

FL WINS

EXECUTIVE STEERING COMMITTEE (ESC) MEETING

July 26, 2023



**WELCOME
&
CALL TO ORDER**

Today's Agenda



- 1 Welcome & Call to Order**
- 2 Review of Agenda**
- 3 Member Introductions**
- 4 Previous ESC Meeting Minutes Approval**
- 5 FL WINS Program Overview & Governance**
- 6 FL WINS Program Updates**
- 7 Upcoming Activities**
- 8 Open Discussion**
- 9 Public Comment**
- 10 Adjournment**

MEMBER INTRODUCTIONS

**MEETING MINUTES
APPROVAL**

**FL WINS PROGRAM
OVERVIEW
&
GOVERNANCE**

Florida's Workforce Integrated Networking Systems

No Wrong Door - Consumer First – Integrated Data



CUSTOMER PORTAL



COMMON INTAKE FORM



DATA HUB

FROM

- Manual Processes
- Siloed Systems
- Fragmented Services
- Limited Referrals

TO

- Automated Processes
- Master Data Management
- Minimized Duplicate Data
- Comprehensive Referrals

... and it will take **a collaborative effort** to make this a reality.

UNDERSTANDING A FLORIDIAN'S JOURNEY

MEET CINDY



"I need to be able to live my life as independently as possible.

I'm nervous about my financial situation and I need help."

**INDIVIDUAL WITH A BILATERAL
VISUAL IMPAIRMENT SEEKING
EMPLOYMENT ASSISTANCE**

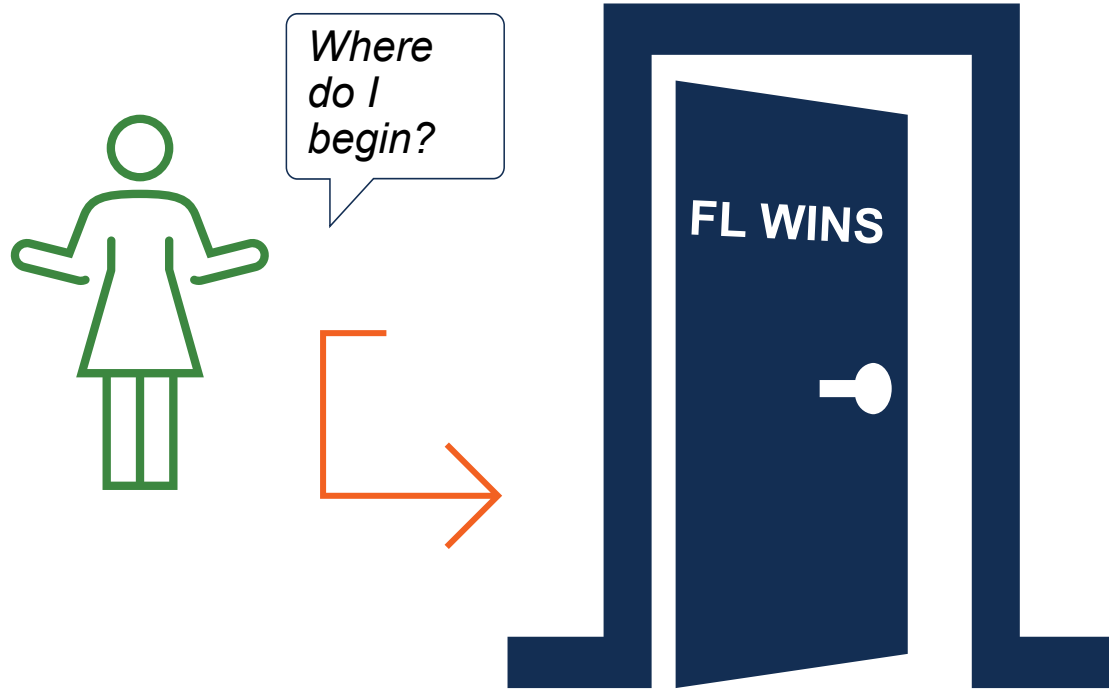
GOALS

- Achieve total independence at home and work
- Become fully employed in meaningful work
- Turn her passion for literature into full time work

NEEDS

- Professional Training
- Career Counseling
- Transportation Services
- Job Searching Supports
- Supports for Applying for Programs & Services
- Employer Training on Employing Individuals with Visual Impairments

SUPPORTING A FLORIDIAN'S JOURNEY



POTENTIAL PROGRAMS & SERVICES

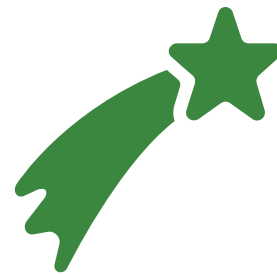
- DBS Rehab Center for the Blind & Visually Impaired
- VR/DBS Deaf, Hard of Hearing & Deafblind Services
- DBS Business Enterprise Program
- Division of Blind Services
- Division of Vocational Rehab
- DBS Braille & Talking Book Library
- VR/DBS Employer Training Services

FL WINS

- FL WINS connects Cindy to the Agency partners, programs, and services unique to her needs

DCF | COMMERCE | DOE | CareerSource

OUTCOME



Cindy has the tools and skills necessary to have a meaningful career of her choosing and is capable of living a self-directed, independent life

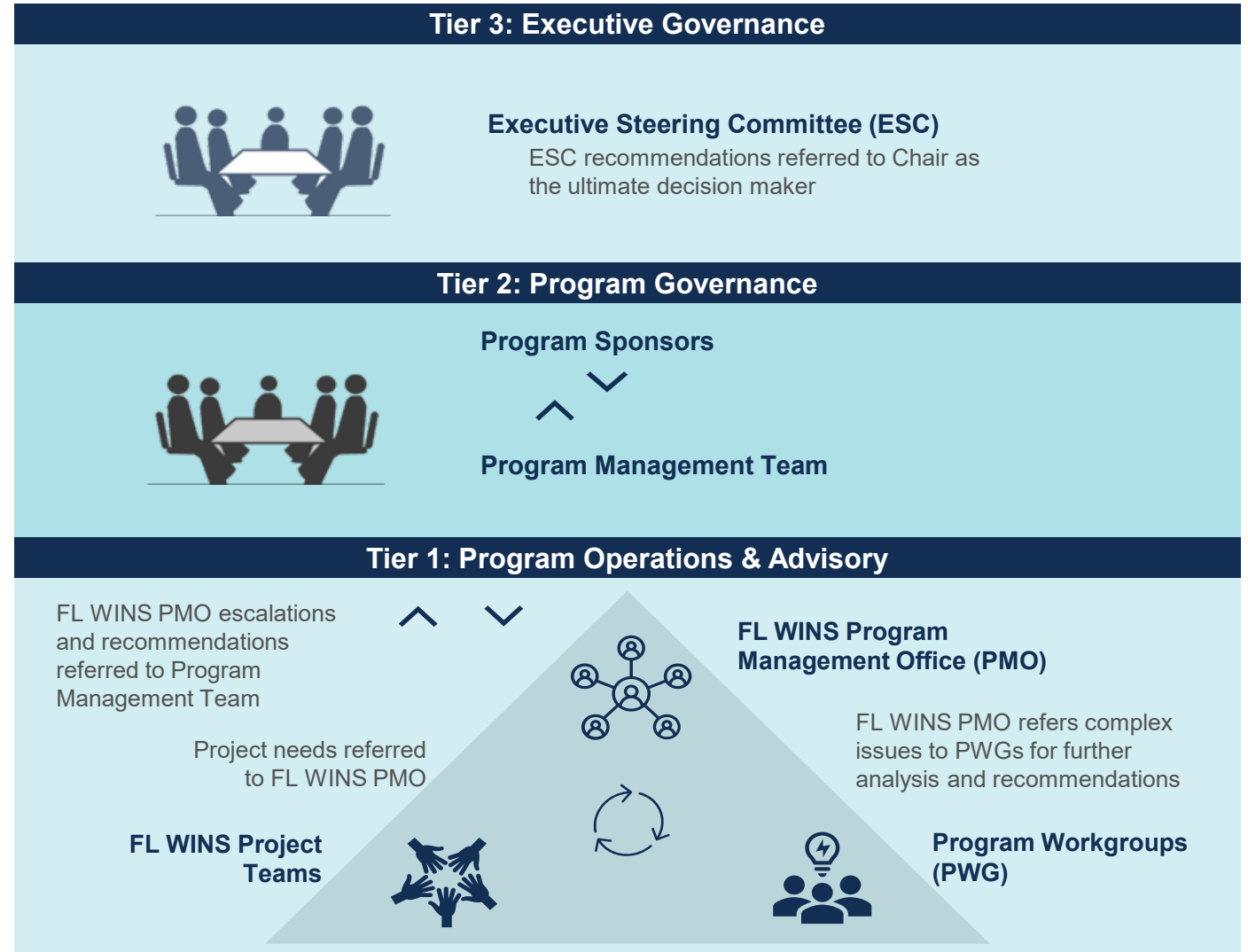
FL WINS GOVERNANCE OVERVIEW

3 THREE-TIERED GOVERNANCE STRUCTURE

ESCALATION THRESHOLDS

ULTIMATE DECISION-MAKING

CLEAR, ROBUST, REPEATABLE



Program Highlights

Initiated Projects

- Business Process Reengineering
- Transformational Change Management

Established Workgroups

- Legal and Policy Workgroup
- IT Shared Services Workgroup

Continuous Improvements

- Program Management Plan (PgMP)
- Program Management Office (PMO)
- Center of Excellence (COE)

IV&V INITIAL ASSESSMENT

FL WINS
PROGRAM UPDATES

PROGRAM HEALTH

Project	Scope	Schedule	Budget
Workforce Integration Management (WIM)	Green	Green	Green
Business Process Reengineering (BPR)	Green	Green	Green
Transformational Change Management (TCM)	Green	Green	Green
FL WINS Program Overall	Green	Green	Green

Workforce Integration Management Updates

- Business Support and Technical Advisory contract terminated for convenience on June 23, 2023
- Realigned existing Workforce Partner agency staff
- Established an agile approach to maintain Program momentum
- Pursuing multiple staffing options

Business Process Reengineering (BPR) Activities

Deliverable	Status
BPR Deliverable 1 - BPR Project Kick-off Meeting, Agenda, Presentation, and Minutes	Complete
BPR Deliverable 2 - BPR Project Management Plan	Complete
BPR Deliverable 3 - BPR Tools and Standards	Complete
BPR Deliverable 4 - Discovery Report	Iteration 1 Complete
BPR Deliverable 5 - Document Processes and Customer Journeys	Iteration 1 Complete
BPR Deliverable 6 - Define a Target Operating Model	Underway

Project Spotlight: Art of the Possible Workshops

- Live sessions with Program stakeholders
- Validated and elaborated “personas”
- Key activity in developing the conceptual future state



Transformational Change Management (TCM) Activities

TCM Deliverable 1 - TCM Project Kick-off Meeting, Agenda, Presentation, and Minutes	Complete
TCM Deliverable 2 - TCM Project Management Plan	Complete
TCM Deliverable 3 - Transformational Change Management Office	Established
TCM Deliverable 4 - FL WINS Style Guide	Underway
TCM Deliverable 5 - TCMO Monthly Summary Report	Operational
TCM Deliverable 6 - Stakeholder Analysis	Complete
TCM Deliverable 7 - Initial Change Readiness Assessment	Complete
TCM Deliverable 8 - Annual Change Readiness Assessments	Not started
TCM Deliverable 9 - Training Needs Assessment and Approach	Not started
TCM Deliverable 10 - Change Management and Communication Plan	Established

Project Spotlight: Change Readiness

Governance Change Readiness Assessment Heatmap

The FL WINS Program governance structure is a Three-Tier system to facilitate decision making processes involved with the Program. This heat map shows the level of change readiness for Tier 1 and 2 level members and Case Workers.

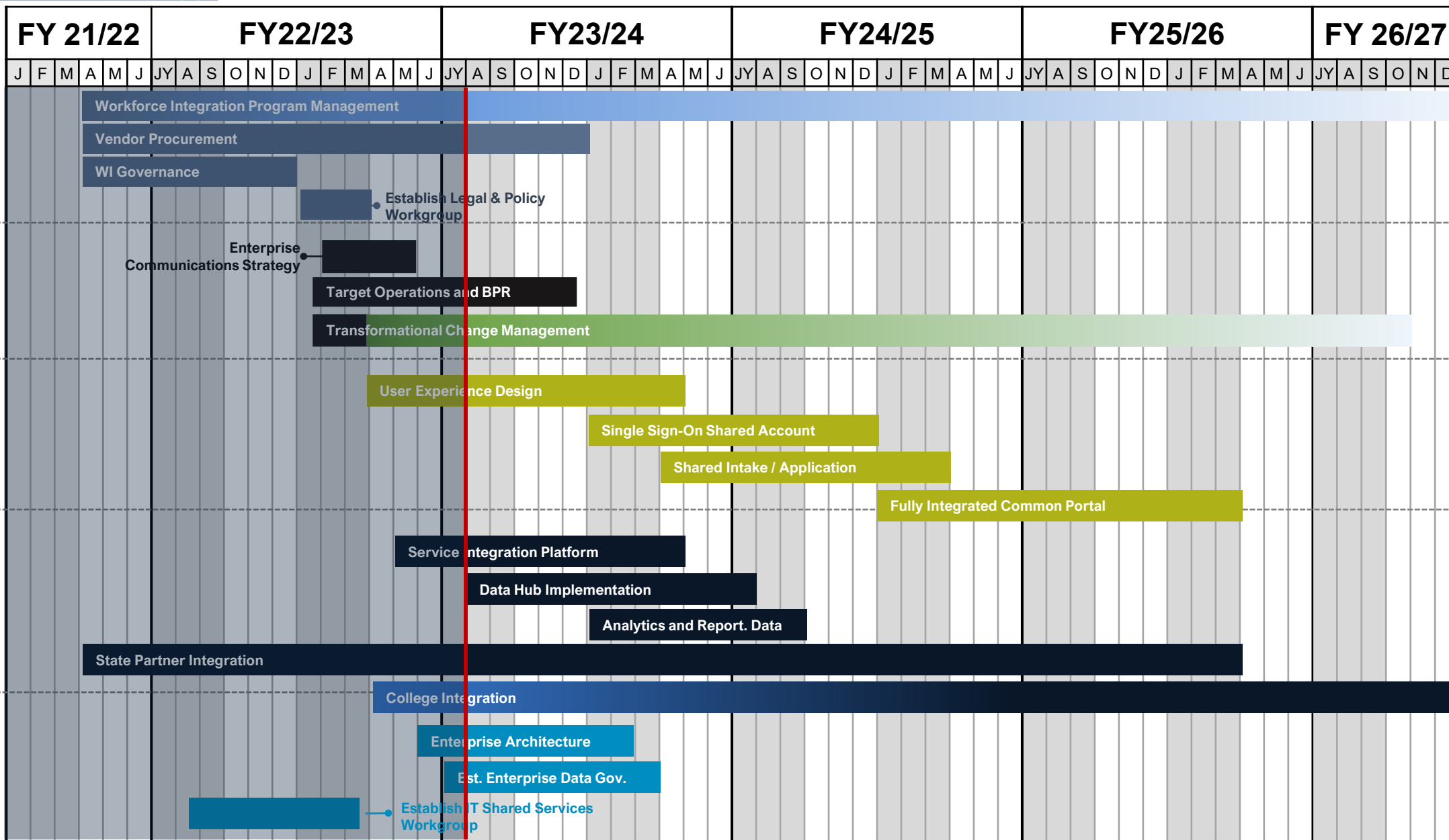
Agreement Scale:	1-Strongly Disagree	2-Disagree	3-Somewhat Agree	4-Agree	5-Strongly Agree
	FL WINS INITIAL CHANGE READINESS ASSESSMENT RATINGS				
Participant Groups	Awareness	Desire	Knowledge	Ability	Reinforcement
CASE WORKERS	5	5	3	4	3.5
PROGRAM MANAGEMENT PLAN TIER 1 LEVEL MEMBERS	4	4	4	4	3.5
PROGRAM MANAGEMENT PLAN TIER 2 LEVEL MEMBERS	4	4	3	4	3
Overall Rating	4	4	3	4	3

*At this time, we did not include Tier 3 of the governance structure because these members' sentiments were gathered in the Stakeholder Analysis.

Change Management Plan and Communication Plan Approach

The TCMO performed the following activities to generate the FL WINS Change Management Communications Plan:

1. Information Gathering
 - Interviewed 22 FL WINS stakeholders across FloridaCommerce, DOE, DCF, CareerSource, and REACH
 - Reviewed relevant documentation, communications, and processes
2. Current State Analysis
 - Documented observations from the information gathering activities
 - Performed an analysis to identify strengths and opportunities based on information gathered
3. Drafting Report and Feedback
 - Developed recommendations to promote adoption of the FL WINS Program
4. Final Report Discovery
 - Defined a comprehensive change management and communications plan to execute upon for FL WINS Leadership's consideration



FL WINS PROGRAM BUDGET AS OF JUNE 30, 2023

Total Appropriation	FY 2022-23 Release
\$250,000,000	\$25,000,000

Activity/Contract	Total Projected Cost	FY 2022-23 Spend	FY 2023-24 Projected Spend
IV&V	\$3,900,000	\$723,922	\$852,317
Business Support and Technical Advisory	\$16,692,770	\$2,956,491	\$1,841,472
Business Process Reengineering and Transformational Change Management	\$5,934,385	\$948,897	\$3,012,096
Personnel	\$5,390,180	\$186,455	\$1,411,410
Maintenance & Operations	\$46,017,000	\$402,693	\$300,582
Systems Integrator, Customer Portal, and Data Hub*	\$172,065,615	-	\$50,000,000
Total Project	\$250,000,000	\$5,218,458	\$57,417,877

* Awaiting output of the Business Process Reengineering project

UPCOMING ACTIVITIES

Upcoming Activities

- Vendor Conference Webinar
 - Update on upcoming requests to vendor community
- Updated Schedule IV-B
- Common Customer Portal
- Target Operating Model (TOM) draft
- Release of Technical Survey, Department of Education Specific
- Partner Engagement
 - Continue the Legal & Policy Workgroup
 - Continue the IT Shared Services Workgroup with focal areas

OPEN DISCUSSION

PUBLIC COMMENT

ADJOURNMENT