

Workforce Development Board of Flagler and Volusia Counties, Inc.
d.b.a. Center for Business Excellence
Two-Year Workforce Services Plan Amendment

Executive Summary

The Workforce Development Board of Flagler and Volusia Counties, Inc. d.b.a. Center for Business Excellence (CBE) implemented the Workforce Investment Act of 1998 on July 1, 1999. This Act made some major changes in the delivery of employment and training services. In 2003, President Bush put forth a proposal to enhance and simplify the workforce investment system's ability to deliver services and training. Each state was required to submit a plan outlining how it would create a demand-driven workforce investment system that, was as a result, in compliance with the legislation and the national direction for service delivery. In turn, the regional workforce investment boards are required to submit a two-year plan to their states.

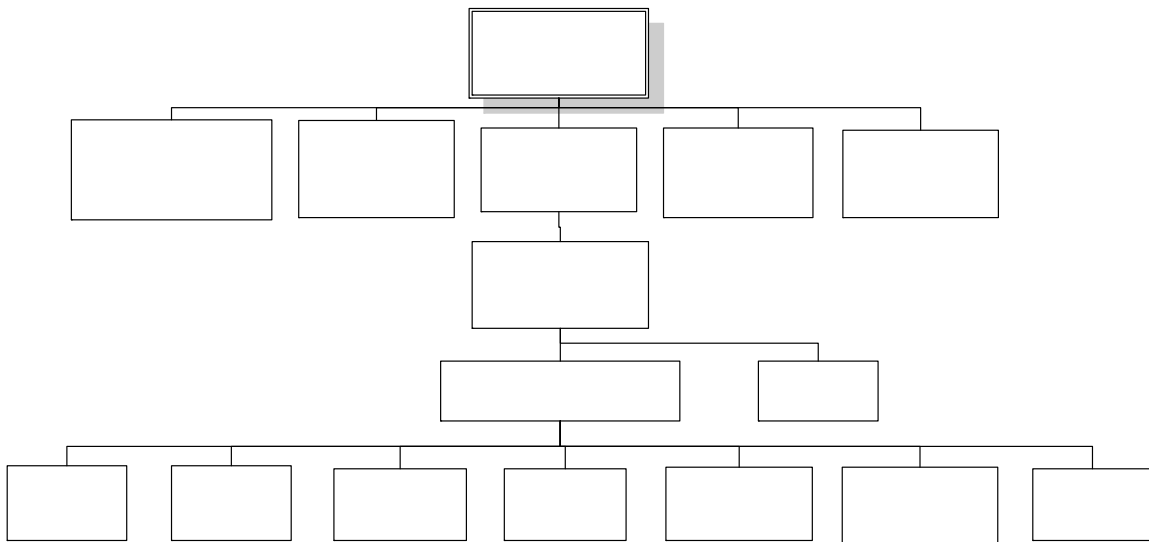
Amendment Summary

The Workforce Development Board of Flagler and Volusia Counties, Inc. d.b.a. Center for Business Excellence submitted our most recent Two-Year Plan to the State in September, 2007, following Flagler County Board of Commission and Volusia County Council approval.

Recent State legislation, SB428, affords Florida's regional workforce boards the opportunity to operate direct customer services.

It is proposed that the Local Workforce Services Plan be amended to include designation of the regional workforce board as a one-stop operator and direct services provider of certain services. This amendment authorizes the designation of the CBE as One Stop Manager and direct provider of certain services by agreement of the Chief County Elected officials, and upon approval of Workforce Florida, Inc. and the Governor's office.

Organizational chart of pervious Service Delivery Model:

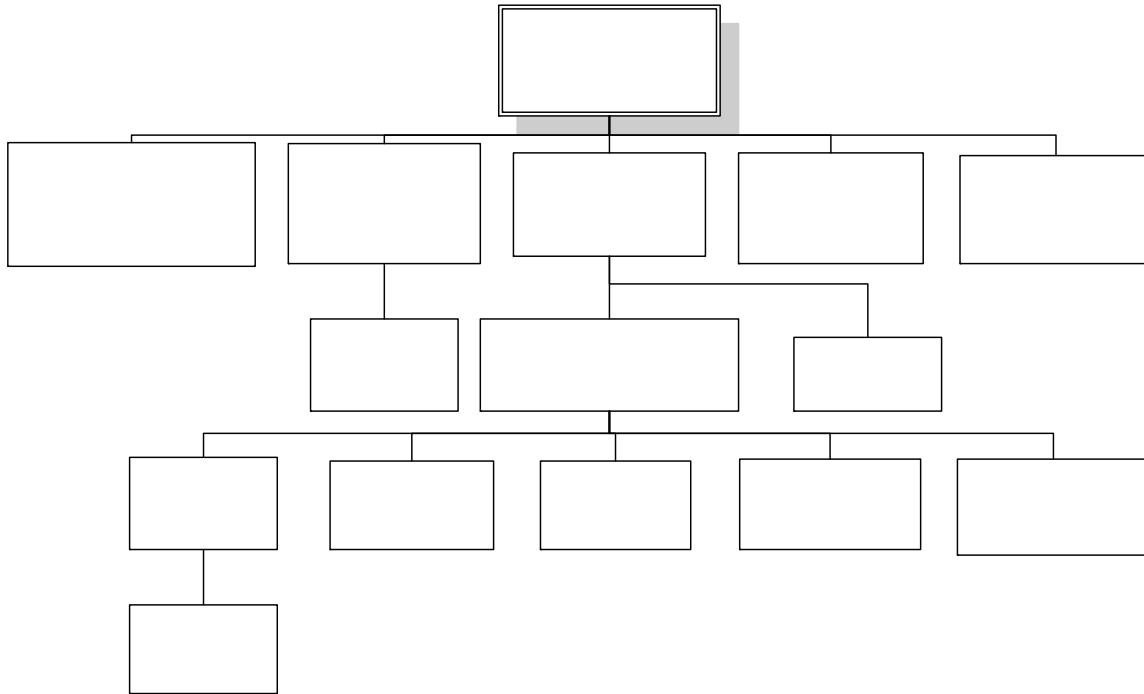


CBE has reviewed the existing business model and has determined that there are significant inefficiencies in the current business model. CBE currently sub-contracts with outside providers, which creates an additional layer of programmatic and financial management staff. The proposed

new model will consolidate responsibility for one stop management and certain direct services, thereby creating efficiencies and potential cost saving.

Center for Business Excellence took on “oversight” of our One-Stop System as of July 1, 2008. With the passing of Senate Bill 428, Regional Workforce Boards are again allowed to provide direct customer services within the One-Stop Career Systems and CBE will also provide core and intensive services to customers of our One-Stop System along side our Agency for Workforce Innovation Representatives and contracted service providers.

Below is the organization chart of our new service delivery model:



The CBE will maintain its role as a strategy and policy board with the President being the sole point of accountability to the Board of Directors. The President will designate key staff for administrative and fiscal oversight, as well as day to day operations.

Center for Business Excellence
 Two-year Plan Amendment
 List of changes to two-year plan (2007-2009)

Section II. Local Vision and Goals – A. 1	Updated CBE’s Mission and Vision Statements
Section II. Local Vision and Goals – B. 1	Removed One-Stop Manager from responsibility of performance; inserted contracted providers
Section IV. Local System Infrastructure – A. 5	Inserted Flagler Commissioner Mr. Jim O’Connell
Section IV. Local System Infrastructure – B.	Removed all reference to One-Stop Management “Provider”
Section V. One-Stop Delivery System/Services – A. 1	Updated access points and career link locations
Section V. One-Stop Delivery System/Services – C. 1	Updated responsibilities of tracking staff development to CBE
Section V. One-Stop Delivery System/Services – E. 1	Removed reference to procurement of One-Stop Manager. Narrative added on CBE’s responsibility of providing oversight.
Section V. One-Stop Delivery System/Services – F. 4. a & b	Divided the responsibilities of the TAA/REACT Coordinator to two positions of TAA Coordinator and REACT Coordinator
Section V. One-Stop Delivery System/Services – F. 4. b	Changed responsibilities of Trade Adjustment Assistance to provider of case management from One-Stop Manager
Section V. One-Stop Delivery System/Services – F. 5	Changed responsibilities of Trade Adjustment Assistance to provider of case management from One-Stop Manager
Section V. One-Stop Delivery System/Services – F. 6 & 7.b	Changed responsibility for youth consortium and youth unit meetings to CBE from the One-Stop Manager
Section V. One-Stop Delivery System/Services – F. 8. b. 3	Updated section with new provider of case management services (Case Management,

	Inc.)
Section V. One-Stop Delivery System/Services – F. 8. b. 5	Designated the Quality Unit as a CBE Unit
Section V. One-Stop Delivery System/Services – F. 9. c. 4. a.	Updated processes for education and training by removing One-Stop Manager and planning responsibility on case management provider and CBE finance department
Section V. One-Stop Delivery System/Services – F. 11. a	Added CBE personnel as a provider of Tier I & II (Core & Intensive Services)
Section V. One-Stop Delivery System/Services – F. 13 & 15	Removed reference of One-Stop Manager’s MIS Unit. All responsibilities for data entry, certification, etc. are delegated to the provider of case management
Attachment C – Local Design	Changed One-Stop Operator from Policy Studies, Inc. to CBE and updated (contract) reference guide
Attachment G – Administrative Plan	Updated Complaint/Resolution Procedures to be completed by CBE rather than One-Stop Manager
Attachment G – Administrative Plan	Updated monitoring reports to be received by CBE instead of One-Stop Manager
Attachment G – Administrative Plan	CBE will designate EEO officers for One-Stop System rather than One-Stop Manager

Statement of Intent

And

2007-2009 Amendment to Local Workforce Services Plan

RWB Name & Number: Workforce Development Board of Flagler & Volusia Counties,
Inc. DBA Center for Business Excellence (CBE)

Region #11

Contact Name: Rick Fraser Contact Phone: (386) 323-7076

E-mail: rickfraser@cbe-fvc.org

The Region #11 2007-09 Local Workforce Services Plan will be amended to include designation of the regional workforce board as a one stop management and direct services provider. This amendment designates the CBE as one stop management and direct services provider upon agreement by the chief county elected officials, the Workforce Florida Board, and the Governors office.

The following items are hereby incorporated into the Region #11 approved two year plan:

- 1. Description of the “revised business model” that the Board has elected to follow and a description of the particular workforce service the regional board wants to directly provide and how that service will be delivered.**

The CBE has reviewed the existing sub-contractor model for service delivery, and has determined that there is significant opportunity for efficiencies and potential cost saving. The management sub-contractor model creates an additional layer of programmatic and fiscal management cost for the region. The proposed new business model moves responsibility for the one stop management and staff support directly to the CBE. In addition, CBE will assist AWI staff with core services.

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

The CBE will assume responsibility for the overall management and staff support of the One Stop Employment Centers effective July 1, 2008. The board staff has created job descriptions, wage ranges, and personnel policies. Employee interviews and selection took place in June 2008, and employees are fully integrated to the Board staff.

While intensive, training, and youth services will remain as sub-contracted services during the current two year plan period, CBE will assist AWI staff with core services upon approval of this plan amendment.

- 3. A description of the reasons why the regional board has decided to directly provide the specified workforce services.**

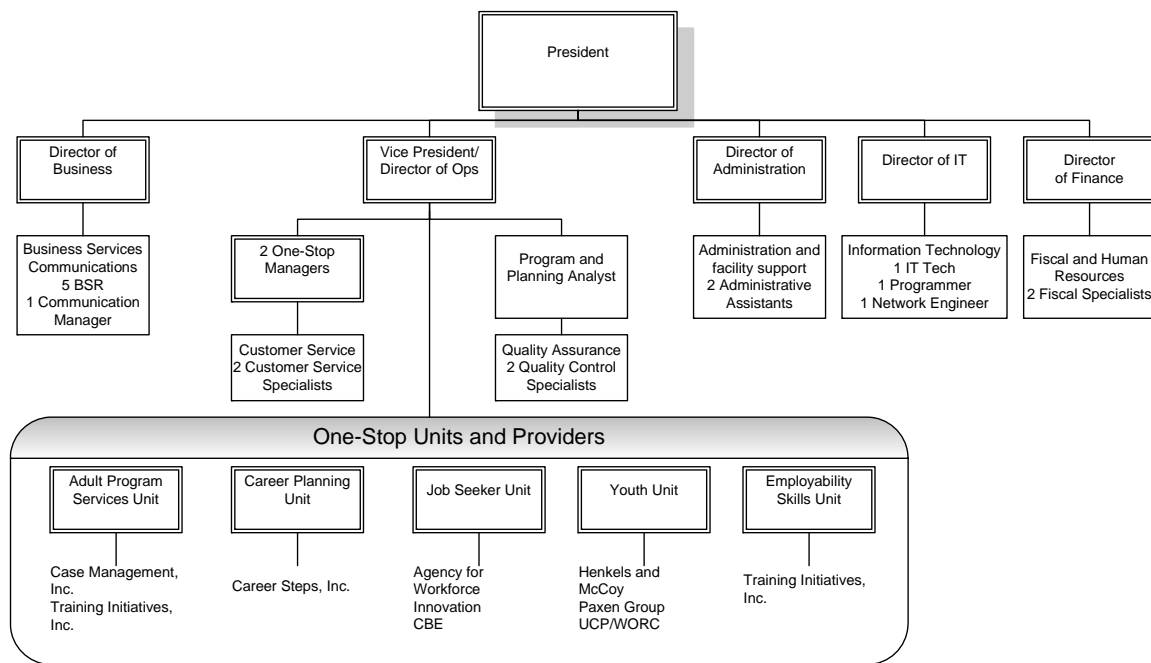
In the past, the CBE has procured one stop management services from a third party sub-contractor. In addition to creating an additional layer of management, no

significant benefit has been gained in either quality of service or on cost saving. The indirect and/or profit paid to other organizations reduced the amount available for job seeker and business services.

Until the recent enactment of SB428, regional boards were not permitted to provide direct services. CBE wishes to provide direct core services alongside AWI. We need to utilize all existing resources resulting from the recent increase in job seeker traffic due to the economic slowdown.

4. A description of how the regional board will establish a “firewall” that clearly separates and defines their existing role as the oversight body for workforce delivery system from their role as management for the operational services that the Board has chosen to provide.

The Board will maintain its role as a strategy, governing, and policy board with the President serving as the point of accountability to the Board of Directors. The President will designate key staff for the administrative, operational, and fiscal oversight. Intensive, training and youth services will continue to be sub-contracted out. A revised organization chart is inserted below:



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

Grant programs that currently fund the CBE’s service delivery model include: Employment & Training Administration (ETA), Department of Labor (DOL), Department of Health and Human Services, DOL-Veteran’s Employment and Training, under the implementation of comprehensive job training and employment programs included under the Workforce Investment Act (WIA), the Wagner-Peyser Act (WP), the Social Security Act, the Personal Responsibility

and Work Opportunity Reconciliation Act, and Temporary Assistance for Needy Families (TANF), Welfare Transition Program (WTP), Servicemen’s Readjustment Act (LVER), Veteran’s Rehabilitation and Education Act (DVOP), and Food Stamp Employment Training (FSET).

- 6. 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 the service to another provider.**

Budget	Savings
Insurance	\$3,822.00
Travel	\$18,629.00
Telephone	\$1,018.00
Equipment	\$3,500.00
Postage	\$400.00
Recruiting	\$200.00
Corp. oversight	\$107,781.00
profit	\$88,736.00

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

With the elimination of the third party one stop management provider, the CBE anticipates improved services and in the following areas reflecting the anticipated savings:

Expanded resources for hard to serve target groups	\$32,000.00
Increased client support services	\$110,000.00
Enhanced Business Services Outreach	\$16,000.00
Upgraded equipment & technology	\$8,000.00
Maintain current training services budget	\$64,000.00

- 8. Documentation that the public was provided at least 30 days notice to review and comment on the proposed change in service delivery.**

Public notice was posted on the CBE web site on June 30, 2008. Public comments were solicited at that time. No comments have been received.

9. Documentation that the Chief Elected Official has agreed to the planned change in service delivery.

Concurrence by Flagler County Board of Commissions & Volusia County Council will be included on the signature page.

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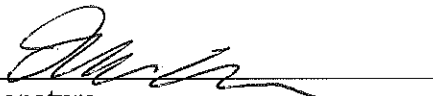
REGIONAL WORKFORCE BOARD 11

WORKFORCE DEVELOPMENT BOARD OF FLAGLER AND VOLUSIA
COUNTIES, INC. CENTER FOR BUSINESS EXCELLENCE

RICHARD A. FRASER

386 323-2076

The amendment to the Local Workforce Service Plan is to be effective for the period July 1, 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 by the Workforce Development Board of Flagler and Volusia Counties, Inc. d.b.a. Center for Business Excellence and the assurance that the region will operate in accordance with this plan amendment and applicable federal and state laws and regulations.

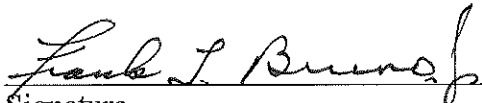


Signature

Robert Coleman
Chair
Workforce Development Board
Center for Business Excellence

8/8/8

Date



Signature

Frank Bruno, Jr.
Volusia County Council Chairman

8/7/2008

Date

SIGNATURE PAGE

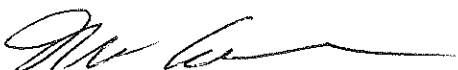
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Signature

Robert Coleman
Chair
Workforce Development Board
Center for Business Excellence

8/8/08

Date

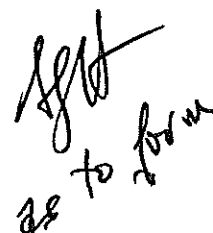


Signature

James O'Connell, Chairman
Flagler County Board of Commissioners

8-4-08

Date


JCF
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