ Brenda Gause</b>	<b>5.(b) CONTACT EMAIL</b>	<b><a href="mailto:twilliams@careercentral.jobs">twilliams@careercentral.jobs</a> or <a href="mailto:bgause@careercentral.jobs">bgause@careercentral.jobs</a></b>
<b>5.©CONTACT PHONE</b>	<b>(352) 797-5781</b>	<b>5.(d)CONTACT FAX</b>	<b>(352) 200-3083</b>

## Attachment A (cont'd)

<b>1. Does the project address the Purpose of the Career Council request as described in Section 2.0 of the Reed Act Implementation Plan document? Yes/No</b>	<b>Yes</b>
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**2. Describe *specifically* how the project relates to the Purpose of the Career Council request (see Section 2.0 Purpose of the Reed Act Implementation document).**

Region 16 has placed major emphasis on improving participation rates in our WT customers. WT staff traveled to Orlando to participate in a Promising Practices Workshop with other regions throughout the state. They will continue to participate in ongoing workshops as well as brainstorming amongst themselves and with the WT Program Manager and Quality Assurance Specialist. WT Career Managers are given monthly training/guidance. They also brought back the Promising Practices workbook and are implementing new procedures. Region 16's Senior Vice President has just implemented a new practice with other regions which will pair Career Managers from different regions with each other in an effort to mentor, give advice and to come up with new ideas to assist each other in raising participation rates as well as with other problem areas in WT. Region 16 will continue to improve services as well as continuing to improve in all areas of WT. We are striving hard to exceed all expectations.

**3. In Section 5.0, there are several program *elements* and program *strategies* listed. In the space below, list the specific element(s) and strategy(ies) relating to the Purpose of the Career Council request that your proposed Implementation Plan incorporates. List the element and strategy number from Section 5.0 General Scope of Services to be included in local Plan (like element 5.1.3 and strategy 5.2.1) and then describe how the proposed Implementation Plan incorporates element (s)/strategy(ies). List as many of the elements/strategies as are appropriate.**

**As stated in the Section 9.0 Budget there is no requirement to submit a separate budget. However as you are describing elements and strategies please include any plans to increase specific staffing levels, staff training and/or outreach/educational activities that you plan to fund with Reed Act monies. We are interested in service delivery modifications that can be funded with Reed Act that you have determined will facilitate your meeting required participation rates.**

**Go to 'table', 'insert' and 'rows below' to add rows as necessary.**

Element(s)/Strategy(ies) number(s)	Brief Description of how the Plan incorporates the referenced element(s)/strategy(ies) listed in the column to the left and note any plans to increase staff to support specific element(s)/strategy(ies)
	AWI – ability to search communiqués, guidance by keyword
	Ability to have sanctions imposed past the 18 <sup>th</sup> of the month and cases closed
	Creation of an online policy manual
5.1.1	In our opinion, use of Reed Act funds for rent payment must be in proportion to the activities which can be paid for with Reed Act funds. Although USDOL has authorized the use of Reed Act dollars to pay for facility rental expenses, it has specified that this be done "in accordance with cost sharing guidelines."
5.1.2	Workshops were provided where attendees learned how to access cases included in the participation rate denominators and how to use tools found in OSST to manage case reviews.
5.1.3	WT staff attended the Promising Practices workshop in June and will continue to participate in meetings and begin implementing best practices.
5.1.4	WT staff are given the opportunity to review the MMR when it comes out. Staff are advised of the ranking in each category.
5.2.1	Applicants for TCA are referred by DCF to the local Career Central office to complete the work registration process. Work registration currently includes attendance at a 1 ½ hour Orientation presentation and a week of Job Club. If child care is needed to attend these activities it is provided. This process is currently being revised to reduce the time for work

	registration. The new process will include the above mentioned Orientation, registration on Employ Florida to include full background information and resume, application for Unemployment Compensation where applicable, and assignment for initial IRP planning and assessment.
5.2.2	In an effort to reduce CRC, Up-Front Diversion and Relocation Assistance for Applicants is discussed in length during the Orientation and clients are encouraged to apply for these diversions if they feel they qualify.
5.2.3	Efforts are made to engage customers in participation as soon after registration as possible. Currently applicants are assigned to 20 hours of classroom activities and 20 hours of job search. The applicant signs an agreement indicating that they will continue seeking employment 40 hours per week until they are notified of their next work activity. New cases are seen within 10 calendar days of receipt of the end applicant alert.
5.2.4	Orientation includes a slide presentation which includes information covering service delivery/participation flow, sanctions and non-compliance, Domestic Violence services, support services, grievance procedures, program activities for Recipients, transitional Services, Up-Front Diversion, assessments and an Orientation of Career Central.
5.2.5	Applicants for TCA are referred by DCF to the local Career Central office to complete the work registration process. Work registration currently includes attendance at a 1 ½ hour Orientation presentation and a week of Job Club. If child care is needed to attend these activities it is provided. This process is currently being revised to reduce the time for work registration. The new process will include the above mentioned Orientation, registration on Employ Florida to include full background information and resume, application for Unemployment Compensation where applicable, and assignment for initial IRP planning and assessment.
5.2.6	Clients referred to Career Central by DCF are assigned to the above work registration process. During the Job Club, known as Success Seminar, individual assessments are offered including CareerScope, TABE testing, Florida Ready to Work credentialing and O-NET Interest Profiler. At the first IRP appointment and assessment, the clients past work history and education are reviewed and the client is directed to the most appropriate activity based on this assessment.
5.2.7	All clients are to be assigned to 40 hours of countable work activities, the first 20 hours being a core activity and the second 20 a combination of core and core plus.
5.2.8	The creation by AWI of an in-depth training on the deeming of hours would be very helpful – preferably in webinar format.  Staff have been trained to project hours of employment, up to six months, after a full pay cycle has been documented. Local procedure requires clients to provide documentation of hours of participation, including employment, each Monday.
5.2.9	Staff have been trained to code all deferrals appropriately in accordance with the coding on OSST, including those individuals who are participating in countable activities.
5.2.10	Creation and delivery of SQL training as it relates to the data warehouse.  Management reports are used daily to manage caseloads, including the Blank JPR Report, No Countable Work Activities Report, No Recorded Activities Report, Countable Activities Report, Non-Countable Activities Report, Deferrals Report and External Reports. Additionally, staff use the To-Do Report. The Caseload Program Types Report is reviewed weekly. Searches are used to identify pending sanctions and diversions. Additional local reports have been developed to ensure tracking of participation.
5.2.11	Regions need access to New Hire Report (obtained, entered employment) in order to track employment more efficiently.  Career Central utilizes the WORK number to track employment. We also use temporary staff to contact employers to verify employment and complete follow-ups.
5.2.12	The WT Program Manager develops work experience and community service sites. Center Managers are encouraged to meet with community employers and assist with development of work sites.
5.2.13	During the initial assessment and IRP appointment, and each ensuing follow-up appointment,

	clients are assessed for their work readiness and assigned to activities appropriate to their needs. Barriers are identified and services provided where appropriate.
5.2.14	<p>Access to Florida to enter our own closure codes, sanctions and re-certifications.</p> <p>Local procedures require clients to provide documentation of previous week's participation each Monday, thereby establishing clear dates of non-compliance. Career specialists submit weekly reports to the WT Program Manager identifying the participation of each customer. Career specialists utilize Microsoft Outlook calendars for tracking appointments, thus ensuring identification of dates of failure due to failure to attend appointments. The WT Program Manager reviews OSST reports daily and reviews each sanction request prior to submission to DCF.</p>
5.2.15	Best practices were reviewed and where appropriate, changes to provision of services were made. For example, the changes being made to the work registration process.
5.2.16	<p>The WT Program Manager meets with the local child care central agency provider regularly. Career Specialists work closely with the central agency to ensure childcare is made available.</p> <p>We also have representation on the ELC Board and attend regular meetings and special events. Our region works very closely with the ELC and the childcare providers.</p>
5.2.17	The WT Program Manager meets with the local child care central agency provider regularly. Career Specialists work closely with the central agency to ensure transitional childcare is made available.

**Attachment A (cont'd)**

**4. List the local partners you plan to engage in the elements/strategies listed above in #3. Local partners may include businesses, other state agencies, community-based and faith-based organizations, and training providers. For each local partner provide the role it will play in the Reed Act Implementation Plan. [No letters of support or commitment are needed] – We are interested in the partnerships you intend to develop/expand/maximize in your implementation plan. **Go to 'table', 'insert' and 'rows below' to add rows as necessary.****

<b>Partner Name</b>	<b>Brief Description of Partner Role</b>
Childhood Development Services	To provide daycare to our customers so that they may gain jobs skills needed to find suitable employment. Also, once employed, CDS will continue to provide childcare so that customers can retain employment.
Dept. of Children & Families	To provide services to customers within the One Stop by assigning a designated ACCESS worker to assist with filling out requests for assistance, providing information to our customers. Also, working hand in hand with DCF staff in an effort to obtain timely responses on sanction requests and correct closure codes
Lutheran Services	Forming a closer bond in an effort to assist LS with their two parent family customers, giving training and guidance to bring up participation rates
Harbor Behavioral	To work more closely in an effort to jointly increase participation with deferred customers
Vocational Rehabilitation	Partnership has been formed wherein referrals are given to VR for additional assistance and customers are continuing to participate in job related activities and training

Local Colleges	Forming new partnerships in an effort to provide training necessary to find sustainable employment.
Disability Program Navigator	Working with customers with disabilities in an effort to assist them in overcoming barriers to finding suitable employment.
RTW Assessments	Provided to customers as an aid to jobseekers as well as employers.
Mobile One Stop	Region 16 takes the Mobile One Stop to job seeking customers in remote areas of the county in an effort to assist those who have no transportation or funds for gas to seek suitable employment.

**5. Performance targets – Please see Attachment B for details. This section requires no RWB response and is for information only.**

**6. The RWB Reed Act Implementation Plan must be considered and accepted by the Regional Workforce Board and/or the appropriate committee/council – for example the Executive Committee or Career Council.**

**Please insert the name of the group considering and accepting this Plan and the date that the meeting/ teleconference occurred.**

<b>Name of group:</b>  Better Jobs Better Wages Committee	<b>Date of acceptance:</b>
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**7. The RWB Reed Act Implementation Plan must be considered and accepted by the Regional Workforce Board Executive Director or President/CEO.**

**Please insert the signature of the Executive Director or President/CEO and the date the Plan was considered and accepted by the Executive Director or President /CEO.**

<b>Name of Executive Director/President /CEO:</b>  Lee Ellzey/CEO/President	<b>Date of acceptance:</b>
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