

PLAN AMMENDMENT

REGIONAL WORKFORCE BOARD SIX

NORTH FLORIDA WORKFORCE DEVELOPMENT BOARD

Serving Jefferson, Madison, Hamilton, Suwannee, Lafayette and Taylor Counties

Submitted to Workforce Florida, Inc.

July 31, 2008

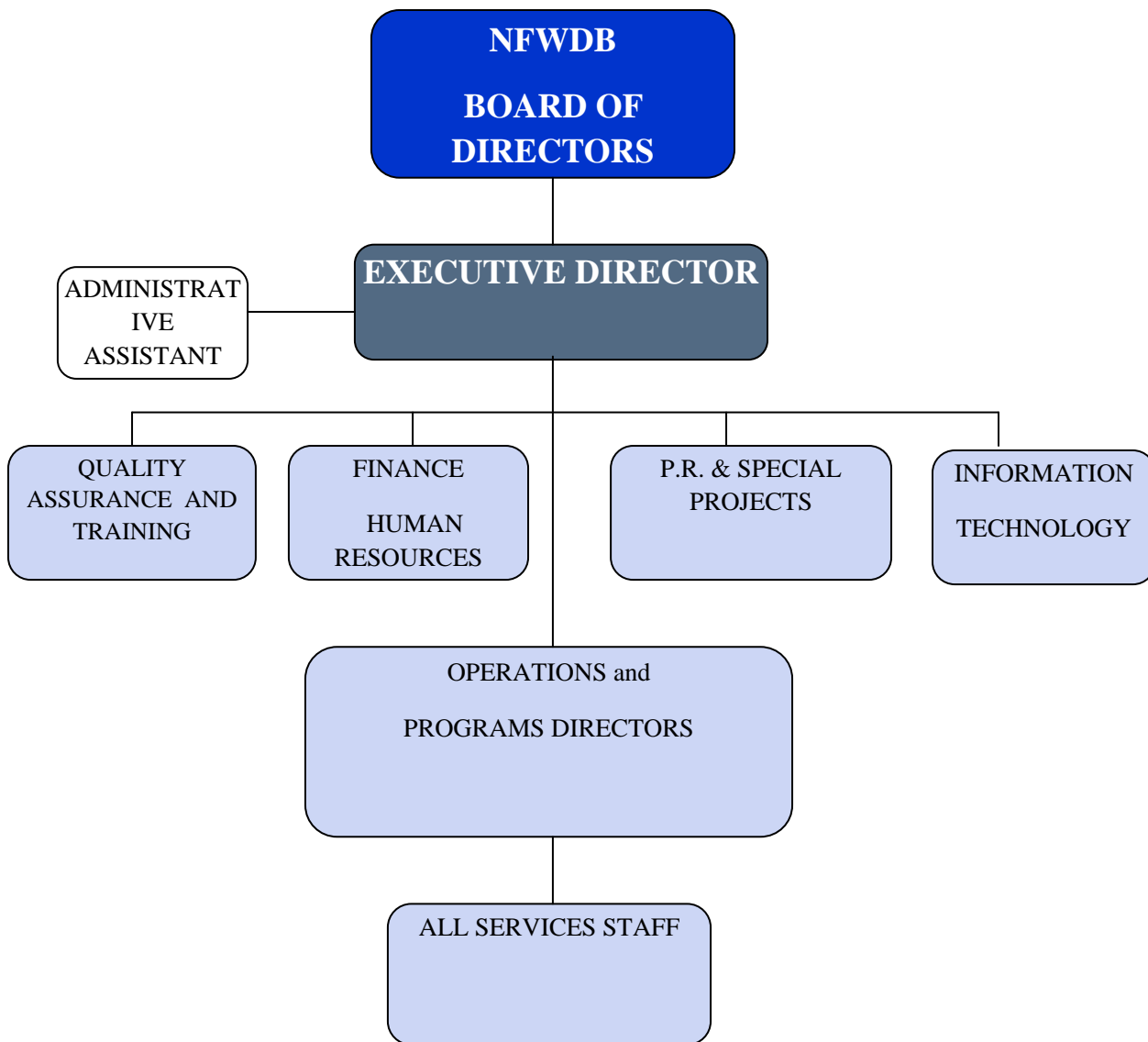
The “Business Model”

The North Florida Workforce Development Board (NFWDB) requests approval of this amendment to its WIA plan to directly provide one-stop services to its region, including any special projects and excluding job skills training that post-secondary education institutions will continue to provide. This model of service provision replaces the former contracting process for procurement of services as referred to in section IV-B of the 2007-2009 WIA Plan for RWB 6 referenced on pages 22-32 of the most current plan.

The plan for business in the NFWDB region is based on the mission of the Board:

To be responsible and active partners in sharing resources for the North Florida Region so communities will be confident in quality workforce solutions that strengthen families and enhance economic development.

NFWDB ORGANIZATIONAL CHART



Board of Directors: The Board is responsible for the results of the operational work, the recipients of the work, and the cost of doing business. The Board is lead by a Chairman, a board member who represents the businesses of the region. Assisting the Chairman is an executive committee comprised of board members who represent regional workforce partners including businesses, training providers, and the community college, with business partners filling the majority of positions. Other committees of the board include a business and public relations council, career council and youth council.

Executive Director: The ED serves as the Chief Operations Officer of the organization and is responsible for how the work of the operations is carried out. The ED answers directly to the Board, and oversees one-stop operations through communication with the one-stop Operations Director based on direction from the Board and has the sole accountability to the Board for performance results. In this role, the ED provides a “firewall” of separation of duties, allowing the Board to focus on policy and results and staff to focus on operations to achieve results.

Effective Date:

The effective date of this amendment is July 1, 2008.

Description of the One-Stop System: (referenced in section V-A of the current WIA plan on pages 32-37)

To prepare for assuming the direct management of operations, the ED implemented a process to transfer existing operational staff to Board employment. The process is ongoing, and included:

- Budget planning, using projections of funding sources provided by Workforce Florida, Inc. and the Agency for Workforce Innovation.
- Individual interview meetings with service provider staff to determine suitability to Board employment.
- Securing benefits for staff.
- Establishing payroll processes.
- Review of operational processes that will be ongoing.
- Staff training regarding processes.
- Constant communication with management team members.

Implementation of the change process has assured continuity of services to customers and clients throughout the region and localized supervision and direction of operations, with no interruption of service at all.

Description of the One-Stop System and Benefits/Reasons for the Decision:

For the last six or seven years, funding allocations have continued to decline, rendering RWB 6 unable to continue operations of “bricks and mortar” sites in all six counties. In FY 2007-08, the Board was forced to redesign its service delivery model and close the two remaining outlying sites and deploy mobile services.

The redesigned model consists of a tiered service delivery system:

- Tier 1: in-house, “bricks and mortar” career center housing customer service and case management staff, located in the geographic center of the region.

- Tier 2: mobile services, a career lab on wheels to provide access in outlying areas for customers who lack resources to travel the wide distance to the regional office.
- Tier 3: self-service, via kiosk units stationed at community libraries in the three smaller counties in the region.
- Tier 4: global (web) service, via Employ Florida Marketplace, by training employers and applicants to manage their workforce needs through the internet.

This system of delivering one-stop services has worked well in the region, and has increased awareness of workforce services throughout the six counties. There has been no decline over the period of the first year of this tiered service delivery model, and the number of services has increased due to changing economic conditions.

The NFWDB has a quality assurance director who will systematically monitor performance of programs and processes used by operations staff to assure no disallowed costs will be expended. The Finance Director will further review all requests for payment of funds for compliance with regulations. Annual monitoring by AWI and independent auditors will continue. The Board will continue its current auditing plan and processes with annual audits by both AWI and privately contracted independent auditors. Other necessary processes will be implemented as needed or upon direction of WFI and AWI.

Immediate benefits to be realized by internalizing one-stop operations:

- *Cost-savings for operations:* The NFWDB previously contracted with service providers. Included in the contract price were indirect costs for private companies to do business in the region and a profit margin. The total cost to the contract for these two line items was 17%, therefore only 83% of the actual contract amount was applied to direct service provision. In the last fiscal year, this amount was approximately \$145,000.
- *Increase in number of staff* to perform services to customers: The service providers employed a staff of 16 for operations in the region. The Board's internalization of operations has allowed the addition of two staff positions to provide the services.
- *Local direct control of hiring processes* will enable quick action when new staff positions need to be filled. In addition, local administrative processes will expedite decision making on any and all personnel as well as financial matters. Filling vacant positions through the private service providers proved to be a very long and involved process that left work undone for months at a time. The difficulty in filling vacancies was largely due to the absent management style, with corporate regional directors being off-site and corporate human resources located in other states.
- *Expansion of services* through mobile labs: For FY 2008-09, the Board has expanded mobile services to its rural area of over 4,300 square miles. In the previous year, a mobile lab with 13 work stations was deployed on a regular schedule to provide easier access to our services. In FY 2008-09, a second mobile lab with 5 work stations will be deployed to serve a greater number of remote areas with welfare transition services. This will increase the welfare transition participation rate and benefit not only our workforce region, but the state's participation rate as well.

We believe this service delivery model will prove successful in increasing performance due to increased access and capacity to deliver to services.

Grant Programs that fund the workforce service delivery in the region:

The following state funding numbers as listed in the state's financial reporting system:

Welfare Transition Program	NFA # 18405
WIA Adult	NFA # 18933
WIA Youth	NFA # 18693
WIA Dislocated Worker	NFA # 18885
REED Act	NFA # 17225
Wagner Peyser	NFA # 17207
WIA Incentive	NFA # 17999
Unemployment Comp.	NFA # 17225

Public Comment:

The public was invited to review and comment on this plan amendment, through regional newspaper announcements and the availability of a copy at the Board's administrative office at 309 SW Range Ave. in Madison, Florida. All public comments received will be recorded and forwarded to Workforce Florida, Inc. and the Agency for Workforce Innovation. (None have been received as of this time.)

SIGNATURE PAGE

RWB Number **6**

Contact Name **Sheryl Rehberg**

Contact Phone Number **850.973.2672**

This 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 submitted by the North Florida 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

 Paul E. Kovary
Name (printed or typed)

 Roy Ellis
Name (printed or typed)

 Administrator, Jefferson County
Nursing Center
Title

 County Commissioner
Title

Date

Date

PUBLIC NOTICES

The Taco Times

Public Notice
The North Florida Workforce Development Board announces the availability of an amendment to the local Workforce Investment Act Plan, 2007-2009, for review and public comment through Aug. 16, 2008. The plan may be viewed at the Board office, 309 S.W. Range Ave., Madison, FL
7/16

THE MAYO FREE PRESS

PUBLIC NOTICE

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7/17

SUWANNEE DEMOCRAT

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7/18

THE JASPER NEWS,

PUBLIC NOTICE

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7/17

Monticello News

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7/16/08,c.

Madison County Carrier

LEGALS

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7/16/08