
Rick Scott
GOVERNOR



FLORIDA DEPARTMENT of
ECONOMIC OPPORTUNITY

Darrick D. McGhee
INTERIM EXECUTIVE DIRECTOR

December 28, 2012

The Honorable Rick Scott
Governor of Florida
Plaza Level 05, The Capitol
400 South Monroe Street
Tallahassee, Florida 32399-0001

The Honorable Don Gaetz, President
The Florida Senate
Room 409, The Capitol
404 South Monroe Street
Tallahassee, Florida 32399-1100

The Honorable Will W. Weatherford, Speaker
Florida House of Representatives
Room 420, The Capitol
402 South Monroe Street
Tallahassee, Florida 32399-1300

Dear Governor Scott, President Gaetz, and Speaker Weatherford:

As required by Chapter 2012-30, Laws of Florida, the Department of Economic Opportunity hereby submits the enclosed Report on the Use, Effectiveness, and Costs Associated with Training Opportunities and Related Services Provided to Reemployment Assistance (RA) Claimants. The report provides the following information related to the Reemployment Assistance Program:

- Numeric score requirements related to the initial skills review, which demonstrates a minimum proficiency in workforce skills
- Description of the workforce training and other services available to eligible claimants
- Best practices, findings, and recommendations for workforce skills training
- The utilization, effectiveness, and cost associated with the workforce training

If you have questions regarding this report, please contact Thomas J. Clendenning, Director of Workforce Services at (850) 245-7499.

Sincerely,



Darrick D. McGhee
Interim Executive Director

DDM/osm

***REPORT ON THE USE, EFFECTIVENESS AND COSTS ASSOCIATED
WITH TRAINING OPPORTUNITIES AND RELATED SERVICES
PROVIDED TO REEMPLOYMENT ASSISTANCE CLAIMANTS***

AS REQUIRED BY CHAPTER 2012-30, LAWS OF FLORIDA,










Submitted By

The Florida Department of Economic Opportunity
Division of Workforce Services

December 28, 2012

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Executive Summary

Pursuant to section 443.091, Florida Statutes, as amended by Chapter 2012-30, Laws of Florida, this report evaluates the use, effectiveness, and costs associated with training opportunities provided to Reemployment Assistance (RA) claimants and related services provided by Florida's workforce system, specifically focusing on those claimants identified as potentially below minimal work-readiness based on the initial skills review required by section 443.091(c), Florida Statutes. In addition to initial testing to help evaluate work-readiness, Regional Workforce Boards (RWBs) have implemented numerous strategies to assist RA claimants in their return to work. Within this report, some of the best practices of the RWBs are highlighted.

The Florida Department of Economic Opportunity (DEO or the Department) is the state agency responsible for the administration of the Reemployment Assistance Program. The Department works closely with Workforce Florida, Inc. (WFI) and the RWBs and their network of one-stop career centers. Through these partnerships, House Bill 7027 has been successfully implemented to provide Floridians, particularly those receiving Reemployment Assistance (RA), the opportunity to receive the necessary skills to return to work.

In Florida, most RA claimants are required to take the Initial Skills Review (ISR), an interactive web based career readiness assessment and training tool that focuses on the core foundational skills required for most jobs today from entry level to professional. The ISR currently focuses on three core skill areas: Applied Math, Locating Information, and Reading for Information. On August 1, 2011, the ISR was integrated into the RA process. During the 2012 Legislative session, House Bill 7027 was passed mandating the Department to establish a numeric score for minimum proficiency in workforce skills. The Department established the numeric score of three (3) as that level. From August 1, 2011, through September 30, 2012, there were 745,875 RA claimants who completed at least one module of the ISR, with 735,344 (99%) completing all three modules.

The percentage of individuals achieving the minimum proficiency rates (three or above), by module are:

Applied Math –	62%
Locating Information –	59%
Reading for Information –	64%

In addition to the ISR, all individuals, regardless of their RA status, are encouraged to take advantage of other testing/remediation and training opportunities. One such opportunity is the online career readiness skills training provided through a partnership with the Florida Ready to Work program, at no cost to the claimant. Through September 30, 2012, 217,235 individuals have taken advantage of this resource. Another option available to claimants is skills training programs, provided by the RWBs and local One-Stop Career Centers at no cost to the claimant. These services are completely integrated into Florida's One-Stop Career Centers along with various other workforce training programs. Last year (2011-2012), Florida's One-Stop Career Center System served over 2.6 million customers.

Overview of the Department of Economic Opportunity

The Department of Economic Opportunity (DEO)

Florida's landmark Workforce Innovation Act of 2000 consolidated workforce programs into a single point of policy accountability at the state level (s. 20.50 and 445.004, F.S.). The 2011 Legislative Session established the Department of Economic Opportunity effective October 1, 2011. The reorganized department consists of portions of the former Agency for Workforce Innovation, portions of the former Department of Community Affairs and former Office of Tourism, Trade and Economic Development. Within DEO, the following divisions were created:

1. The Division of Community Development
2. The Division of Finance and Administration
3. The Division of Strategic Business Development
4. The Division of Workforce Services

The purpose of DEO is to assist the Governor in working with the Legislature, state agencies, business leaders, and economic development professionals to formulate and implement coherent and consistent policies and strategies designed to promote economic opportunities for all Floridians. To accomplish this, the Department:





- a. Facilitates the direct involvement of the Governor and Lieutenant Governor in economic development and workforce development projects designed to create, expand, and retain businesses in this state, to recruit business from around the world, and to facilitate other job-creating efforts.
- b. Recruits new businesses to this state and promotes the expansion of existing businesses by expediting permitting and location decisions, worker placement and training, and incentive awards.
- c. Promotes viable, sustainable communities by providing technical assistance and guidance on growth and development issues, grants, and other assistance to local communities.
- d. Ensures that the state's goals and policies relating to economic development, workforce development, community planning and development, and affordable housing are fully integrated with appropriate implementation strategies.

The DEO Division of Workforce Services

The Division of Workforce Services consists of three program offices – Office of Workforce Program Support, Labor Market Statistics Center, and the Office of Reemployment Assistance. Workforce Program Support operates pursuant to a performance-based contract with Workforce Florida, Inc., and provides workforce program information, guidance, training and technical assistance to the state's 24 RWBs. The Labor Market Statistics Center produces, analyzes, and distributes labor statistics to improve economic decision-making. The Office of Reemployment Assistance provides temporary wage replacement benefits to qualified individuals who are out of work through no fault of their own.

The Office of Workforce Program Support

The Office of Workforce Program Support operates pursuant to a performance-based contract with WFI and is responsible for:

-  Providing supportive services to the RWBs and working closely with the Workforce Florida staff;
-  Jointly managing more than 500 staff and directly operating several key programs;
-  Providing a variety of support functions for the workforce system including: the dissemination of workforce program information, guidance, training and technical assistance, program monitoring, performance evaluation and federal reporting, management of workforce contracts and grants and financial systems, and data tracking; and,
-  Working collaboratively with Workforce Florida in managing and providing oversight of the Employ Florida Marketplace (EFM) system.

RWBs also known as “local boards” or “regional boards”, provide a coordinated and comprehensive delivery of local workforce services directed by business-led boards of directors. The regional boards focus on strategic planning, policy development and oversight of the local workforce investment system within their respective areas. Business and labor have an immediate and direct stake in workforce system quality. Their active involvement is critical to the provision of essential data in-demand skills, available jobs, expanding career fields and the identification and development of programs that best meet the needs of local employers and job seekers.

Workforce Services Delivery System

Job seekers turn to Florida’s workforce system for career and training assistance and labor market information through the many services provided through Florida’s 24 RWBs and the One-Stop Career Centers. Workforce services provided by RWBs include:

Workforce Programs and Services

Agricultural Services Program	Alien Labor Certification Program
Career and Professional Education Program	Career and Professional Education Program
Disability Program Navigator	Federal Bonding Program
Displaced Homemaker Program	Work Opportunity Tax Credit Program
Food Stamp Employment and Training Program	Rapid Response
Federal Bonding Program	Ready-to-Work
Trade Adjustment Assistance Program	Incumbent Worker Training Grants
Welfare Transition Program	Employed Worker Training
Veterans’ Programs	Employment and Training Services
Rapid Response	On-the-Job Training
Ready-to-Work	Specialized Services
Job Placement Services	Worker Adjustment and Retraining Notification
Employment and Training Services	Specialized Services
Reemployment and Emergency Assistance Coordination Team	

Each RWB has performance measures and contracts to provide accountability. There are over 90 One-Stop Career Centers across Florida managed at the local level by Regional Boards. Some are full-service centers providing direct access to a comprehensive array of programs at a single location, while others are satellite facilities capable of providing referrals or electronic access. Florida’s One-Stop Career Centers are affiliated statewide through the Employ Florida brand.

Employ Florida Marketplace (EFM), the state’s online job matching system, seamlessly connects Florida’s job seekers and employers. EFM is designed to help employers who are looking for the best job candidates to connect with job seekers searching for the right job. The site is also a valuable resource for policy makers, researchers, and others seeking to explore and analyze local labor markets in Florida. The integrated workforce system ensures that businesses can hire the work-ready employees they need (“Right Person, Right Job, Right Now!”) and that all Floridians have the opportunity to obtain jobs that allow them to succeed.

Legislative Change # 1

Chapter 2012-30, Laws of Florida (HB 7027)

Section 443.091(1) (c) 2, Florida Statutes - Benefits eligibility conditions.

2. The administrator or operator of the initial skills review shall notify the department when the individual completes the initial skills review and report the results of the review to the regional workforce board or the One-Stop career center as directed by the workforce board. The department shall prescribe a numeric score on the initial skills review that demonstrates a minimal proficiency in workforce skills. The department, workforce board, or one-stop career center shall use the initial skills review to develop a plan for referring individuals to training and employment opportunities. The failure of the individual to comply with this requirement will result in the individual being determined ineligible for benefits for the week in which the noncompliance occurred and for any subsequent week of unemployment until the requirement is satisfied. However, this requirement does not apply if the individual is able to affirmatively attest to being unable to complete such review due to illiteracy or a language impediment or is exempt from the work registration requirement as set forth in paragraph (b).

In Florida, most RA claimants are required to take the Initial Skills Review (ISR), which consists of three modules that focus on the core foundational skills required for most jobs today from entry level to professional. The ISR is offered in English, Spanish and Creole. Each module includes three levels of questions, five questions per level, for a total of 15 potential questions per module. The job seeker must answer 4 out of 5 questions correctly (80 percent) to advance to the next level; scores are based on the highest level of questions completed correctly.

The three modules of the Initial Skills Review are:

1. **Applied Math** includes workplace math, using basic four functions of math to communicate, answer questions, or solve problems. For example, calculating percentage discounts and markups.
2. **Locating Information** is comprised of the use of workplace graphs, charts, forms, instrument gauges and other graphics and the related reasoning, critical thinking and problem-solving techniques used to communicate work-related information and solve work-related problems.
3. **Reading for Information** includes the use of common workplace reading materials including memos, directions, signs, policies and regulations and the related reasoning, critical thinking and problem-solving techniques used to communicate work-related information and solve work-related problems.

These particular skills were chosen because research indicates that they represent the foundational skills required across the majority of jobs and are basis for most other career readiness programs around the country (thus providing portability). Pursuant to section 443.091 (1) (c) 2, Florida Statutes, as amended by chapter 2012-30, Laws of Florida, and based on supporting research, the Department chose a score of 3 as the indicator of minimal proficiency for each of the three foundational workforce skills benchmarked by the initial skills review.

Upon completing the ISR, RA claimants are prompted to voluntarily access, at no cost, online career readiness skills training aligned with the ISR, so they can continue to build their skills while looking for work. In addition to the online tools available, claimants can access local One-Stop Career Centers for additional skills remediation, reemployment/training services, and other services at no cost to the claimant.

Legislative Change #2
Chapter 2012-30, Laws of Florida (HB 7027)

Section 443.091(1) (c) 3 Florida Statutes - Benefits eligibility conditions.

3. Any individual who falls below the minimal proficiency score prescribed by the department in subparagraph 2 on the initial skills review shall be offered training opportunities and encouraged to participate in such training at no cost to the individual in order to improve his or her workforce skills to the minimal proficiency level.

Pursuant to section 443.091 (1) (c) 3, Florida Statutes, as amended by chapter 2012-30, Laws of Florida, the Department offers workforce training opportunities and encourages RA claimants to participate in training, at no cost, to improve his or her workforce skills. The workforce training opportunities, offered to the RA claimants are fully integrated into Florida’s One-Stop Career Centers and include, at a minimum, the programs listed below. This integrated structure promotes Florida’s goal for a cohesive plan to help Floridians return to work.

Program Title	Description
Wagner-Peyser (WP)	The WP program provides recruitment and job placement services for all job seekers.
Workforce Investment Act (WIA)	The WIA provides employment and training services for individuals. <ul style="list-style-type: none"> • Adults • Dislocated Workers • Youth
Supplemental Nutrition Assistance Program (SNAP)/Employment and Training (E&T)	SNAP E&T is a voluntary employment and training program for food stamp recipients between the ages of 16 and 59.
Welfare Transition (WT)	The WT program provides Temporary Cash Assistance (TCA) recipients with training, education, support services, and skills needed to gain unsubsidized employment.

The full array of services is available to all RA claimants through the state’s One-Stop Career Centers and through EFM. These services include registration, orientation, skills assessment, skills matching, job matching, the provision labor market and training information, referral to training, and job referral.

The United States Department of Labor (USDOL) selected Florida as one of the original pilot states for the Reemployment and Eligibility Assessment (REA) Program. This Program includes a one-on-one assessment, the provision of labor market information, development of an employability development plan, and placement services or referral to training for RA Claimants most in need of training and other assistance. Eighteen of 24 Regions participate in the REA Program.

Legislative Change #3
Chapter 2012-30, Laws of Florida (HB 7027)

Section 443.091(1)(c)4, Florida Statutes - Benefits Eligibility Conditions

4. The department shall coordinate with Workforce Florida, Inc., the workforce boards, and the one-stop career centers to identify, develop, and utilize best practices for improving the skills of individuals who choose to participate in training opportunities and who have a minimal proficiency score below the score prescribed in subparagraph 2.

Pursuant to section 443.091 (1) (c) 4, Florida Statutes, as amended by chapter 2012-30, Laws of Florida, this section examines a number of RWBs and One-Stop Career Centers “best practices” of workforce development for RA claimants.

Below are successful programs in local workforce regions. Best practices have and will continue to be shared through correspondences, training and at quarterly board meetings of Florida’s workforce community. In addition, the Florida Workforce Development Association (FWDA) hosts a best practice seminar at each board meeting. RWBs and other entities come together to share promising and innovative ideas to promote partnership and excellence. These best practices can be found at <http://www.floridajobs.org/workforce-board-resources/policy-and-guidance/best-practice>.

RWB 7 Florida Crown Workforce - Columbia, Dixie, Gilchrist, and Union Counties

The results of the initial skills review are available and posted in EFM within twenty-four (24) hours. Customers meet with One-Stop staff to review their test scores. Individuals scoring less than 3 (on the 5 point scale) are counseled for skills upgrade training which might include Adult Education, computer, or college remediation classes. Customers may be referred to WIA for financial aid and assistance. Those customers scoring over 3 points will be referred directly to the Resource Room for job search assistance and employability review, résumé assistance, and advanced computer classes. They will also be referred to WIA for possible vocational/educational training.

RWB 8 Worksource – Baker, Clay, Duval, Nassau, Putnam, and St. Johns Counties

Worksource continues to carefully monitor the results of the initial skills review. As a new assessment instrument, the results are evaluated with the greatest of scrutiny. RWB 8 currently utilizes the individual resulting scores along with other assessments and the participant’s work history to guide the customer within the framework of career development services shown in the graphic below. All customers are encouraged, regardless of initial skills review score, to utilize and complete the activities shown in the graphic below. This framework provides structure for taking an individual from self-assessment to career success with tools and resources that provide opportunities for self-directed study and activities, group interaction in workshops and classes, and tools for one-on-one meetings.



Tools and Resources

Each step has three tools to offer job seekers:

- Self-directed activities and directions to resources that can help;
- Classes, workshops, webinars or videos for group activities on key topics; and
- One-on-one coaching meetings, calls, or video conferences.

In addition, the region has developed the following tools to facilitate the process:

- A self-survey to determine where the job seeker is in the career development process and what they need the most help doing
- A guide to the Career Development steps for the job seeker to report progress, check off steps and record results of assessments, etc.
- A version of an Individual Development Plan that allows staff and job seekers to create goals and record progress on them
- A referral and scheduling system that allows staff to make referrals to services, workshops and meetings and allows job seekers to schedule themselves for appointments
- Repurposed survey questions that help the job seeker and staff members understand how to structure one-on-one appointments, what to work on, and allows the job seeker to attach résumés and other documents
- New outlines and PowerPoint presentations for workshops on key issues in the job search
- Guidelines for one-on-one meetings with staff members, including agendas, tools for the meetings, and assignments for self-directed activities before and after the meetings.

RWB 10 CLM Workforce Connection - Citrus, Levy, and Marion Counties

The 3-day R&R (Retooling and Refueling) for Success Workshop is conducted through a partnership with the College of Central Florida (CF). A variety of instructors, each with extensive knowledge in his/her field, provide customers with career tools and strategies that assist in keeping them focused and successful during their career transitions. The workshops help customers improve their résumé and interviewing skills, discover talents and career options and designs a specialized career campaign to get them back to work. The R&R Success Workshops are an added value, and are a worthwhile training experience to enable customers to move toward their personal and professional goals.

RWB 12 Workforce Central Florida - Lake, Orange, Osceola, Seminole, and Sumter Counties

Workforce Central Florida offers RA claimants the opportunity to complete orientation online in advance of the planning interview. About 25% select this option. Benefits of this best practice include:

1. Saves time in the actual interview, in comparison to the one-on-one orientation, which takes 15-20 minutes in person. When orientation occurs prior to the interview more quality time can be spent assessing and planning;
2. RA claimants who are oriented in advance have had time to process the information and present at interviews with better thought out, more specific questions - yielding better informed claimants following the appointment;
3. The online RA orientation presents the RA claimants with the option to "refresh" their memory about available workforce services by simply reviewing the orientation at their leisure.

RWB 14 WorkNet Pinellas – Pinellas County

WorkNet Pinellas, Inc. posts the files when received from the (DEO) containing ISR results on an internal shared and secured drive.

1. Business Services Recruiters utilizes the files to cross-reference potential candidates when sourcing job orders to determine skills readiness.
2. The Long Term Unemployed Specialists contacts claimants who completed Level 3 but did not answer 80 percent of questions correctly to provide individual work search assistance and to discuss additional foundational skills training either through the online Florida Work Readiness Program or possible Adult Basic Education remediation via Pinellas County School Board.

RWB 18 Suncoast Workforce – Manatee and Sarasota Counties

Suncoast Workforce employs best practices by assisting each individual in a personalized manner. The RA Case Managers partner with the Wagner-Peyser staff to provide a multitude of services for program participants, including, but not limited to:

1. Giving advice on interview etiquette;

2. Assisting with cover letters and résumés;
3. Providing up-to-date Labor Market Information; and
4. Referring participants to community resources when necessary.

Case Managers also initiate cross-departmental communication by referring participants to Workforce Investment Act Career Counselors to determine eligibility for training and referring participants to Employment Counselors to assist with their job searches. During the initial assessment interview, REA Case Managers provide a brief orientation on how to use the Employ Florida Marketplace, the state's management information system, as a job search tool to market their résumé to employers, locate training opportunities, and complete free learning courses offered by schools such as Yale or Harvard University, which then can be listed on their résumés.

Wagner-Peyser staff also provide a 30 and 60-day follow up with participants to track progress with their employability plans and determine what additional services may need to be offered to assist the customer with obtaining gainful employment. These best practices by REA Case Managers ensure that Suncoast Workforce excels not only in providing excellent customer service, but also in providing customer satisfaction.

RWB 19 Heartland Workforce - Desoto, Hardee, and Highlands Counties

To assist the RA claimant return to work, Heartland Workforce embraces the following best practices:

1. Following assessment, claimants are scheduled to attend employability skills workshops based on their individual needs. Workshops include, but are not limited to, Labor Market Information, Résumé Clinic, Identifying your Transferrable Skills, Interview Mastery, and Mock Interviews. Various skills are taught to help the job seeker conduct a more effective job search as well as present an attractive profile to prospective employers.
2. Heartland Workforce collaborates with local businesses to provide pre-employment testing to help job seekers secure employment.
3. The Business Operation team meets weekly with Customer Service Representatives to review job seekers' résumés, clarify employers' needs, and identify opportunities. The discussions in this meeting have led to hires through development activities and on-the-job training opportunities.
4. Staff conducts daily job matching to join job seekers with employers.
5. Provide Digital Literacy classes and Florida Ready to Work Certifications. These programs help the job seeker become a more valuable commodity in the job market.
6. Job seekers are encouraged to utilize the self-assessment tool in EFM to identify their professional strengths and talents.
7. Business Operational Team plans and coordinates session such as "Rise to the Top" seminar in which local business leaders gather at the One-Stop to meet job seekers and discuss Human Resource needs.
8. Individuals who express interest in job training are referred to Workforce Investment Act (WIA) and to various training providers as appropriate.
9. Individuals are encouraged to volunteer their time in an organization of their choice, with purposes of networking, learning new skills, and keeping current skills up-to-date. Staff offers suggestions and contact information as appropriate.

Since January 1, 2010 through February 1, 2011 (1,171) individuals have been served in the Reemployment Assessment Program.

RWB 22 Workforce One – Broward County

The initial skills review has been incorporated into the universal assessment process. The scores are reviewed and service referrals are made and documented based on the scores. RA claimants with scores of 3 or less will be referred to the Workforce Investment Act Program for additional skills training. Claimants with scores greater than 3, will be guided through the Wagner-Peyser universal services and documented in EFM.

RA claimants who choose to visit the One-Stop Center, in lieu of conducting 5 job searches within a given week, must participate in one or more of the following Workforce One reemployment services:

- Reemployment and Eligibility Assessment (REA)
- Priority Reemployment and Eligibility Assessment (PREP)
- Professional Placement Network (PPN)
- Basic PC Skills Workshop
- Résumé Workshop and Create a Résumé in EFM
- Interview Workshop
- Social Networking
- Other workshops as available

RWB 23 South Florida Workforce Investment Board – Dade and Monroe Counties

The South Florida Workforce Investment Board utilizes the scores obtained from the Initial Skills Review (ISR) as a partial assessment and guide in determining the RA Claimant's workplace readiness. The ISR is used to identify the claimant's reading, and math level to assist in identifying occupations and possible remediation and training opportunities. Claimants are also encouraged to go online and take advantage of courses to enhance their skills. Claimants are referred to workshops, jobs, and training based on their assessment score. Claimants will be required to use other State approved assessment tools such as "My Next Move", and "My Skills, My Future", which will guide them when looking at related apprenticeships and training, and search actual job openings. Claimants are also be given additional assessments periodically to continue measuring skills.

RWB 24 Southwest Florida Workforce Development Board, Inc. - Charlotte, Collier, Glades, Hendry, and Lee Counties

Staff reviews the Initial Skills Review (ISR) results displayed on the EFM "Other Assessments" screen. If the RA claimant's ISR results indicate a score of three (3) or greater, the recommended reemployment plan shall be for the individual to continue with his /or her a job search activities using EFM, as well as other appropriate job search processes as deemed appropriate by the individual. The RA claimant's ISR reemployment plan shall be recorded in the EFM case notes.

If the RA claimant's ISR results indicate a score of less than three (3), staff will recommend the individual contact the local school district to access Adult & Community Education services, and continue to job search as required. Staff contact the individual in writing via the customer email address provided in the EFM registration process and suggest it may be beneficial for him /or her

to contact the local school district to access Adult Education services. Contact information for the local school district's Adult & Community Education program is provided with the written contact. The RA claimant's ISR reemployment plan and customer contact is recorded in the individual's EFM case notes.

Daily Job Placement Report Best Practices

The Daily Job Placement Report is a management report developed by DEO to provide better, real-time measurement of job placement performance by the state's 24 RWBs and the nearly 100 One-Stop career centers they direct to provide workforce services to reemployment assistant job seekers and businesses. The report was created in response to the Governor's call for enhanced measurement of performance outcomes in workforce development that strengthen the state's economic recovery and growth. RWBs are ranked from 1-24 based on several variables related to their job-placement performance.

The report provides local and state workforce partners with a daily performance overview of the number of reported placements by each regional workforce board and a statewide total. It also shows how many Floridians receiving RA benefits found a job after receiving assistance from the workforce system either through a One-Stop career centers or online through the EFM job-matching tool at EmployFlorida.com.

The goal of the report, which is also compiled monthly, is to highlight and share job placement successes so that RWBs and other workforce system partners can identify and replicate best practices and strategies statewide to help job seekers gain employment. It also allows for recognition of top-performing RWBs as it relates to core functions of their work—helping the unemployed find jobs.

The report is distributed to the Governor, RWBs, Workforce Florida and the DEO. It is also available on the DEO website at www.floridajobs.org/MonthlyRWBJobPlacementReport.

Legislative Change #4

Chapter 2012-30, Laws of Florida (HB 7027)

Section 443.091(1)5, Florida Statutes - Benefits Eligibility Conditions

5. The department, in coordination with Workforce Florida, Inc., the workforce boards, and the one-stop career centers, shall evaluate the use, effectiveness, and costs associated with the training prescribed in subparagraph 3. and report its findings and recommendations for training and the use of best practices to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1, 2013.

Pursuant to section 443.091 (1) (c) 5, Florida Statutes, as amended by chapter 2012-30, Laws of Florida, this section evaluates the use, effectiveness, and costs associated with training and provides the findings, and recommendations for training based on data collected during August 1, 2011 through September 30, 2012.

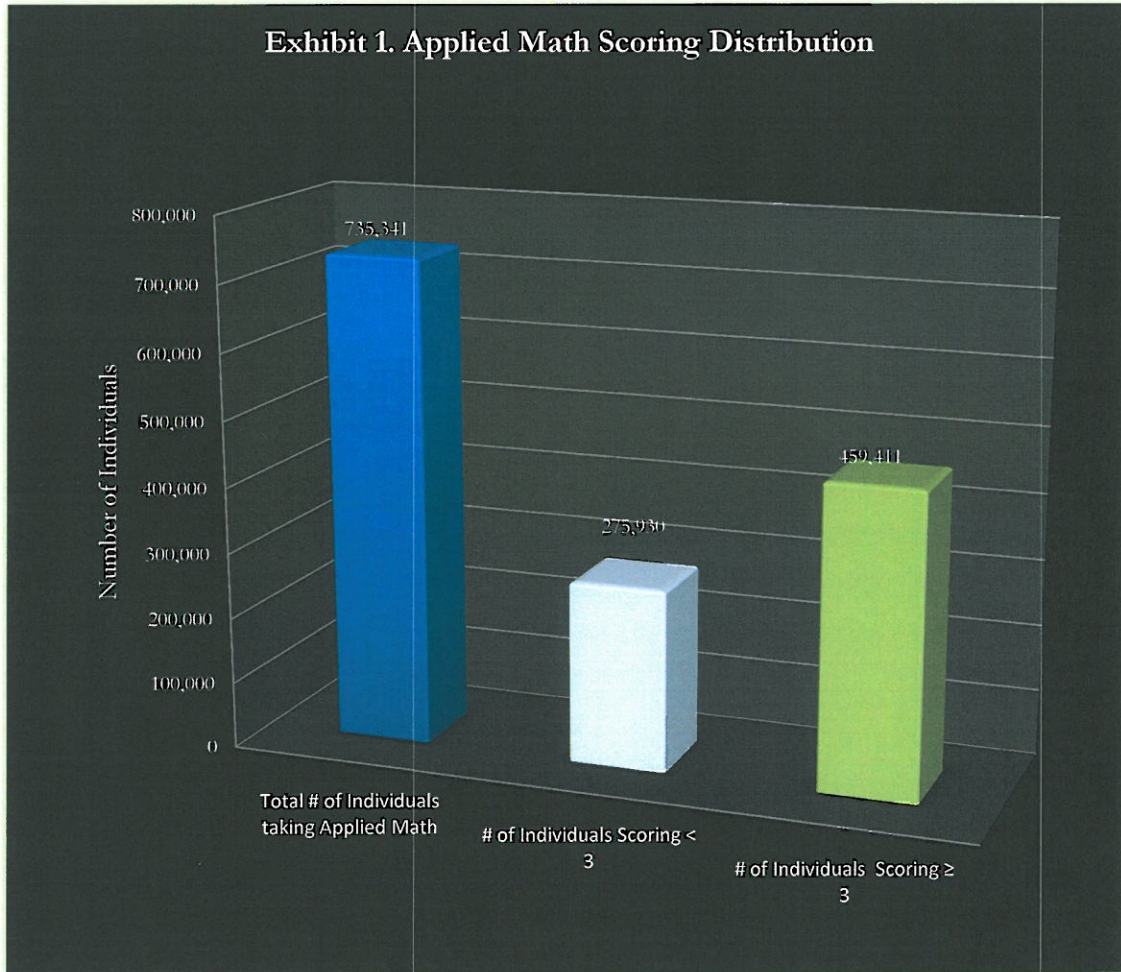
Utilization of Training

Most claimants applying for benefits for the first time are now required to complete an Initial Skills Review. The Initial Skills Review benchmarks an individual's career readiness skills. The Initial Skills Review focuses on the core communication, problem solving, and reasoning skills required for most jobs today from entry level to professional: Applied Math, Locating Information, and Reading for Information. A total of 735,344 RA claimants completed the initial skills review from August 2011 through September 2012. Listed below is the total number of individual that completed the ISR by month.

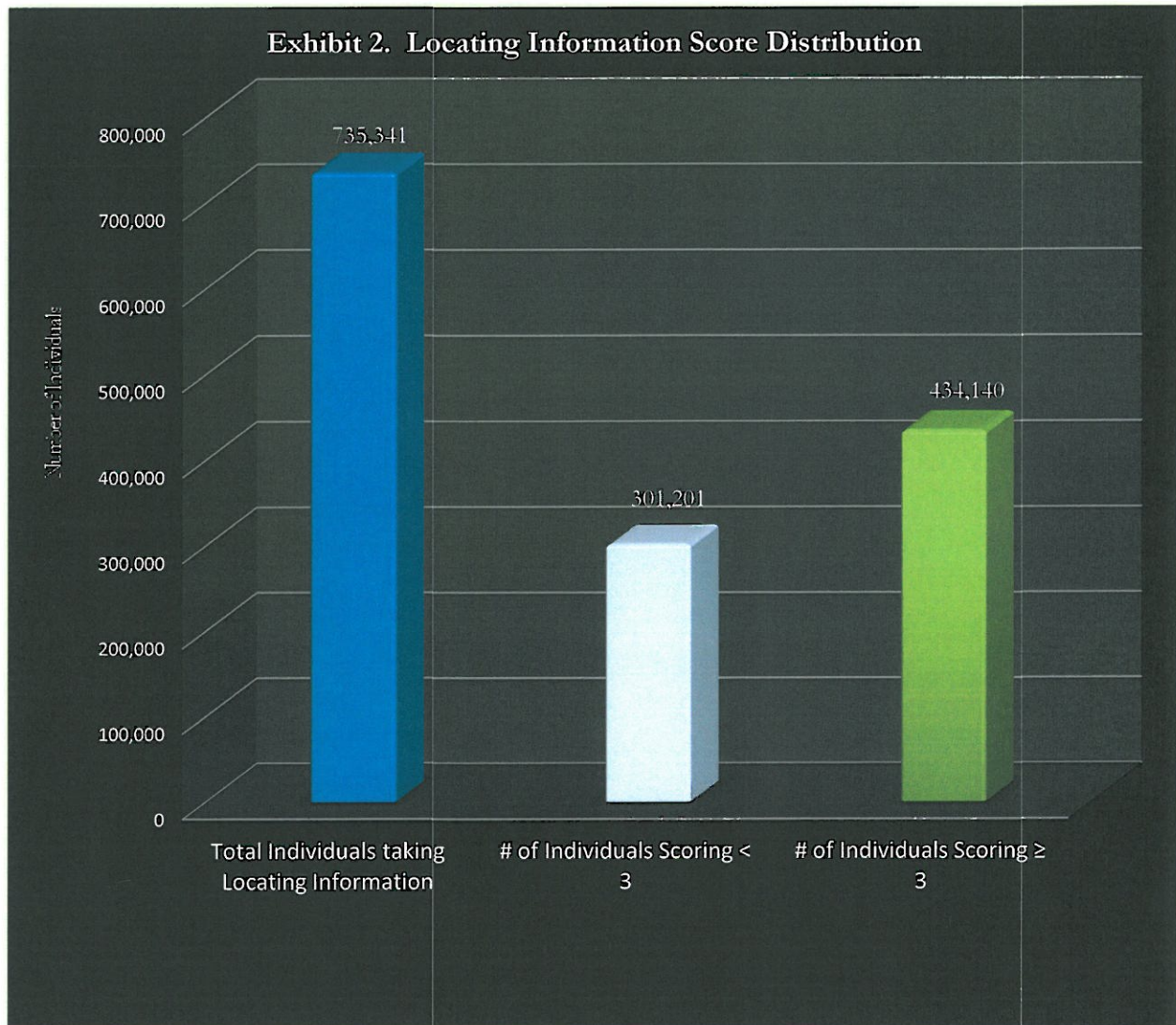
Month/Year	Completers
Aug-11	139,181
Sep-11	58,183
Oct-11	65,760
Nov-11	46,337
Dec-11	41,257
Jan-12	50,298
Feb-12	38,495
Mar-12	37,472
Apr-12	43,055
May-12	43,427
Jun-12	44,600
Jul-12	47,623
Aug-12	41,092
Sep-12	37,564
Total Completers	735,344

Since inception, 745,875 individuals completed at least one section of the ISR, and of that total, 99 percent (735,344) completed all three sections. It is important to note that claimants may voluntarily choose not to complete the ISR for various reasons including, but not limited to, they were determined not to be eligible for benefits after submitting their initial application.

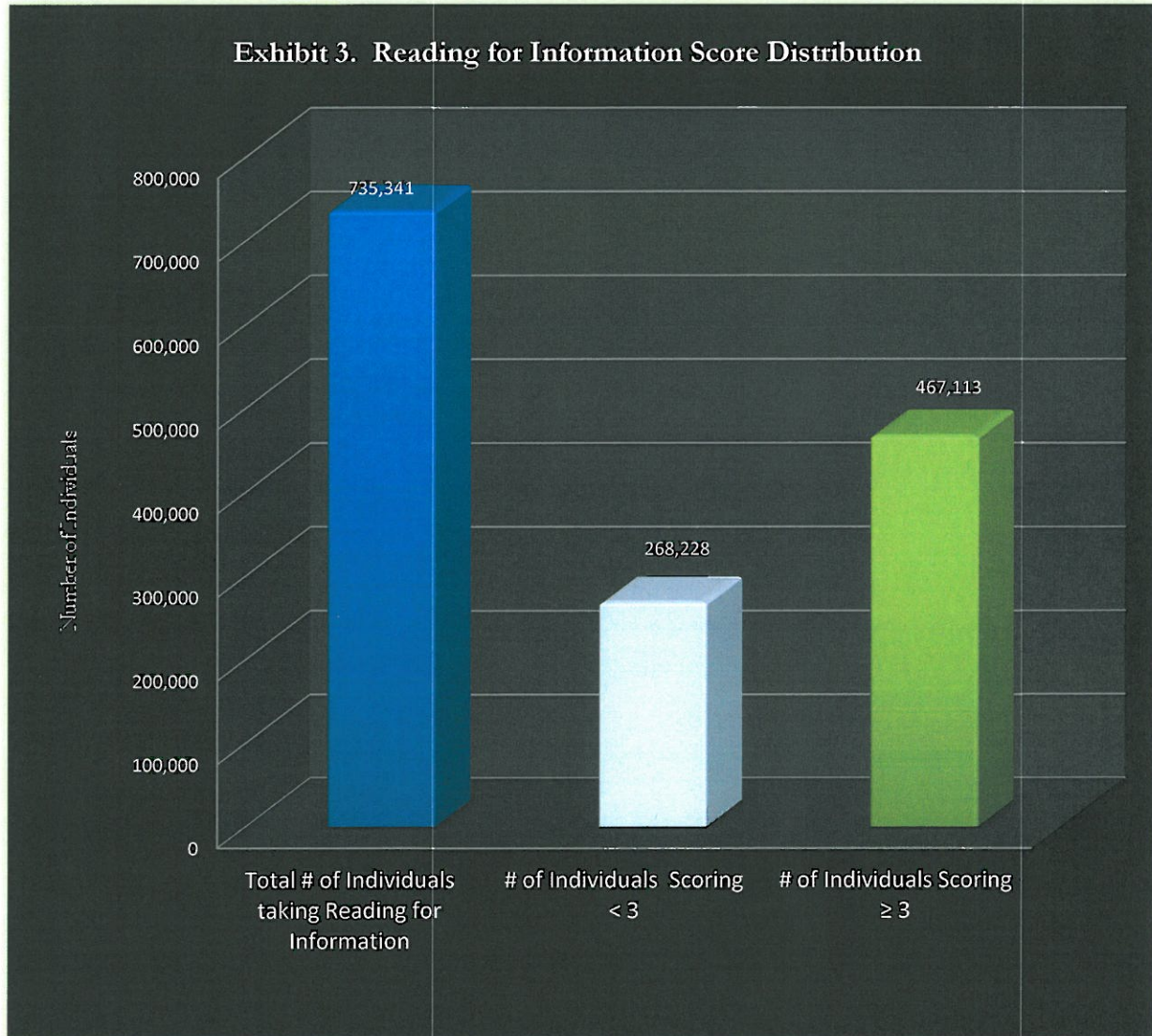
The Applied Math module measures workplace mathematical reasoning and problem-solving skills from basic addition, subtraction, multiplication, and division to multiple functions like calculating percentage discounts and markups. There are three levels of difficulty. Level 3 is the least complex, and Level 5 is the most complex (Note: For the ISR, only levels 3, 4, and 5 are available to the participant). The levels build on each other, each incorporating the skills assessed at the previous levels. There were 735,341 individuals that completed the Applied Math module, of the total number, 37.52 percent (275,930) scored less than three, and 62.48 percent (459,411) scored three or greater, shown in Exhibit 1.



The Locating Information portion measures comprehension and application of workplace graphics such as charts, graphs, tables, forms, flowcharts, diagrams, floor plans, maps, and instrument gauges. There were 735,341 individuals that completed the Locating Information module, and of the total number, 40.96 percent (301,201) scored less than three and 59.04 percent (434,140) scored three or greater, shown in Exhibit 2.



The Reading for Information portion, measures reading comprehension and reasoning skills when using written text on the job. This includes writing memoranda, letters, directions, signs, notices, bulletins, policies, and regulations. There were 735,341 individuals that completed the Reading for Information module, and of the total number, 36.48 percent (268,228) scored less than three and 63.52 percent (467,113) scored three or greater, shown in Exhibit 3.



Effectiveness of Training

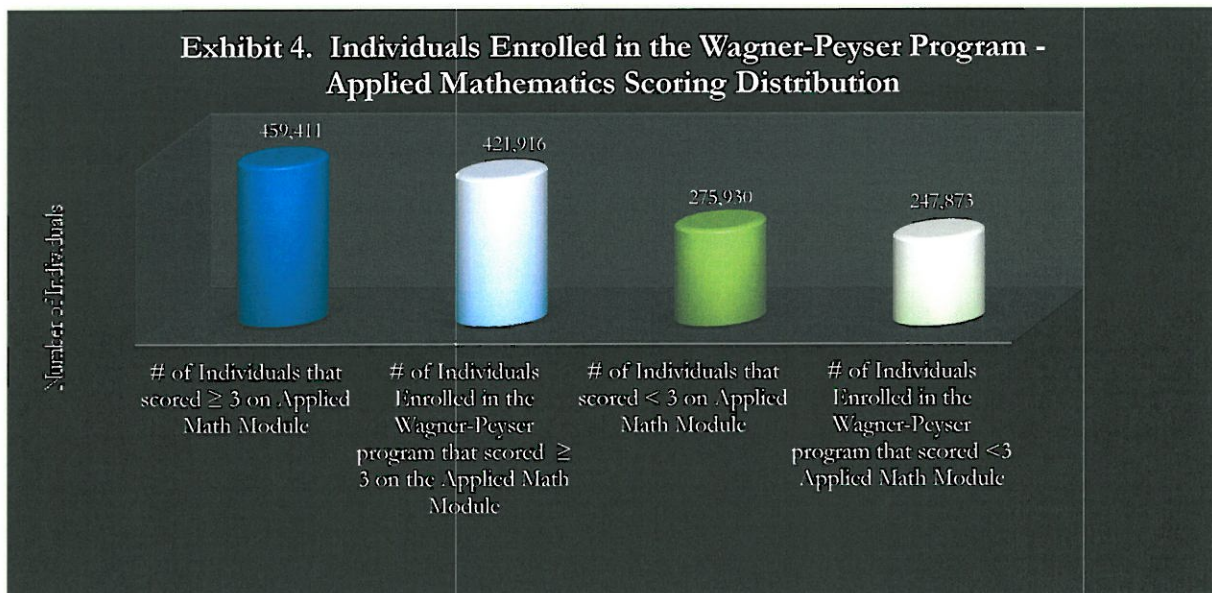
Driven by the needs of Florida businesses, DEO in partnership with Workforce Florida, Inc., and the 24 RWBs, provides a dynamic statewide system to offer high quality workforce services to prepare RA claimants of all ages today for the jobs of tomorrow. RA claimants turn to Florida’s workforce system for career and training assistance and labor market information through the many services provided online and through direct service delivery by Florida’s 24 RWBs and the One-Stop Career Centers.

Wagner-Peyser (WP) Program

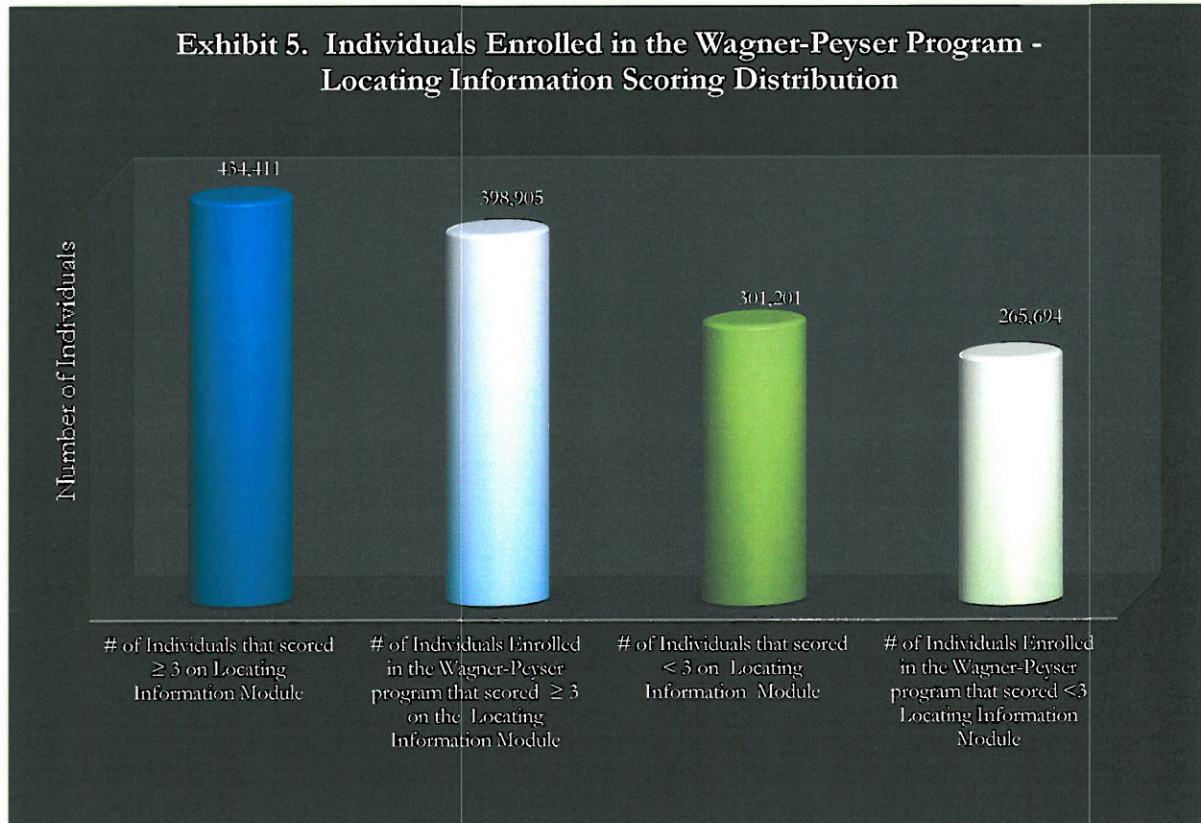
The Wagner-Peyser program is a federally funded labor exchange program that matches employers with qualified job seekers. As it is a universal, job seeker program, the majority of customers served through the other various workforce programs are also co-enrolled in Wagner-Peyser. Services provided through the Wagner-Peyser program include:

- Job search assistance (job registration)
- Recruiting assistance for employers (job orders)
- Matching services for job seekers and employers
- Work test requirements assistance for unemployment compensation claimants

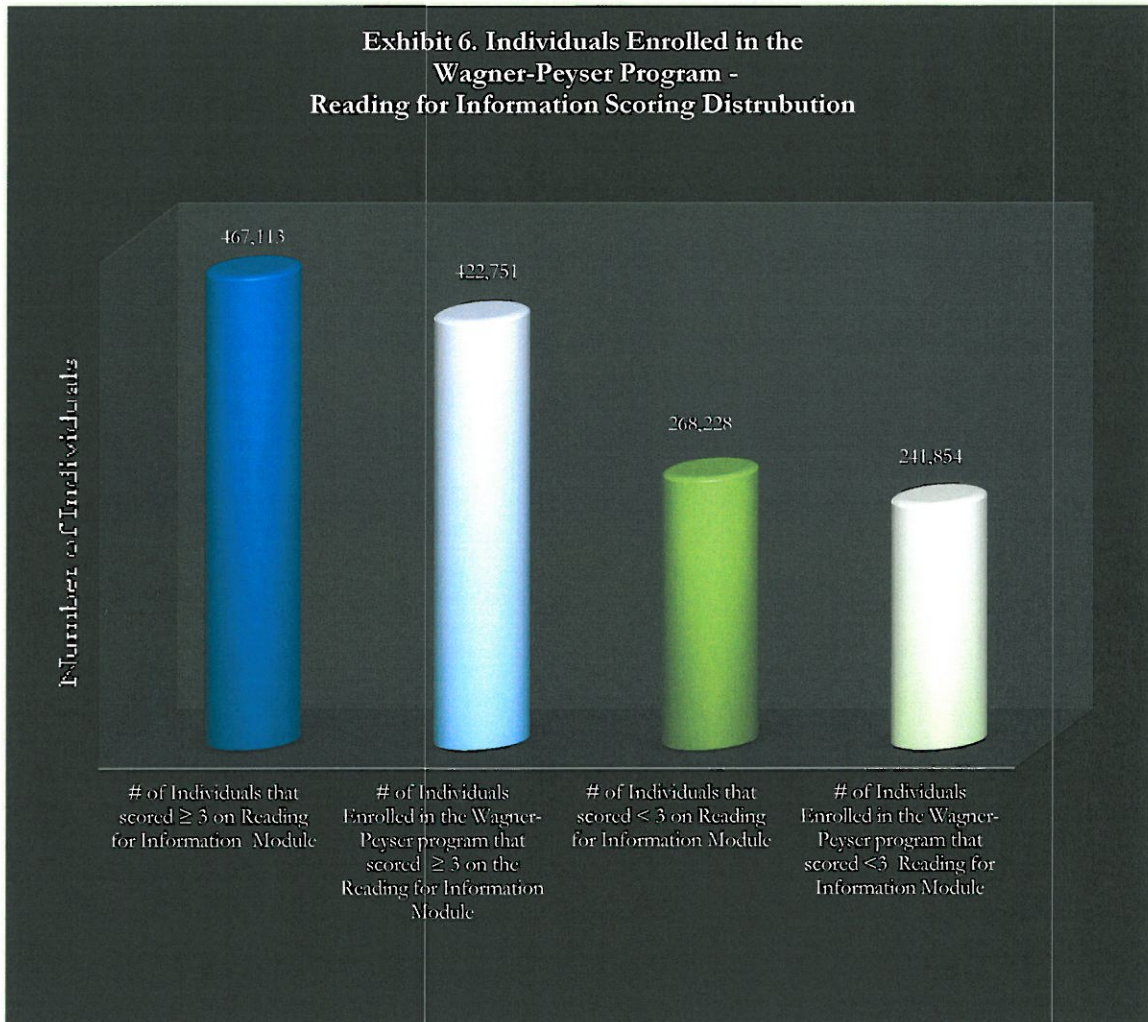
The number of individuals that scored three or greater who took the Applied Math module was 459,411, and of the total number, 91.84 percent (421,916) were registered in the WP Program. The number of individuals that scored less than three who took the Applied Math module was 275,930, and of the total number, 89.83 percent (247,873) were enrolled in the WP program (Exhibit 4).



Additionally, 434,140 individuals scored three or greater on the Locating Information module, and of the total number, 91.88 percent (398,905) were enrolled in the WP program. However, the number of individuals that scored less than three, who took the Locating Information module was (301,201) and of the total number, 88.21 percent (265,694) were registered in the WP program.(Exhibit 5)



There were 467,113 individuals scored three or greater on the Reading for Information module, and of the total number, 90.50 percent (422,751) were registered in the WP program. However, the number of individuals that scored less than 3 who took the Reading for Information module was 268,228 and of the total number, 90.17 percent (241,854) were registered in the WP program (Exhibit 6).



Job seekers who use self-services or facilitated self-help services also may be registered for Wagner-Peyser services, but this is not required. This would involve activities such as accessing EFM as a guest or using One-Stop Career Center resources. The job seeker’s activity service plan is used to report all services received to include job referrals and placements. The basic purpose of providing services is to enhance the job seeker’s ability to become employed.

The percentage of individuals who obtained employment while enrolled in the WP program is shown below in Table 2.

Table 2. WP Program		Total # of Individuals taking the ISR	Enrolled In Wagner-Peyser Program		Entered Employment (%)	
Applied Math						
Scored <3		275,930	247,873	89.83%	42,582	17.18%
Scored ≥3		459,411	421,916	91.84%	89,658	21.25%
Locating Information						
Scored <3		301,201	265,694	88.21%	45,756	17.22%
Scored ≥3		434,140	398,905	91.88%	71,891	18.02%
Reading for Information						
Scored <3		268,228	241,854	90.17%	51,349	21.23%
Scored ≥3		467,113	422,751	90.50%	65,312	15.45%

Note: Entered employment is based upon total enrollments, while entered employment after training is based upon training enrollments, regardless of workforce training completion status.

Workforce Investment Act (WIA) Program

The WIA program is part of a comprehensive workforce development system that provides assistance to job seekers and employers. The WIA program is based on a three-tier approach to the provision of employment and training services. An individual participating in the WIA program can receive the following services:

1. Core Services Are the first level of services, such as an initial assessment or job search and placement assistance.
2. Intensive Services May be offered to claimants who have received at least one core service but need additional services to obtain or retain employment. Intensive services provide more personalized activities, such as a comprehensive assessment, literacy training, case management, etc.
3. Training Services May be offered to those adults or dislocated workers who do not obtain employment through intensive services. Training must be directly linked to demand occupations. To qualify for training, a claimant must be determined to be in need of training and possess the skills and qualifications to complete the selected training program.

Table 3 illustrates the number of individuals enrolled in WIA training, entered employment, and number of individuals entered employment after workforce training services.

Table 3. WIA Program	Total # of Individuals taking ISR	Enrolled In WIA	Entered Employment	Enrolled in Training	Entered Employment After Training
Applied Math					
Scored <3	275,930	3,966 1.44%	1,178 29.70%	2,109 53.18%	559 26.51%
Scored ≥3	459,411	6,131 1.33%	1,794 29.26%	4,190 68.34%	1,112 26.54%
Locating Information					
Scored <3	301,201	4,298 1.43%	1,098 25.55%	2,275 52.93%	631 27.74%
Scored ≥3	434,140	5,290 1.22%	1,527 28.87%	3,552 67.15%	998 28.10%
Reading for Information					
Scored <3	268,228	3,558 1.33%	1,201 33.75%	2,062 57.95%	417 20.22%
Scored ≥3	467,113	6,523 1.40%	1,878 28.79%	4,259 65.29%	1,143 26.84%

Note: Entered employment is based upon total enrollments, while entered employment after training is based upon training enrollments, regardless of workforce training completion status.

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

The SNAP/E&T program is designed to provide food stamp recipients who are interested in volunteering in E&T activities with training, education, support services, and skills needed to gain employment and increase the likelihood of self-sufficiency. Volunteers may receive job search assistance and job search training, (including assistance with résumé development), vocational training, education (including basic skills), referral to other workforce services through programs such as the Workforce Investment Act (WIA) and the Trade Adjustment Assistance (TAA) programs, work experience, and employment retention services. Table 4 illustrates the number of individuals enrolled in the SNAP/E&T program, individuals that entered employment, number of individuals enrolled in training and the number of individuals that entered employment *after* workforce training SNAP/E&T services.

Table 4. SNAP/E&T	Total # of Individuals taking ISR	Enrolled In SNAP/E&T		Entered Employment		Enrolled in Training		Entered Employment After Training	
Applied Math									
Scored <3	275,930	2,194	0.80%	995	45.35%	973	46.76%	34	3.49%
Scored ≥3	459,411	2,394	0.52%	1,128	47.12%	1,024	46.86%	31	3.03%
Locating Information									
Scored <3	301,201	2,503	0.83%	1,190	47.54%	98	3.92%	44	44.90%
Scored ≥3	434,140	1,893	0.44%	904	47.75%	66	3.49%	16	24.24%
Reading for Information									
Scored <3	268,228	2,081	0.78%	973	46.76%	78	3.75%	28	35.90%
Scored ≥3	467,113	2,185	0.47%	1,024	46.86%	90	4.12%	35	38.89%

Note: Entered employment is based upon total enrollments, while entered employment after training is based upon training enrollments, regardless of workforce training completion status.

Welfare Transition (WT)

Florida's Welfare Transition (WT) program is designed to provide Temporary Cash Assistance (TCA) recipients with training, education, support services, and skills needed to gain unsubsidized employment. Work eligible TCA recipients are referred to the WT program and are provided an assessment of their skills, work history, and employability. They may also be assessed for hidden disabilities, domestic issues and mental health and substance abuse issues. Participants are then engaged in work activities that will enhance their work skills via job training at work sites or additional education. These activities are designed to help program participants gain skills and obtain employment needed to increase the likelihood of self-sufficiency. Work eligible program participants are required to participate in a certain number of work activity hours per week to continue to receive TCA. Table 5 illustrates the number of individuals enrolled in the WT program, the number of individuals that entered employment, the number of individuals that were enrolled in WT training, and the number of individuals that obtained a job after WT training services.

Table 5. WT	Total Individuals taking ISR	Enrolled In WT		Entered Employment		Enrolled in Training		Entered Employment After Training	
Applied Math									
Scored <3	275,930	7,587	2.75%	3,227	42.53%	6,076	80.08%	2,315	38.10%
Scored ≥3	459,411	7,798	1.70%	2,937	37.66%	6,148	78.84%	2,045	33.26%
Locating Information									
Scored <3	301,201	8,719	2.89%	3,569	40.93%	7,119	81.65%	2,786	39.13%
Scored ≥3	434,140	6,969	1.61%	2,495	35.80%	5,305	76.12%	1,661	31.31%
Reading for Information									
Scored <3	268,228	7,043	2.63%	2,860	40.61%	5,687	80.75%	2,143	37.68%
Scored ≥3	467,113	8,012	1.72%	2,984	37.24%	6,137	76.60%	1,989	32.41%

Note: Entered employment is based upon total enrollments, while entered employment after training is based upon training enrollments, regardless of workforce training completion status.

Online Career Readiness Skills Training

Upon applying for benefits and completing the initial skills review, all RA claimants – regardless of proficiency level – are automatically provided access to free online career readiness skills training aligned with the initial skills review, so they may continue to build their skills while looking for work. The online training is provided in partnership with the Florida Ready to Work program and is aligned to the new Common Core State Standards, TABE, GED and other recognized national and state career readiness standards. The instructional content and embedded instructional activities are career contextual, rigorous and relevant to helping job seekers become “ready to work.”

It was initially projected that 10 percent of RA claimants would opt to use the online training. The actual usage has significantly exceeded expectations with 29 percent (217,235) of all RA claimants voluntarily using the online training. Total training time exceeded 162,637 hours (9.7 million minutes) for an average of 44.8 +/- minutes per job seeker.

ISR Completers: Voluntary Online Career Readiness Training By ISR Score | By Skill Area

TOTAL TIME: 162,637 HOURS | 9.7 MILLION MINUTES

ISR Score	Total Users by Skill Area	Total Users by Specific Skill Area	Total Time (Minutes)
Applied Math			
Below 3	101,658	85,614	3,691,455
3	36,479	25,287	806,574
4	41,978	26,065	761,913
5	37,120	16,426	534,454
Total	217,235	153,392	5,794,396
Location Information			
Below 3	102,344	39,345	1,278,028
3	50,906	15,438	398,437
4	44,691	12,003	242,798
5	19,294	3,517	59,724
Total	217,235	70,303	1,978,987
Reading for Information			
Below 3	91,114	31,030	1,205,891
3	49,938	13,148	398,537
4	43,556	9,969	272,372
5	32,627	5,784	108,063
Total	217,235	59,931	1,984,863

Similar to the initial skills review, the supporting online training focuses on the core communication, problem-solving and reasoning skills required across most jobs today from entry level to professional.

The online training system automatically places the job seeker at the “next level” of instruction indicated by his or her individual ISR results and provides the targeted instruction indicated by the ISR to help quickly and effectively close identified skill gaps. The system also allows the job seeker to access all “lower levels” of instruction.

The system tracks progress at an individual level, allowing the job seeker to logout and return at his/her discretion and continue the training where last left off. The online training may be accessed from any computer, anywhere, anytime and offers a scalable and a more time and cost efficient solution as compared to most classroom instructional models.

At each level of each online training module, job seekers are prompted to take a “post-test” to demonstrate mastery of skills. The system requires the job seeker to answer at least 80 percent of the questions correctly before moving to the next level of training.

The learning gains were significant among ISR completers who voluntarily used the aligned online training and who mastered at least one level higher. Results include a 77 percent learning gain in Applied Math, a 53 percent learning gain in Locating Information, and a 45 percent learning gain in Reading for Information.

Across all three skill areas, the learning gains were highest among those job seekers presumably with the lowest initial skills: 88 percent learning gain in Applied Math, 60 percent learning gain in Locating Information, and 52 percent learning gain in Reading for Information.

Numerous factors influence learning gains including, but not limited to, total training time. Generally, total training time and learning gains are directly proportional – the more time the job seeker uses the online training, the greater the learning gain.

ISR Completers: Voluntary Online Career Readiness Training
Learning Gains | By Skill Area

ISR Score	Attempted One Level Higher than ISR Score	Did Not Master One Level Higher	Mastered One Level Higher	% Mastered (Learning Gain)
Applied Math				
Below 3	39,919	4,987	34,932	88%
3	3,496	2,645	851	24%
4	2,625	2,109	516	20%
5	1,679	1,156	523	31%
Total	47,719	10,897	36,822	77%
Location Information				
Below 3	16,637	6,580	10,057	60%
3	5,343	2,776	2,567	48%
4	3,018	2,357	661	22%
5	684	458	226	33%
Total	25,682	12,171	13,511	53%
Reading for Information				
Below 3	13,651	6,539	7,112	52%
3	2,600	1,748	852	33%
4	1,717	1,430	287	17%
5	714	487	227	32%
Total	18,682	10,204	8,478	45%

Cost of Workforce Training

Although Florida does not directly track the workforce training costs associated with individual RA claimants, Florida does track and evaluate the cost of program activities relative to effect in a number of ways. Cost per participant and cost per positive outcome are computed at the state and regional level for the adult, dislocated worker, and youth programs. The positive outcome tracked for the dislocated worker program is entered employment. Positive outcomes for the adult program include entered employment and the successful completion of program activities designed to assist employed workers in upgrading their employment in order to attain a greater degree of self-sufficiency. For PY 2011-12, the average cost of training was \$1,313 for Adults and \$1,884 for Dislocated (laid-off) Workers. This data, which should be relatively comparable for RA claimants, was submitted to USDOL as part of the WIA Annual report and it is also submitted to the Florida Legislature as part of Florida’s Annual Report, which was submitted December 1, 2012.

Florida Ready to Work and WIN Learning (WIN) are helping the State of Florida take the lead in workforce readiness for RA claimants by assessing, training, and providing a portable credential documenting achievement of workplace ready skills. The costs associated with the ISR and Florida Ready to Work – WIN Learning contract are listed below.

Florida Ready to Work - WIN Learning

Site Licenses Issued	125 @ \$7,500= \$937,500
Credentials Issued	11,000 @ \$50= \$550,000
Employer Partners Recruited Variable max	\$100,000
	Tier One: 150+ employees @ \$4,000
	Tier Two: 25-149 employees @ \$2,500
Contract Administration and Implementation Services four quarters	@ \$120,000= \$480,000
Performance Bonus \$10 per credential payable to qualified implementation partners per contract up to \$82,000.	
Proctored Assessments	37,625 @ \$4= \$150,500
Initial Skills Review	\$225,000 per month = \$2,700,000

It is important to note that the remediation portion of the ISR, which has been utilized by over 200,000 individuals, comes at no additional cost to the State.

Department Recommendations:

In this section are the recommendations. The recommendations are based upon the Department's review of the data gathered as part of this report on HB 7027.

DEO Recommendation 1:

Enhance the interaction between Florida's businesses and workforce system.

Explanation:

Over the past four years, the workforce system has experienced a two percent average increase in the number of businesses registered in the EFM. As the Department increases its visibility within the business community and expands outreach efforts, it is the Workforce Program Support's objective to further support efforts of the workforce system to increase that percentage of businesses who utilize workforce services and provide additional employment opportunities for RA claimants.

DEO Recommendation 2:

Enhance Florida's workforce system by training job seekers to support the needs of businesses.

Explanation:

One of the primary focuses of the workforce system is to provide world class talent to meet the needs of Florida's businesses. As training is a major component of the workforce system, it is imperative that a high emphasis be placed on individuals entering employment after receiving the necessary training services to meet the ever-expanding needs of businesses. Over the past four years, 85 percent of individuals have entered employment after receiving training services. By placing an increased focus on matching employers to skilled job seekers, Florida's workforce will continue to evolve to meet the needs of businesses.

DEO Recommendation 3:

Continue to recognize best practices and measure outcomes to provide meaningful feedback for program improvements and more effective outcomes.

Explanation:

Continuous learning provides the most meaningful opportunity for increasing system capacity and ensuring the overall success of the program.



FOR ADDITIONAL INFORMATION

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