

Statement of Intent

And

Amendment to Local Workforce Services Plan 2007-2009

RWB Number: 16, Pasco Hernando Jobs & Education Partnership Regional Workforce Board

Contact Name: Brenda Gause

Contact Phone #: (352) 797-5781 x 1226

🕒 The Region 16 2007 – 2009 Local Workforce Services Plan will be amended to include designation of the regional workforce board as a one-stop operator and direct provider of the following services:

This amendment authorizes the designation of the Pasco Hernando Workforce Board, Inc. as the continuing Career Central One-Stop Operator and Direct Provider of the Business Services Unit, the Job Hub, the Employed Worker Program, the Professional Placement Network, the College Placement Network, the Disability Program Navigator services, Assessment services, the Mobile One Stop and other special projects by agreement of the Chief Elected Officials, being County Commissions of Pasco and Hernando Counties, upon approval of this request by the Governor. The following items are hereby incorporated into the Region 16 approved two-year plan:

1. A description of the revised “business model” that the Board has elected to follow and a description of the particular workforce service the regional workforce board wants to directly provide and how that service will be delivered. This will include a reference to those items in the two-year plan that would change (at a minimum, Section IV B– Process for Selecting Service Provider(s). and Section V. A. – Description of the Local One-Stop System) if the request is approved, as well as revised Organization Chart reflecting the proposed new structure and delivery model (page numbers, etc).

PASCO HERNANDO WORKFORCE BOARD has reviewed the existing business model for the organization’s service delivery through Career Central One-Stop Career Centers in Pasco and Hernando Counties, and has determined that there are substantial inefficiencies in the current operation and program service model. The current sub-contract with an outside provider creates an additional layer of programmatic and financial management staff on-site, and supports additional management cost for regional and national staff providing minimal support to our programs. The proposed new business model will consolidate responsibility for the operation and service delivery in the one-stops under management staff who report directly to the Board’s administrative staff.

The existing Plan Section IV, A.2.-A.4 (P. 21) reflects PASCO HERNANDO WORKFORCE BOARD’s status as administrative entity, grant recipient and fiscal agent, and these duties will

continue with designated staff. Key administrative staff includes the President/CEO, Senior Vice President, VP of Business Services, Director of Operations, and Finance Director. These staff will work directly with the Board on policy and strategic planning, fiscal oversight and grant administration. Other team members including the Executive Assistant, Operations Management Consultants and Accounts Payable Clerk will have both administrative and programmatic responsibilities.

The existing Plan Section IV.B (p. 22) provided for procurement of operator and program services, as had been required prior to passage of SB 428. When granted the ability to directly operate and provide services, PASCO HERNANDO WORKFORCE BOARD, while reserving the right to procure program services as appropriate, will maintain continued responsibility for service delivery of Employed Worker Program, Business Services, Job Hub, Mobile One Stop, Disability Program Navigator Services, Assessment Services, Professional Placement Network Services, College Placement Services and other special projects. PASCO HERNANDO WORKFORCE BOARD will continue contracts with youth programs (Henkels & McCoy) and, for the time being, will allow Contractor (Arbor) to continue providing WIA, WT and some WP services as well as supervision of Vet and TAA programs. Upon approval, contractor staff (Arbor) will be notified of the termination of the applicable portions of the contract. Existing staff will be given the opportunity to apply for new positions with the Board. AWI staff will continue in their assigned positions. PASCO HERNANDO WORKFORCE BOARD will advertise all available positions and interview interested parties.

The existing Plan Section V. (p. 23-24) describes delivery of services through three full-service One-Stop Career Centers in New Port Richey, Zephyrhills and Spring Hill which was approved by the Pasco Hernando Workforce Board and chief elected officials for the region. Coordination of services will continue as described in the original plan.

#### REGION 16 BUSINESS MODEL EFFECTIVE AUGUST 14, 2008 DRAFT

1. The effective date for when the regional workforce board will provide the service. Include a description of any transitional period needed to ensure continuity in the delivery of the service to the regions workforce customers.

The Pasco Hernando Workforce Board will maintain continued responsibility for the operational and programmatic functions described above on **August 14, 2008**. In preparation, PASCO HERNANDO WORKFORCE BOARD is revising and updating its employment application, personnel policies and job descriptions. When this plan is approved by the Workforce Florida Board in August, all staff will be notified and the staff interview and selection process will begin. There will be no interruption in services during this transitional period.

2. A description of the reasons why the regional workforce board has decided to directly provide the aforementioned workforce services.

The Pasco Hernando Workforce Board has procured services from both private for-profit and private non-profit community-based organizations over the past 10 years. While creating an additional level of management, no benefit has been gained in terms of quality or cost savings.

In fact, the indirect and profit paid to other organizations reduced the amount available for the delivery of services to customers. Additionally, the Board and its administrative staff have always been accountable to WFI and the Governor for all performance by these providers. Reorganization will free up significant funds that can be better utilized in the delivery of services to customers.

3. A description of how the regional workforce board will establish a “firewall” that clearly separates and defines their existing role as the oversight body for the workforce region’s workforce delivery system from their new role as the managing board of directors for those operational services that the Board has chosen to directly provide.

The Board will maintain its role as a strategy and policy board, with the President/ CEO being the sole point of accountability to the board of directors in the management of local operations. The President/CEO will designate key staff for administrative and fiscal oversight, as well as for day-to-day operations. The Board believes that a streamlined organizational model will adequately segregate policy and administrative functions from facility operation and service delivery.

4. An identification of the grant program(s) that currently fund the workforce service delivery model.

Grant programs that currently fund the Pasco Hernando Workforce Board’s workforce service deliver model include grants from the Employment and Training Administration, Department of Labor, the Administration for Children and Families-Department of Health and Human Services, the Office of the Assistant Secretary for Veterans’ Employment and Training-Department of Labor , for the execution and implementation of comprehensive job training and employment programs included under the Workforce Investment Act of 1998, Public Law 105-220, 20 USC 9201 (hereinafter referred to as the Workforce Investment Act or WIA) as implemented under Chapter 445 F.S. as amended; the Wagner-Peyser Act of 1933, 48 Stat.113 as amended, Public Law 105-220 (hereinafter referred to as Wagner-Peyser or WP); the Social Security Act, Title IV, Part A, as amended, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, Public Law 104-193, and Balanced Budget Act of 1997, Public Law 105-33 (hereinafter referred to as Temporary DRAFT Assistance for Needy Families or TANF); the Deficit Reduction Act of 2005, Public Law 109-171, and related Interim Final Rules issued by the United States Department of Health and Human Services on June 28, 2006; the Workforce Innovation Act of 2000 (hereinafter to be referred to as the Welfare Transition Program or WTP); the Servicemen’s Readjustment Act of 1944, Title IV, Section 602, Public Laws 92-502,-540,94-502,-606, 100-323, 102-76 and 102-83; 38 USC 4104 (hereinafter referred to as Local Veterans’ Employment Representative Program or LVER); the Veterans’ Rehabilitation and Education Amendments of 1980, Public Law 96-466, 100-323, 102-83, 102-501, 102-503, Public Law 102-568, 38 USC 4103A (hereinafter referred to as Disabled Veterans’ Outreach Program or DVOP).

5. The estimated cost of the service and the results of a cost analysis that documents the expected reduction in costs if the regional workforce board provided the service rather than contracting that service to another provider.

Pasco Hernando Workforce Board, Inc.	
Savings or Additional Services Delivered	
From PY 07-08	
Reduction in Costs – Savings resulting from partial Arbor Contract cancellation:	
Total Expenditures	\$613,296.25
Expenditures for positions	\$515,375.00
Profit from Service Provider Contract	\$46,383.75
Indirect Overhead from Service Provider Contract	\$51,537.50
Total Savings Costs from Contract	\$97,921.25

7. A description of any other anticipated improvement to service delivery and performance outcomes.

The Pasco Hernando Jobs & Education Partnership Regional Board (PHJEPRB) Business Services Unit Mission is “To promote economic growth in Pasco and Hernando counties by providing quality workforce services to our business customer candidates”. In an effort to provide increased delivery of services, PHJEPRB took charge of the Business Services Unit in July 2007. The following is a brief summary of the improved services that are now offered to our customers.

By focusing on the needs of the employer we have developed a demand driven workforce system whose aim is to continuously increase and improve employer services and to enhance the awareness of the Business Services Unit (BSU) in our community. To achieve this, staff outreach includes speaking engagements at area chambers as well as various civic organizations, Business Service Consultants making a minimum of fifteen contacts each week with business customers and quarterly, a “blitz” of virtually all business customers in a designated area regardless of industry affiliation.

BSU staff is a team of professionals that offer viable business solutions for employers. Coordination of effort is essential in our approach, and the BSU is operated using a team approach. Team members communicate both formally and informally to ensure duplication of effort and conflicting messages to customers do not occur. Marketing materials are carefully reviewed by staff prior to distribution and strategic efforts and plans are understood by all before moving forward.

Each BSU staff member, in addition to offering traditional employment related services such as job listing, applicant search and screening, the provision of LMI for specific positions, use of facilities for the recruitment and selection of employees is also familiar with and able to provide access to special tax incentive programs, assessment services and understands the sources and interpretation of labor market information (LMI).

BSU personnel interface with One-Stop staff and other One-Stop Service Delivery System partners ensures the process of screening and referring candidates continues to improve. Weekly staff meetings between the Business Services Consultants and Resource Room staff optimize the matches between job openings and potential candidates. The savings from having the contractor (Arbor E&T) over our BSU allowed us to implement a Professional Placement Network (PPN) and hire a PPN Coordinator. The PPN Coordinator assists displaced professionals in finding new employment. We have also just recently hired a College Placement Coordinator that will be based at several local colleges and will work hand in hand with soon-to-be and recent graduates to ensure that they find suitable employment. In addition to the aforementioned services, we have also had several business customers use Career Central for recruitment or selection assisted by BSU and Resource Staff. We are working hard to promote the idea that “Every Day is a Job Fair Day at Career Central”. Industry hiring patterns are used to develop specific hiring events. Creative counseling often diverts existing candidates quickly into open positions.

As the BSU increases market penetration its momentum will be sustained through development of a needs assessment tool for use with business customers to determine specific areas of opportunities (such as training for current and future labor force, projected openings and reductions in the workforce). A monthly Business Services Unit electronic newsletter will disseminate information to the business community, and increased usage of assessment services will improve the efficacy of placement efforts. Finally, Quarterly Business Roundtables, biannual Business Advantage Seminars, and industry specific job fairs based on trend and other analyses will ensure the goal of continuously improved business services will be achieved.

The PHJEPRB is working closely with economic development organizations, other workforce boards and partners to identify and address the ever changing employment and training needs of business. Business Services Representatives use job development to increase placement rates, and package training and incentive programs customized to the individual employer's requirements. Providing these basic services to the business community while identifying and exploring new avenues for service is challenging and requires an innovative approach to business problem solving however the reward is increased market penetration and more exposure of the Business Services Unit in our community.

The PHJEPRB continually monitors the Customer Service satisfaction and feel that we have made a noticeable improvement. We solicit employer input through our business roundtable, and business seminars to assist employers with better outreach and services. As Region 16 is small in comparison to other areas of the state, we find out very quickly if employers are unhappy with services. Region 16 participates in open forums with our local school boards, EDO's and chambers who readily provide input from the business perspective of how businesses view us. The performance is achieved if our business community is pleased with the confidence they have in us to provide the services they need.

PHJEPRB provides the platform for technical input of industry specific training programs by continuing to leverage both economic and educational partnerships to achieve this goal through Industry Cluster group meetings, Business Forums, grants and joint Business Development Boards, employment and education trends analysis and conducting skill gap analysis.

PHJEPRB highlights successful workforce /business partnerships through its continued sponsorship of our local "Hernando County Industry Appreciation & Recognition Banquet" and our own "Best Places to Work" banquet.

PHJEPRB recently partnered with the Pasco County School District (PCSD) to help recruit teachers for the 2008/2009 school years. The partnership provided PCSD with a number of optional services such as: information sessions for candidates interested in pursuing a teaching career, employability skills workshops for assistance with resume writing and review of interviewing techniques. PHJEPRB also offers HR support for the office of teacher recruitment and travels to hiring events. In an effort to further assist the School District in their recruitment efforts, we were able to dispatch our Mobile One Stop (MOS) where BSU and PPN staff took advantage of the 12 internet connected workstations to register potential hires. Additional funding enables us to send our MOS to recruitments, job fairs, layoffs and to assist with our employers with assessments.

PHJEPRB continues to assist targeted populations with competing for state-level: training, re-training, placement and retention programs. PHJEPRB has been awarded monies through competitive funding processes. Awards granted were WIN and CHOICE funding, both of which had successful outcomes. PHJEPRB also utilizes EWT funding to assist employed workers in our region.

8. Documentation that the public was provided at least 30 days notice to review and comment on the proposed change in service delivery (include any submitted comments).

Public Notice was posted on the Pasco Hernando Workforce Board Website. Any comments submitted will be reviewed and included in the final plan amendment.

9. Documentation that the Chief Elected Official has agreed to the planned change in service delivery (Signature Page, Attachment II).

Concurrence by the Pasco and Hernando County Commissions will be included on the signature page with the final plan amendment submitted to Workforce Florida on July 31, 2008.

SIGNATURE PAGE

RWB Number 16

Contact Name Brenda Gause

Contact Phone Number (352) 797-5781 x 1226

This amendment to the Local Workforce Service Plan is to be effective for the period August 14, 2008 through June 30, 2009, to coincide with the effective date of the 2007 – 2009 comprehensive plan. The signatures indicated below certify agreement to the plan amendment submitted by the Pasco Hernando Jobs & Education Partnership workforce development board and the assurance that the region will operate in accordance with this plan amendment and applicable federal and state laws and regulations.

Workforce Board Chairperson

Chief Elected Official

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

Steve Jensen  
Name (printed or typed)

Ted Schrader  
Name (printed or typed)

Board Chair  
Title

Pasco County Commissioner  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

SIGNATURE PAGE

RWB Number 16

Contact Name Brenda Gause

Contact Phone Number (352) 797-5781 x 1226

This amendment to the Local Workforce Service Plan is to be effective for the period August 14, 2008 through June 30, 2009, to coincide with the effective date of the 2007 – 2009 comprehensive plan. The signatures indicated below certify agreement to the plan amendment submitted by the Pasco Hernando Jobs & Education Partnership workforce development board and the assurance that the region will operate in accordance with this plan amendment and applicable federal and state laws and regulations.

Workforce Board Chairperson

Chief Elected Official

\_\_\_\_\_

\_\_\_\_\_

Signature

Signature

Steve Jensen

Christopher Kingsley

Name (printed or typed)

Name (printed or typed)

Board Chair

Hernando County Commissioner

Title

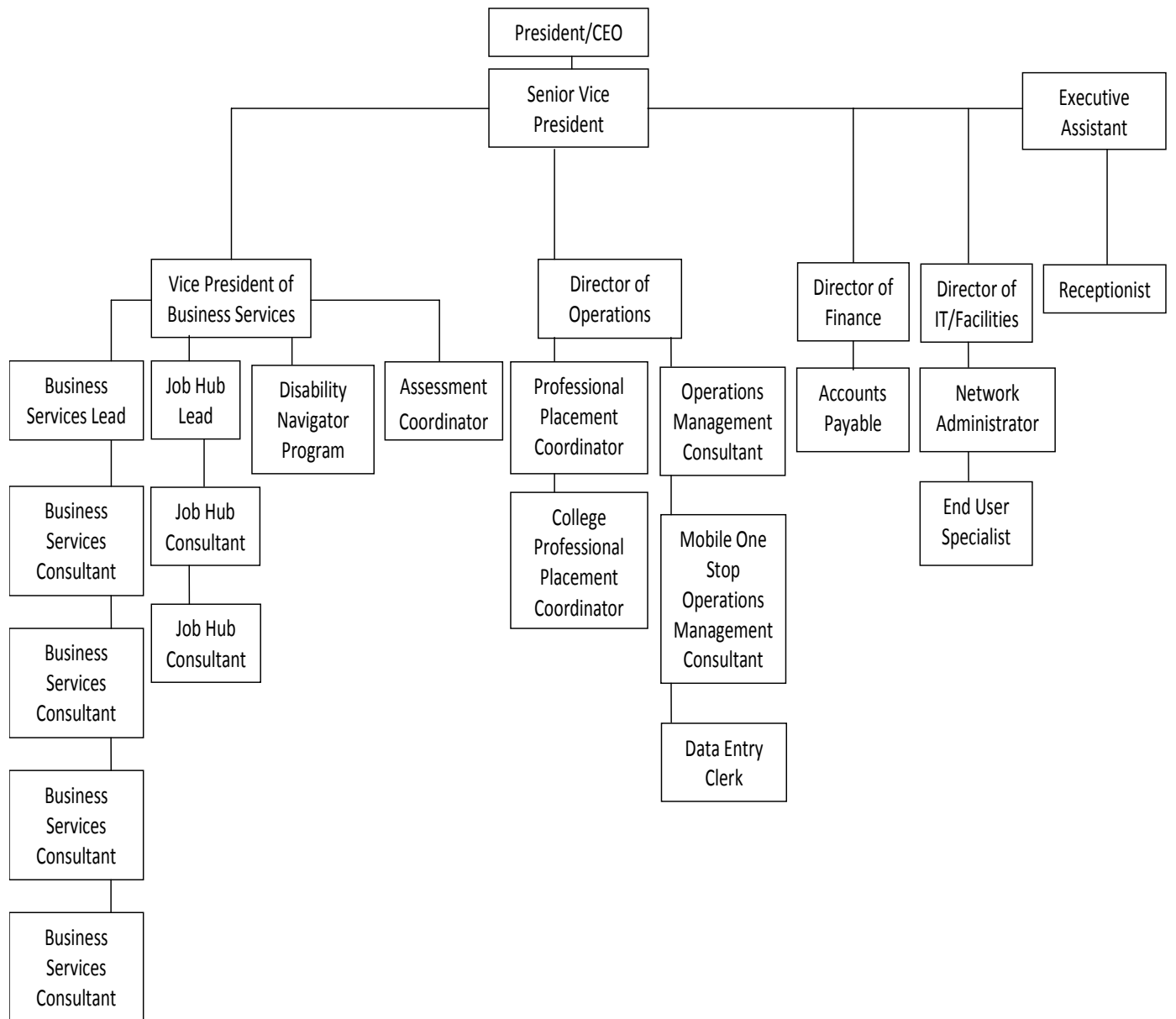
Title

\_\_\_\_\_

\_\_\_\_\_

Date

Date



## Statement of Intent

RWB Number 16

Contact Name Brenda Gause

Contact Phone Number 352-797-5781

### AMENDMENT TO THE 2007 – 2009 LOCAL WORKFORCE SERVICES PLAN

This amendment authorizes designation of a regional workforce board as a one-stop operator or direct provider of certain services by agreement of the chief elected official and the Governor.

No amendment to the Region \_\_\_\_\_ 2007 – 2009 Local Workforce Service Plan needed at this time

STOP HERE - NO FURTHER ACTION NEEDED

The Region 16 2007 – 2009 Local Workforce Service Plan will be amended to include designation of the regional workforce board as a one-stop operator or direct provider of certain services

PLEASE CONTINUE

See ACTION REQUIRED section of the Guidance Letter/Communiqué, Process to Request Permission to Provide Direct Services.

**(THIS AMENDMENT WILL INCLUDE THE SIGN-OFF OF YOUR CHIEF ELECTED OFFICIAL(S) AND APPROVAL BY THE WORKFORCE FLORIDA BOARD)**