

# CareerSource

# Palm Beach County

## Workforce Innovation and Opportunity Act Local and Regional Workforce Plan

January 1, 2025 – December 31, 2028

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## INTRODUCTION

These instructions provide direction for local and regional workforce development plans (plans) submitted under [Public Law 113-128, the Workforce Innovation and Opportunity Act \(WIOA\) and Chapter 445.003, Florida Statutes](#). WIOA requires each local workforce development board (LWDB), in partnership with the appropriate chief local elected official(s), to develop and submit a comprehensive four-year local plan to the state. If the local workforce development area (local area) is part of a planning region, the LWDB will submit its regional plan as part of the local plan and will not submit a separate regional plan. The local and regional plan provides the framework for local areas to define how their workforce development systems will achieve the purposes of WIOA, pursuant to 20 Code of Federal Regulations (CFR) 679.500 and 20 CFR 679.540.

Additionally, local and regional plans must be modified at the end of the first two-year period of the four-year local plan to reflect changes in labor market and economic conditions and other factors affecting the implementation of the local plan. Federal regulations require states and LWDBs to regularly revisit and recalibrate local and regional plan strategies in response to changing economic conditions and workforce needs of the state (20 CFR 676.135).

WIOA emphasizes the importance of collaboration and transparency in the development and submission of local and regional plans. LWDBs provide leadership, and should seek broad stakeholder involvement, in the development of their local and regional plans. Chief local elected officials, LWDB members, core program partners, combined planning partners, mandatory one-stop career center partners, and local economic development entities are an integral part of the planning process. WIOA encourages an enhanced, integrated system by including core and combined programs in its planning and performance requirements. Affected entities and the public must have an opportunity to provide input in the development of the plan. LWDBs must make the plan available electronically and in open meetings to ensure transparency to the public.

In addition to the specific requirements outlined in these instructions, local plans must:

- A. Identify and describe policies, procedures, and local activities that are carried out in the local workforce development area (local area), consistent with the strategic and operational elements of the state's WIOA combined plan and [CareerSource Florida Strategic Policy 2021.12.09.A.1 – Comprehensive Employment Education and Training Strategy](#).
- B. Align with the CareerSource Florida Board of Director's (state board) business and market-driven principles to be the global leader for talent. These principles include:
  - Increasing the prosperity of workers and employers.
  - Reducing welfare dependency.
  - Meeting employer needs.
  - Enhancing productivity and competitiveness.
- C. Address how the LWDB coordinates service delivery with core programs of the Florida Department of Education's Division of Vocational Rehabilitation, Division of Blind Services and Division of Career and Adult Education, and the following combined state plan partner programs (per WIOA § 103(a)(1) and (2)):
  - **Temporary Assistance for Needy Families (TANF)** authorized under 42 United States Code (U.S.C.) § 601 et seq. (Florida Department of Children and Families (DCF)).

- Employment and training programs in the **Supplemental Nutrition Assistance Program (SNAP)** authorized under Section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. § 2015(d)(4)). (DCF).
- **Work programs authorized under Section 6(o) of the Food and Nutrition Act of 2008** (7 U.S.C. § 2015(o)). (Florida Department of Commerce (FloridaCommerce) and DCF).
- **Trade Adjustment Assistance for Workers** program authorized under Chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. § 2271 et seq.). (FloridaCommerce).
- **Jobs for Veterans State Grants (JVSG)** program authorized under 38 U.S.C. § 4100 et. seq. (FloridaCommerce).
- **Unemployment Insurance (UI)** programs, known as Reemployment Assistance in Florida, (UI Federal-State programs administered under state unemployment compensation laws in accordance with applicable federal law). (FloridaCommerce).
- **Senior Community Service Employment Program (SCSEP)** authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. § 3056 et seq.) and updated by the OAA Reauthorization Act of 2016, Pub. L. No. 114-144. (Florida Department of Elder Affairs).
- **Employment and training activities carried out under the Community Services Block Grant (CSBG)** Act (42 U.S.C. § 9901 et seq.). (FloridaCommerce).

D. Be based on current and projected needs of the local workforce investment system, with an increased emphasis on coordination and collaboration at all levels to ensure a seamless system for employers and job seekers, including veterans, SNAP and TANF benefit recipients, individuals with disabilities, and individuals residing in rural areas.

E. Set forth a strategy to utilize all allowable resources to:

- Assist Floridians with securing employment that leads to economic self-sufficiency and reduces the need for public assistance.
- Provide opportunities for Floridians to develop skills intended to meet the present and future needs of employers.
- Ensure that workforce-related programs are responsive to present and future needs of business and industry and complement the initiatives of state and local economic development partners, including SelectFlorida in relation to:
  - Job training;
  - The attainment of a credential of value identified pursuant to Section 445.004(4)(h)4.c., Florida Statutes (F.S.).
  - The attainment of a postsecondary degree or credential of value; and
  - Any other program that has, at least in part, the goal of securing employment or better employment for an individual and receives federal funds or a state appropriation.
- Prioritize evidence-based, results-driven solutions to improve outcomes for Floridians and Florida businesses.
- Develop collaborative partnerships that leverage multiple sources of funding to provide services to all customers seeking assistance, especially Florida's vulnerable populations.
- Identify barriers to coordinating and aligning workforce-related programs and develop solutions to remove such barriers.

- F. Identify the education and skill needs of the workforce and the employment needs of the local area and include an analysis of the strengths and weaknesses of services provided to address identified needs. Assessments include the best available information, evidence of effectiveness, performance information for specific service models and a plan to improve program effectiveness by adopting proven or promising practices as a part of the local vision.
- G. Provide a comprehensive view of the systemwide needs of the local area.
- H. Address how LWDBs foster strategic alignment, improve service integration and ensure the workforce system is industry-relevant, responding to the economic needs of the local workforce development area and matching employers with skilled workers.
- I. Achieve greater efficiencies, reduce duplication, and maximize financial and human resources.
- J. Address current and future strategies and efficiencies to address the continuous improvement of Florida's workforce investment system and its focus on simplified access to quality customer service.

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## KEY DATES

Florida Combined Plan Public Comment.....	February-March 2024
Florida Combined Plan Reviewed by Federal Agencies.....	April-June 2024
Local Plan Guidelines Issued.....	April 29, 2024
Final Revisions and Approval of Florida Combined Plan.....	July-August 2024
Regional and Local Plans Due.....	October 2, 2024
Regional and Local Plans Approved by State Board.....	December 2024
Regional and Local Plans Effective.....	January 1, 2025

## PUBLIC COMMENT PROCESS

Prior to the date on which the LWDB submits a local and regional plan, the LWDB must provide an opportunity for public comment on the development of the plan. To provide adequate opportunity for public comment, the LWDB must:

- (1) Make copies of the proposed plan available to the public through electronic and other means, such as public hearings and local news media (WIOA §108(d)(1) and 20 CFR 679.550(b)(1)).

In accordance with the WIOA regulations, which require local areas to establish a public comment process consistent with state direction, CSPBC made available this plan to the public on its website on 08/19/2024 with notice advising the community to solicit their comments on CSPBC's WIOA Local Plan.

- (2) Include an opportunity for comment by members of the public, including representatives of business, labor organizations, and education (WIOA §108(d)(2) and 20 CFR 679.550(b)(2)).

Business, labor organizations and education, are part of the CSPBC LWDB Committees and the CSPBC LWDB. The Plan was presented to the CSPBC LWDB on 08/19/2024 for input and approval.

Entities represented on the CSPBC LWDB and its committees, which include economic development, public and private education, veteran groups, community-based organizations, chambers, entities representing the disabled, to name a few provided input to the plan by appearing at committee and board meetings to share their thoughts and recommendations regarding the local workforce system.

- (3) Provide no more than a 30-day period for public comment on the plan(s) before its submission to FloridaCommerce, beginning on the date on which the proposed plan is made available (WIOA §108(d)(2) and 20 CFR 679.550(b)(1)).

A draft of the proposed CSPBC Local Plan was posted on the CSPBC website on 08/19/2024. The public was solicited to submit comments from 08/19/2024 through 09/13/2024.

- (4) Submit any public comments that express disagreement with the plan to FloridaCommerce. WIOA §108(d)(3) and 20 CFR 679.550(b)(1).

There were no public comments received.

## PLAN SUBMISSION

### ONLINE FORM

Each LWDB must submit its local plan in coordination with the regional plan, as appropriate, required attachments and contact information for primary and secondary points of contact for each plan submitted via the state's established method for WIOA plan submissions. **Hard copies of plans or attachments are not required. All local and regional plans must be submitted no later than 5:00 p.m. (EDT) on Friday, October 2, 2024.**

**Please carefully review these instructions prior to submitting plans.**

**Prior to plan submission, please ensure:**

- The LWDB members and chief local elected official(s) reviewed the plan.
- The LWDB chair and the chief local elected official signed the appropriate documents. For regional planning purposes, the chief local elected officials of all units of local government that make up the planning region must sign the regional plan to demonstrate that the request specific to the regional planning area is the consensus of all the units of local government involved.
- The name of the LWDBs are on the plan cover page.
- The plan submitted date as well as primary and secondary points of contact are on the cover page.
- The structure and numbering follow the plan instructions format.
- A table of contents with page numbers is included and each page of the plan is numbered.
- Text is typed, preferably in the fonts Arial or Calibri, with a font size of 11 or greater.
- The plan and all attachments are submitted in a searchable PDF format.<sup>2</sup>
- The plan is posted online for public comment and submitted in a format compliant with Section 508 of the Rehabilitation Act (29 U.S.C, Section 794) and is accessible to people with disabilities.<sup>3</sup>
- Responses to all questions are informative and concise. Questions should not be altered or rephrased and the numbering should follow the plan instructions format.
- The name of the LWDB, the page number and plan submission date are listed in the footer of the document.

### ATTACHMENTS

**Please provide a link to the local board's website showing the attachments described below or upload attachments in a searchable PDF file with the local and regional plan:**

- A. **Executed interlocal agreement** that defines how parties carry out roles and responsibilities of the chief local elected officials (if the local area includes more than one unit of general local government in accordance with WIOA § 107(c)(1)(B).

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<sup>2</sup> A searchable PDF file is a PDF file that includes text that can be searched upon using the standard Adobe Reader "search" functionality [CTRL+F]. In Microsoft Word **ClickFile > Save As** and choose where you want the file to be saved. In the **Save As** dialog box, choose **PDF** in the Save as type list. **Click Options**, make sure the **Document structure tags for accessibility** check box is selected, and then click **OK**.

<sup>3</sup> Best practices for making Word and other documents 508 compliant and accessible to those with disabilities includes using built-in title, subtitle, and heading styles; creating accessible lists; adjusting space between sentences and paragraphs and adding alt+text to visuals. For best results, use the "["Accessibility Checker"](#)" in the **Review** tab in MS Word.

- B. Executed agreement between the chief local elected official(s) and the LWDB.**
- C. Evidence of designation of the fiscal agent by the chief local elected official(s), if other than the chief local elected official(s).**
- D. Current by-laws** established by the chief local elected official(s) to address criteria contained in 20 CFR 679.310(g) and [Administrative Policy 110 –Local Workforce Development Area and Board Governance](#).
- E. Current board member roster**, meeting minutes for the local plan agenda item, discussions about the plan, and the board's vote on the local plan.
- F. Organizational chart** that outlines the organizational structure of the local area including the local workforce development board staff, one-stop operator, direct provider of workforce services, youth service provider and jointly managed FloridaCommerce staff. The organizational chart should identify specific roles defined in the Grantee-Subgrantee Agreement to include:
  - (a) Regional Security Officer.
  - (b) Chief Ethics Officer.
  - (c) Custodian for purchased property and equipment.
  - (d) Personnel Liaison.
  - (e) Public Records Coordinator.
  - (f) Equal Opportunity Officer.
  - (g) Person who promotes opportunities for persons with disabilities.
- G. Agreements describing how any single entity selected to operate in more than one of the following roles:** local fiscal agent, local board staff, one-stop operator, or direct provider of career services, will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest. Also attach copies of any processes and procedures that clearly detail a) how functions are sufficiently separated; b) descriptions of the steps the local area has taken to mitigate risks that could lead to impropriety; c) firewalls (physical, technological, policies, etc.) created to ensure such risks are mitigated; and d) oversight and monitoring procedures.
- H. Executed Memoranda of Understanding** for all one-stop partners (Section III(b)(2) of the State of Florida WIOA Unified Plan).
- I. Executed Infrastructure Funding Agreement** with all applicable WIOA required partners (Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan).
- J. Executed cooperative agreements** which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to all services available in the local one-stop delivery system. This includes cooperative agreements (as defined in WIOA section 107(d)(11)(B) between the LWDB or other local entities described in WIOA section 107(d)(11)(C) of the Rehabilitation Act of 1973 (29 U.S.C 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such Act (29 U.S.C. 721(a)(11) with respect to efforts that enhance the provision of services to individuals with disabilities and to other individuals, such as cross-training staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts of cooperation, collaboration and coordination.

**K. A description of the process used by the LWDB to obtain input and comment by representatives of business and labor organizations for the development of the plan.**

The LWDB must make information about the plan available to the public on a regular basis through electronic means and open meetings.

**L. Planning Region Agreements** between the participating LWDBs of the planning region and agreements between the planning region and regional partners to include cooperative service agreements, memoranda of understanding, regional policies, etc.

## PLAN APPROVAL

FloridaCommerce will review each local and regional plan for the requirements outlined in these guidelines using a plan review checklist that aligns with requirements outlined in these guidelines. If there are questions or concerns, FloridaCommerce will notify the contact(s) included in the plan.

FloridaCommerce will recommend complete and fully compliant local and regional plans to the state board for approval.

Where deficiencies exist or clarity is required, FloridaCommerce will notify the LWDB in writing that:

- There are deficiencies in workforce investment activities that have been identified through audits, and the local area has not made acceptable progress in implementing plans to address the deficiencies;
- The plan does not comply with applicable provisions of WIOA and the WIOA regulations, including the required consultations and public comment provisions, and the nondiscrimination requirements of 20 CFR Part 38; or
- The plan does not align with the state's WIOA combined plan, strategies and operations approved by the state board, core and combined state plan partners- including alignment of specific programs, additional goals described in Section II of the state's WIOA combined plan, state strategic and administrative policies, and negotiated performance indicators that support the state plan and workforce investment system in accordance with WIOA section 102(b)(1)(E), 20 CFR 676.105, and [Chapter 445.003, F.S.](#)

The plan, including plan modifications, will be considered to be approved upon written notice by FloridaCommerce advising of state board approval or at the end of the 90-day period beginning the day FloridaCommerce receives the plan, or plan modification, unless, in accordance with 20 CFR 679.570, any deficiencies referenced above are identified by FloridaCommerce in writing and remain unresolved.

Any questions regarding the submission, review and/or approval of plans should be submitted to FloridaCommerce at: [WIOA-LocalPlans@commerce.fl.gov](mailto:WIOA-LocalPlans@commerce.fl.gov).

## ORGANIZATIONAL STRUCTURE

The local plan must describe the organizational structure and delivery systems in place in the local area, including:

### **(1) Chief Local Elected Official(s)**

**(a)** Identify and list the chief local elected official(s) by name, title, mailing address, phone number and email address.

The Chief Elected Official for CareerSource Palm Beach County (LWDB 21) is:

Commissioner Gregg K. Weiss  
301 North Olive Avenue, Suite 1201  
West Palm Beach, FL 33401  
Phone #: 561-355-2202  
Email: [GWeiss@pbc.gov](mailto:GWeiss@pbc.gov)

**(b)** Describe how the chief local elected official(s) was involved in the development, review and approval of the local plan.

A draft copy of the plan was presented for public comment in August 2024 and review to the chief local elected official in August 2024. Regular meetings are held between the chief local elected official and the CareerSource Palm Beach County President/CEO to discuss current and prospective issues, budget matters, board membership and other matters.

**(c)** If the chief local elected official is a consortium, identify the members of the consortium and which member(s) has authority to sign on behalf of the consortium.

N/A

### **(2) Local Workforce Development Board**

**(a)** Identify the chairperson of the LWDB by name, title, term of appointment, mailing address, phone number and email address. Identify the business entity and industry the chairperson represents.

The Chair of the Local Workforce Development Board is:  
Mr. David K. Markarian  
President, CEO/Owner  
The Markarian Group  
2925 PGA Boulevard, Suite 204  
Palm Beach Gardens, FL 33418  
Phone #: 561-686-4700  
Email: [dave@forbusinessandlife.com](mailto:dave@forbusinessandlife.com)

Mr. Markarian represents the legal industry. His term of appointment is 7/12/22 – 7/11/28.

**(b)** If applicable, identify the vice-chairperson of the LWDB by name, title, term of appointment mailing address, phone number and email address. Identify the business or organization the vice-chairperson represents.

The Vice-Chairperson of the Local Workforce Development Board is:

Alyssa Freeman  
Executive Director  
Marine Industries Association of Palm Beach County, Inc.  
1208 US Highway One, Suite B  
North Palm Beach, FL 33408  
Phone #: 561-863-0012  
Email: Alyssa@marinepbc.org

Ms. Freeman represents the marine industry. Her term of appointment is 7/12/22 – 7/11/26.

**(c)** LWDB member roster which includes name, title, term of appointment mailing address, phone number and email address. Identify the business that the board member represents.

See Attachment E. – Board Member Roster

**(d)** Describe how the LWDB members, including those described in Public Law 113-128 § 107(b)(2), were involved in the development, review, and approval of the local plan.

A draft copy of the plan was presented for public comment in August 2024 and review to the LWDB in August 2024. Regular meetings are held between the LWDB and the CareerSource Palm Beach County President/CEO to discuss current and prospective issues, budget matters, board membership and other matters.

**(e)** Describe how the LWDB convened or obtained input from local workforce development system stakeholders including LWDB committee members, combined state plan partners, education, industry and representatives of disability populations and those with barriers to employment to assist in the development of the local plan.

To ensure an open forum for the stakeholders to offer feedback, we provided an opportunity for them to specifically address our comprehensive WIOA Local Plan. Feedback is provided back through various outreach efforts, including our local partnerships with economic development, education and local municipalities, including one-on-one meetings with the President/CEO. This is a living document and stakeholder feedback is always welcome.

Since system stakeholders sit on the CSPBC LWDB, CSPBC utilizes its LWDB and committees to hear of its plans and progress, four times a year and provides regular communication with the LWDB Chair and Executive committee on updates of plans, and results of implementation of its projects. The same is true of the Consortium Board three times a year and regular contact by CEO with LWDB Chair. Each meeting has the opportunity for questions and ideas from LWDB members to increase improvement of its services. Chairs of Finance and Youth committees direct and monitor progress of CSPBC through their meetings and reports.

The LWDB and Consortium Board have the opportunity to read, approve, and vote on the plan in a LWDB meeting or by majority vote via email. The current plan was presented to the LWDB for comment as well as being posted publicly on the CSPBC webpage and noticed in local newspaper for at least two weeks for public comment as well.

**(3) Local Grant Subrecipient (local fiscal agent or administrative entity)**

**(a)** Provide the name of the entity selected to receive and disburse grant funds (local fiscal agent) if other than the chief local elected official. WIOA § 107(d)(12)(B)(1)(iii); 20 CFR 679.420 and 20 CFR 560(6)(14).

CareerSource Palm Beach County is the entity selected to receive and disburse grant funds, the local fiscal agent.

**(b)** Provide the name of the entity selected to staff the LWDB (commonly referred to as the administrative entity) and assist the LWDB in carrying out its responsibilities as a board organized under WIOA (20 CFR 679.430).

CareerSource Palm Beach County is the entity selected to staff the LWDB, the administrative entity and assist the LWDB in carrying out its responsibilities.

**(4) One-Stop Operator and One-Stop Career Centers**

**(a)** Provide the name of the entity or entities selected through a competitive process to serve as the one-stop operator. Include the effective date and end date of the current agreement in place between the LWDB and the one-stop operator. (20 CFR 678.605)

CareerSource Palm Beach County serves as the One-Stop Operator.

**(b)** Describe the steps taken to ensure a competitive process for selection of the one-stop operator(s) (WIOA §121(d)(2)(A) and 20 CFR 678.605).

The Florida Workforce Development Association (FWDA) published a Request for Proposal (RFP) on July 28, 2023. The deadline for proposals was August 28, 2023. CareerSource Palm Beach County (CSPBC) was the only respondent to the RFP. FWDA submitted a letter to CareerSource Palm Beach County's LWDB on September 17, 2023, recommending CSPBC as the One-Stop Operator. The recommendation was approved by the CSPBC LWDB on October 19, 2023. The Chief Local Elected Officials agreed to the recommendation by way of an executed agreement with CSPBC to serve as the one-stop operator.

**(c)** If the LWDB serves as the one-stop operator, provide the last date the CareerSource Florida Board of Directors granted approval to the LWDB to serve in this capacity and provide the approved duration. ([Administrative Policy 093 – One-Stop Operator Procurement](#)).

CareerSource Florida Board of Directors granted approval for CSPBC to serve as the one-stop operator at their February 28, 2024 Board of Directors meeting effective January 1, 2024 through June 30, 2027.

**(d)** Describe the roles and responsibilities the LWDB has identified and assigned to the one-stop operator. (20 CFR 678.620)

The One-Stop Operator will work closely with CSPBC staff to effectively implement an integrated system as expressed in the responsibilities outlined below:

- Develop, review, implement, and monitor appropriate Memorandum of Understanding (MOU) between CSPBC Inc., and the one-stop partners to ensure efficient operation of the one-stop delivery system in the local area.

- Continuous Improvement of One-Stop Centers: develop strategies to improve coordination of services across one-stop partner programs to enhance service delivery and improve efficiencies.
- Develop quarterly reports in conjunction with CSPBC staff.
- One-Stop Partner Services Inventory and Gap Analysis
- One-Stop Partner Referral Process to include:
  - a description of services available through each partner program.
  - eligibility criteria for the services available through each partner program.
  - a description of the referral mechanism, including a link to or printable copy of any referral or service application forms, and any timeframes associated with the referral process.
  - identification of a partner referral liaison for each partner program.
  - a description of the means of providing feedback to referring partners for each referral made.
  - to the extent available, similar information about referrals to other community service providers; and
  - a timeline for updating the process with the goals of improved customer service and increased access to services.
- Cross-Training
- Policy Development

(e) Provide the location (address) and type of each access point, indicating whether it is a comprehensive center<sup>4</sup>, affiliate site or specialized center, as described in [Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements](#).

CareerSource Palm Beach County operates two comprehensive centers and a series of access points throughout the county.

The comprehensive centers are in western Palm Beach County at 1085 South Main Street, Belle Glade, Florida 33430 and the other is centrally located in Palm Beach County at 3400 Belvedere Road, West Palm Beach, Florida 33406.

CSPBC also has the following access points in Palm Beach County:

- Boynton Beach City Library 100 E Ocean Ave, Boynton Beach, FL 33435
- Mandel Public Library 411 Clematis St, West Palm Beach, FL 33401
- Delray Beach Public Library 100 W Atlantic Ave, Delray Beach, FL 33444

(f) Identify the days and times when each access point is open to customers. Comprehensive career centers must be open to the public for walk-in service a minimum of eight hours per day during regular business days, Monday through Friday. ([Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements](#))

The comprehensive and affiliate career centers are open Monday through Thursday from 8:00 a.m. to 5:00 p.m. and on Friday from 9:00 a.m. to 5:00 p.m.

CSPBC staff are at the following access points during the following days and times:

- Boynton Beach City Library 100 E Ocean Ave, Boynton Beach, FL 33435, Tues. 9am-4pm
- Mandel Public Library 411 Clematis St, West Palm Beach, FL 33401, 1st Wed. 10am-4pm
- Delray Beach Public Library 100 W Atlantic Ave, Delray Beach, FL 33444, Thurs. 9am-4pm

(g) For each access point, identify how the local area provides customers with access to each required (and any approved optional) one-stop career center partners' programs, services and activities (physical co-location, electronic methods, and/or referrals). ([Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements](#))

Each of the required WIOA partners is included in the local one-stop system; however, they are not all collocated. Below is a list of the one-stop partners and a description of their roles.

The following described the roles of the partners in the one-stop system:

- **Adults, Dislocated Workers and Youth** - are served in the one-stop centers. The WIOA Adult/ Dislocated Worker programs, together with Wagner-Peyser universal labor exchange services, form the heart of our one-stop system. Out-of-school youth (OSY) are also able to access services and training through the one-stop system. Our one-stop partners are very familiar with the services.
- **Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Employment and Training (SNAP) Programs** – are integrated and co-located in our centers. Allocations are made by the state to support these programs at the local level.
- **Wagner-Peyser** – Together with WIOA forms the nucleus of the workforce system, offering universal services, which allow for further assessment and referral to WIOA, as well as all our partner services. From recruitments to job fairs, to our Professional Placement Network and dedicated Veteran's services, all individuals entering the one-stop have the opportunity to begin in resource rooms accessing job search tools, online assessments, and workshops targeted at helping customers find employment. Wagner-Peyser is our one-stop partner's entry to coordinating with our employer customers.
- **Vocational Rehabilitation (VR)** – Services are provided through referrals. We have a strong coordinative relationship with VR and serve as a vendor for the Partnership Plus program. Because of CSPBC's strong emphasis on services to customers with disabilities through our Ticket to Work program, we collaborate and coordinate on the services to this high priority population. All our one-stop centers have a process in place to refer customers. VR is represented on the CSPBC LWDB and contributes to our planning.

- **Senior Community Service Employment Program (SCSEP)** – Services are provided through referrals. Through work experience opportunities, older workers also assist in the resource room, as needed, in the one-stop centers.
- **Adult Education and Family Literacy Act Programs (AEFLA)** – Is solely delivered by the Adult and Community Education (ACE) Division of the School District of Palm Beach County. CSPBC has a strong referral system in place for individuals needing to acquire a high school credential or needing to upgrade their literacy skills before they can qualify for training. AEFLA is represented on the CSPBC LWDB and contributes to our planning. While not co-located, AEFLA is technologically connected. Individuals access AEFLA through one of the CSPBC programs or through the website.
- **Career and Technical Education (CTE)** – Is delivered through the School District of Palm Beach County. CTE programs are on our Eligible Training Provider List. They are represented on the CSPBC LWDB through the Superintendent of the School District and contribute to our planning. Together with the Palm Beach State College are two of our key partners in the provision of training to our participants.
- **Trade Adjustment Assistance Act (TAA) Program** – We provide these services through state staff co-located in the one-stop. Often TAA clients are dual enrolled into dislocated worker programs.
- **Jobs for Veterans Grant (JVSG)** – JVSG services are provided at both center locations. Through an allocation of state funds, they pay their fair share of infrastructure and operating costs. CSPBC employs Consolidated Positions (CONS) that can perform both Local Veteran Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) roles to serve rural areas to the west.
- **Community Service Block Grant (CSBG)** – Services are delivered through Services Centers located throughout Palm Beach County. Palm Beach County is represented on our Council of Elected Officials and contributes to our planning. As we serve many of the same participants, CSPBC is part of Palm Beach County's OSCARSS Resource and Referral Portal (R&R). R&R is a portal that consists of several applications including an online service application for multiple funding sources, agency location map, and client referrals. The R&R was developed to assist the low-income residents of Palm Beach County find the services they need. There are many benefits to the R&R. It displays service utilization and referral history, is able to check for utilization and eligibility of services across many funding sources. This assists in avoiding duplication of service delivery and assists clients in finding the most appropriate funding stream for their needs. The Palm Beach County Services Department (CSD) envisioned a client referral application as a part of the R&R. The referral application would track the delivery, receipt, and outcome of each referral to better ensure accountability. The R&R is now a network of 40 Health and Human Service providers working in collaboration for efficiency and effectiveness in delivering services.
- **Department of Housing and Urban Development (HUD)** – There is no HUD employment and training program currently operating in our workforce development area.
- **Reemployment Assistance** – Co-located in our center.

- **Second Chance Act** – CSPBC's President/CEO is a member of the Palm Beach County Criminal Justice Commission (PBC CJC), a member of the Palm Beach County Public Safety Reentry Task Force (PBC PSRTF) and is the Chair of the PBC PSRTF Reentry Employment and Education Subcommittee. Juvenile Justice is represented on our Youth Committee. CSPBC has a dedicated staff in the one-stop center serving reentry customers.
- **Migrant and Seasonal Farmworker (MSFW) Program** – CSPBC's west career center is a significant MSFW center and receives funds to run this program.
- **Job Corps** – There is not a local Job Corps Program in LWDA 21. There is a Job Corps program in Miami-Dade County and we maintain a link to their webpage in all our career center resource room computers and refer interested customers.
- **YouthBuild** – Currently Palm Beach County Housing Authority (PBCHA) has a grant to operate YouthBuild programs. CSPBC has a cooperative agreement with YouthBuild for cross referrals of the youth. While not co-located, YouthBuild is technologically connected. Individuals access YouthBuild through referral or through the website.
- **Native American Programs** – CSPBC has reached out to the Seminole Tribe, which is in our workforce area, many times; however, they have chosen not to participate. Through outreach they are aware that our one-stop services are available to the tribal members, if they wish to access the system.

(h) Provide the required attestation that at least one comprehensive one-stop center in the local area meets the certification requirements contained therein. ([Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements](#)).

CSPBC attests that the Central One-Stop Career Center is the one comprehensive one-stop center in the local area meeting the certification requirements.

(i) Describe any additional criteria (or higher levels of service coordination than required in [Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements](#)) relating to service coordination achieved by the one-stop delivery system, to respond to education/training needs, labor market, economic, and demographic conditions and trends in the local area (WIOA §121(g)(3)).

Each year we provide the Consortium and CSPBC LWDB a full report of our: 1) performance; 2) progress on continuous improvement initiatives to increase efficiency and effectiveness; and 3) accomplishments. The report demonstrates how CSPBC continues to be recognized as a leader in performance, innovation and best practices and goes above and beyond required services.

## (5) Provider of Workforce Services

(a) Provide the name of the entity or entities selected to provide workforce services (except training services) within the local one-stop delivery system. ([Administrative Policy 083-Direct Provider of Workforce Services](#))

CareerSource Palm Beach County, as the LWDB, serves as provider of workforce services.

**(b)** Provide the effective date and end date that workforce services will be provided, as defined in the current executed agreement between the LWDB and the provider of workforce services.

N/A. CareerSource Palm Beach County, as the LWDB, serves as provider of workforce services.

**(c)** Identify and describe which career services are provided by the selected one-stop operator, if any.

CSPBC, as the one-stop operator, coordinates services among the partners. The One-Stop Operator is not responsible for WIOA Title I services or for day-to-day operations of the one-stop career centers. The one-stop operator is solely focused on serving as liaison between the partners and between the one-stop and other community partners to strengthen cross referrals and promote information exchange to enhance the service experience of one-stop customers.

**(d)** Identify and describe which career services are provided by the designated provider of workforce services (except training services).

All career services identified in Training and Employment Guidance Letter 10-16, Change 2 are provided by CSPBC to the one-stop customers, including:

- Information and eligibility determination for all available programs.
- Outreach, orientation, and intake to available services.
- Skills and aptitude assessments.
- Job search and job placement assistance, which might include résumé development; use of computers, telephones, copy and fax machines; and a resource room and career counseling (if needed).
- Job vacancy listings and labor market information.
- Information on local occupations in-demand, related earnings potential, and required job skills for these jobs.
- Training program performance and cost information, and local performance measures funded under WIOA available in the workforce area.
- Information regarding filing claims for reemployment assistance benefits.
- Comprehensive assessments of clients, including diagnostic testing, in-depth interviewing, and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan.
- Workshops to assist job seekers with the skills needed to acquire a new or better job.
- Individual counseling.
- Case management for participants seeking training services.
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, soft skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.
- Appropriate referral to qualified training providers who meet the qualification criteria.
- Monitoring of the Individual Training Accounts (ITA) for customers
- Support services.

In addition to the jobseeker customer, WIOA recognizes the employer as a customer. CSPBC serves as a key resource in the community to businesses seeking qualified workers, training for their new and incumbent workers, interns, and other work-based learning activities. The one-stop career center connects employers with participants and job seeker customers by recruiting, training, and helping to retain workers. CSPBC business services staff, together with Wagner-Peyser staff and one-stop career center staff, conducts on-site recruitments for employers and provides mobile support during these events.

**(e)** If the LWDB serves as the provider of workforce services (except training services), provide the last date the CareerSource Florida Board of Directors granted approval to the LWDB to serve in this capacity and the approved duration.

On June 7, 2023, the CareerSource Florida Board of Directors granted approval for CSPBC LWDB to serve as the provider of workforce services effective July 1, 2023, through June 30, 2026.

**(6) Youth Service Provider**

**(a)** Provide the name of the entity or entities selected to provide youth workforce investment activities (youth program services) and, if the entity was competitively procured, the term through which the entity is contracted to provide these services ([Administrative Policy 120 Youth Service Provider Selection](#)).

CareerSource Palm Beach County as the LWDB serves as the youth service provider.

**(b)** Provide the effective date and end date that youth services will be provided, as defined in the current executed agreement between the LWDB and the provider of youth services.

N/A

**(c)** Describe the steps taken to ensure a competitive process for the selection of the youth service provider(s) in the local area, if the LWDB does not provide these services.

N/A

**(d)** Describe the roles and responsibilities the LWDB has identified and assigned to the youth service provider.

N/A

**(e)** Describe any additional criteria<sup>5</sup> the LWDB has established to ensure providers are best positioned to deliver required youth program elements resulting in strong outcomes for youth participants are used, if applicable.

N/A

**(f) Identify and describe the youth program element(s) provided by each provider.**

All youth program elements are available to youth as part of a menu of services based on their objective assessment and Individual Service Strategy (ISS). The 14 elements identified by WIOA are available to youth on an as-needed basis through our one-stop center.

CareerSource Palm Beach County provides the following 14 services outlined in WIOA through direct service and community partnerships:

- Tutoring, study skills training, instruction, and evidence-based drop-out prevention and recovery strategies.
- Alternative secondary school services, or dropout recovery services, as appropriate.
- Paid and unpaid work experiences.
- Pre-apprenticeship programs.
- Internships and job shadowing
- On-the-job opportunities
- Occupational skills training programs that lead to a credential (industry-recognized)
  - Leadership development
  - Comprehensive guidance and counseling
  - Financial literacy
  - Entrepreneurial skills training
  - Supportive services
  - Adult mentoring
  - Follow-up services

As funds are available, CSPBC may also use WTP funds for summer youth employment program activities or a year-round non-custodial parent program.

**(7) Career Center Staff**

**(a) List the position title and number of positions that are considered as local county or municipality employees.**

N/A

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## ANALYSIS OF NEED AND AVAILABLE RESOURCES

The local plan must describe strategic planning elements, including:

**(1) A regional analysis of:**

**(a) Economic conditions including existing and emerging in-demand industry sectors and occupations (20 CFR 679.560(a)(1)(i)); and**

The economic conditions of Palm Beach are unique in that we have two very different economies, divided between east and west county. The economic conditions in the east county or coastline are excellent, a strong economy with near full employment of residents. The west, or glades area suffers with higher unemployment and a less educated workforce based on the American community survey of the US Census department. As of 2023 the region's population increased by 3.0% since 2018, growing by 44,742. Population is expected to increase by 1.7% between 2023 and 2028, adding 25,310.

From 2018 to 2023, all jobs increased by 7.8% in Palm Beach County, FL from 698,388 to 753,096. This change outpaced the national growth rate of 3.9% by 3.9%. As the number of jobs increased, the labor force participation rate increased from 58.9% to 61.5% between 2018 and 2023.

In May 2024 employment in these Palm Beach County industries grew faster than statewide over the year. The increases were in Construction (+7.9 percent); Education and Healthcare.

**(b) The employment needs of employers in existing and emerging in-demand industry sectors and occupations<sup>5</sup> (20 CFR 679.560(a)(1)(ii)).**

The following charts indicates top 20 occupations based on employer demand using online job postings over the last year for Palm Beach County.

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The following is an analysis of occupations that are emerging, have rapid growth, and have numerous job openings.

### Top Posted Occupations

Occupation (SOC)	Total Postings (May 2023 - May 2024)	Unique Postings (May 2023 - May 2024)	Median Posting Duration
Registered Nurses	35,823	9,698	28 days
Retail Salespersons	21,842	6,620	29 days
Customer Service Representatives	13,059	3,987	28 days
First-Line Supervisors of Retail Sales Workers	10,994	3,800	28 days
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	8,196	3,385	27 days
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	6,896	2,705	27 days
First-Line Supervisors of Office and Administrative Support Workers	7,151	2,699	28 days
Receptionists and Information Clerks	6,888	2,604	27 days
Medical and Health Services Managers	6,509	2,590	27 days
Maintenance and Repair Workers, General	6,892	2,540	29 days
Waiters and Waitresses	7,050	2,487	31 days
Fast Food and Counter Workers	8,480	2,483	31 days
Medical Assistants	5,885	2,264	27 days
General and Operations Managers	5,856	2,263	29 days
Food Service Managers	6,608	2,217	30 days
Bookkeeping, Accounting, and Auditing Clerks	4,474	1,994	27 days
Security Guards	5,750	1,991	28 days
Maids and Housekeeping Cleaners	4,861	1,834	31 days
Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	4,347	1,793	29 days
Financial Managers	3,900	1,782	28 days

The following were the top industries recruiting in Palm Beach County over the last year.

<b>Top Posting Industries</b>			
Industry	Total Postings (May 2023 - May 2024)	Unique Postings (May 2023 - May 2024)	Median Posting Duration
General Medical and Surgical Hospitals	44,590	12,298	29 days
Employment Placement Agencies	23,792	10,573	25 days
Hotels (except Casino Hotels) and Motels	12,214	4,086	28 days
Offices of Physicians (except Mental Health Specialists)	10,218	4,019	27 days
Full-Service Restaurants	12,286	3,897	31 days
Elementary and Secondary Schools	9,039	2,937	27 days
Clothing and Clothing Accessories Retailers	7,931	2,929	27 days
Limited-Service Restaurants	9,045	2,796	30 days
Colleges, Universities, and Professional Schools	8,325	2,711	26 days
Home Health Care Services	8,874	2,709	27 days
Temporary Help Services	5,884	2,542	23 days
Engineering Services	4,500	2,269	28 days
Wind Electric Power Generation	5,588	2,087	31 days
Nursing Care Facilities (Skilled Nursing Facilities)	5,508	1,929	30 days
Department Stores	7,533	1,870	30 days
Supermarkets and Other Grocery Retailers (except Convenience Retailers)	5,651	1,592	30 days
Security Guards and Patrol Services	4,275	1,569	27 days
All Other Professional, Scientific, and Technical Services	3,398	1,538	26 days
Administrative Management and General Management Consulting Services	3,340	1,507	22 days
Assisted Living Facilities for the Elderly	3,761	1,477	30 days
Plumbing, Heating, and Air-Conditioning Contractors	3,363	1,387	28 days

(2) An analysis of the knowledge and skills, including credentials and licenses, needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations (WIOA § 108(b)(1)(B) and 20 CFR 679.560(a)(2)).

The needs of employers with respect to knowledge and technology skills are also available for each occupation in the labor market by the Occupational Information Network (O\*Net) system (see <https://www.onetonline.org/> ). By using the content in the O\*NET database, it is possible to analyze the knowledge and technology skills needed for individual occupations, occupational groups, or targeted occupations.

Certifications are issued by a non-governmental certification body and convey that an individual has the knowledge or skill to perform a specific job. A license is awarded by a government agency and conveys legal authority to work in an occupation. Possession of a certificate or license usually commands a wage premium, generally ranging from 15% to 35% in Florida.

The chart below displays median weekly earnings for full-time workers over age 25, with and without certifications. Among all Floridians in this group, 27.1% have a certificate or license, with median weekly earnings of \$1,008. This is 30% higher than the same measure for those without a certification (\$774). That difference is reported in the table as the “wage premium.” The wage premium from certificates and licenses tends to be higher among older workers, and lower among female or Black workers.

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**Florida Weekly Earnings with Certificates or Licenses (Ages 25 and above)**

		Median Weekly Earnings for Full-time Wage & Salary Workers			
		% With Certificate or License	Without Certificate or License	With Certificate or License	Wage Premium
<b>Total Employed (over 25)</b>		27.1%	\$774	\$1,008	30%
<b>Age</b>					
25 - 34		23.0%	\$694	\$859	24%
35 - 44		28.7%	\$814	\$1,010	24%
45 - 54		29.5%	\$802	\$1,085	35%
55 - 64		26.9%	\$859	\$1,094	27%
65 +		27.9%	\$757	\$1,245	64%
<b>Sex</b>					
Male		24.6%	\$839	\$1,132	35%
Female		30.0%	\$708	\$917	30%
<b>Education</b>					
Male (non-Degree)		15.8%	\$730	\$858	18%
Male (Degree)		34.0%	\$1,155	\$1,378	19%
Female (non-Degree)		16.8%	\$599	\$666	11%
Female (Degree)		41.2%	\$905	\$1,045	15%
<b>Race</b>					
White		27.4%	\$806	\$1,056	31%
Black or African American		25.7%	\$657	\$755	15%
Asian		28.7%	\$944	\$1,144	21%
Hispanic or Latino Ethnicity		22.3%	\$677	\$934	38%

Source: LMI Institute, State Certifications and Licenses Data Tables, 2019.

Employers seeking workers in Palm Beach County, over the last 12 months, identified education achievement levels in 123,180 of 224,912 total job postings.

Education Level	Unique Postings	% of Total
No Education Listed	101,732	51%
High school or GED	49,460	25%
Associate degree	15,122	8%
Bachelor's degree	43,353	22%
Master's degree	11,649	6%
Ph.D. or professional degree	3,596	2%

Employers have identified the top in-demand specialized skills in 253,503 job postings over the last year as:

Top Specialized Skills						
Skills	Postings	% of Total Postings	Profiles	% of Total Profiles	Projected Skill Growth	Skill Growth Relative to Market
Marketing	12,215	6%	58,074	10%	23.0%	Rapidly Growing
Nursing	11,776	6%	5,650	1%	20.1%	Rapidly Growing
Merchandising	11,103	6%	12,021	2%	15.0%	Growing
Accounting	9,532	5%	19,251	3%	24.0%	Rapidly Growing
Project Management	9,357	5%	37,559	7%	19.8%	Rapidly Growing
Selling Techniques	9,058	5%	13,684	2%	(1.2%)	Lagging
Auditing	8,836	4%	12,781	2%	21.8%	Rapidly Growing
Restaurant Operation	8,595	4%	6,035	1%	28.0%	Rapidly Growing
Billing	6,437	3%	8,177	1%	20.0%	Rapidly Growing
Finance	6,409	3%	16,777	3%	27.3%	Rapidly Growing
Invoicing	6,141	3%	7,669	1%	16.2%	Growing
Medical Records	6,140	3%	4,486	1%	12.5%	Growing
Data Entry	5,808	3%	8,282	1%	2.6%	Lagging
Product Knowledge	5,502	3%	2,147	0%	17.6%	Growing
Customer Relationship Management	5,267	3%	16,835	3%	22.1%	Rapidly Growing
Inventory Management	5,137	3%	11,789	2%	12.6%	Growing
Construction	5,017	3%	9,247	2%	10.5%	Growing
Bilingual (Spanish/English)	4,899	2%	1,668	0%	0.9%	Lagging
Housekeeping	4,883	2%	1,459	0%	13.3%	Growing
Warehousing	4,788	2%	4,876	1%	13.0%	Growing
Workflow Management	4,778	2%	4,338	1%	18.0%	Growing
Financial Statements	4,393	2%	8,732	2%	20.1%	Rapidly Growing
Effective Communication	4,329	2%	903	0%	0.0%	
Food Safety And Sanitation	4,282	2%	1,905	0%	11.7%	Growing
Cash Handling	4,263	2%	1,318	0%	8.9%	Growing
Sales Prospecting	4,255	2%	4,754	1%	19.0%	Growing
Electronic Medical Record	4,070	2%	3,728	1%	12.1%	Growing
Purchasing	3,753	2%	12,192	2%	19.6%	Rapidly Growing
Cash Register	3,709	2%	2,136	0%	21.4%	Rapidly Growing
Home Health Care	3,614	2%	3,800	1%	19.0%	Growing
Setting Appointments	3,611	2%	1,469	0%	10.9%	Growing
Nursing Care	3,547	2%	0	0%	19.1%	Growing
Accounts Receivable	3,529	2%	8,146	1%	20.7%	Rapidly Growing
Data Analysis	3,458	2%	9,771	2%	25.8%	Rapidly Growing
General Mathematics	3,446	2%	0	0%	14.8%	Growing
Key Performance Indicators (KPIs)	3,390	2%	2,841	1%	16.0%	Growing
Administrative Support	3,382	2%	3,784	1%	18.7%	Growing
Office Equipment	3,351	2%	704	0%	16.7%	Growing
Medical Terminology	3,330	2%	2,134	0%	10.8%	Growing
HVAC	3,291	2%	2,094	0%	7.5%	Stable
Accounts Payable	3,152	2%	7,838	1%	1.3%	Lagging
Food Services	3,150	2%	3,226	1%	16.4%	Growing
Vital Signs	3,148	2%	1,500	0%	17.2%	Growing
Rehabilitation	3,145	2%	3,700	1%	6.4%	Stable
Business Development	3,132	2%	26,789	5%	5.5%	Stable
Process Improvement	3,098	2%	12,506	2%	27.0%	Rapidly Growing
Treatment Planning	3,095	2%	1,463	0%	6.7%	Stable
Mopping	3,003	2%	0	0%	16.9%	Growing
Standard Operating Procedure	2,953	1%	1,138	0%	9.6%	Growing
Surgery	2,946	1%	3,827	1%	8.4%	Stable

## Top Software Skills

Skills	Postings	% of Total Postings	Profiles	% of Total Profiles	Projected Skill Growth	Skill Growth Relative to Market
Microsoft Office	16,203	8%	49,806	9%	18.5%	Growing
Microsoft Excel	15,011	8%	41,043	7%	17.7%	Growing
Microsoft Outlook	9,218	5%	10,447	2%	25.0%	Rapidly Growing
Microsoft PowerPoint	7,382	4%	27,838	5%	26.1%	Rapidly Growing
Microsoft Word	5,388	3%	31,355	6%	7.2%	Stable
Spreadsheets	2,361	1%	2,872	1%	22.2%	Rapidly Growing
Salesforce	2,182	1%	6,210	1%	24.7%	Rapidly Growing
SQL (Programming Language)	1,857	1%	5,901	1%	6.4%	Stable
SAP Applications	1,655	1%	3,197	1%	21.6%	Rapidly Growing
QuickBooks (Accounting Software)	1,543	1%	5,076	1%	10.9%	Growing
Operating Systems	1,333	1%	2,230	0%	22.6%	Rapidly Growing
Accounting Software	1,279	1%	864	0%	20.5%	Rapidly Growing
AutoCAD	1,143	1%	3,812	1%	16.9%	Growing
Dashboard	1,107	1%	1,362	0%	25.3%	Rapidly Growing
Amazon Web Services	1,050	1%	1,388	0%	24.0%	Rapidly Growing
Python (Programming Language)	1,017	1%	2,455	0%	24.5%	Rapidly Growing
Microsoft Access	938	0%	3,139	1%	3.9%	Lagging
Power BI	936	0%	701	0%	20.4%	Rapidly Growing
JavaScript (Programming Language)	845	0%	3,401	1%	18.6%	Growing
Microsoft Azure	842	0%	946	0%	28.9%	Rapidly Growing
Customer Relationship Management (CRM) Software	798	0%	434	0%	9.5%	Growing
Application Programming Interface (API)	788	0%	1,489	0%	9.5%	Growing
Software Systems	768	0%	368	0%	11.9%	Growing
Project Management Software	759	0%	1,029	0%	7.6%	Stable
Adobe Photoshop	747	0%	10,216	2%	9.6%	Growing
Google Workspace	730	0%	478	0%	18.8%	Growing
Zoom (Video Conferencing Tool)	727	0%	488	0%	13.1%	Growing
Microsoft SharePoint	711	0%	2,806	1%	2.4%	Lagging
Epic EMR	696	0%	747	0%	16.4%	Growing
Inventory Management System	689	0%	461	0%	12.0%	Growing
Microsoft Windows	656	0%	674	0%	2.9%	Lagging
JIRA	638	0%	1,203	0%	24.1%	Rapidly Growing
Java (Programming Language)	625	0%	3,337	1%	17.4%	Growing
HyperText Markup Language (HTML)	622	0%	4,948	1%	11.4%	Growing
Human Resources Information System (HRIS)	578	0%	1,592	0%	14.6%	Growing
Microsoft Teams	540	0%	421	0%	16.8%	Growing
Student Information Systems	540	0%	176	0%	10.8%	Growing
Yardi (Property Management Software)	527	0%	473	0%	10.7%	Growing
Cascading Style Sheets (CSS)	505	0%	2,546	0%	21.4%	Rapidly Growing
Linux	488	0%	2,610	0%	8.9%	Growing
Geographic Information Systems	478	0%	1,247	0%	10.8%	Growing
Adobe Illustrator	477	0%	3,560	1%	11.5%	Growing
eClinicalWorks (ECW)	473	0%	78	0%	39.7%	Rapidly Growing
Microsoft Office 365	468	0%	1,049	0%	24.2%	Rapidly Growing
Active Directory	452	0%	2,472	0%	(1.8%)	Lagging
Firewall	449	0%	1,152	0%	20.4%	Rapidly Growing
Adobe Creative Suite	438	0%	3,338	1%	11.9%	Growing
C# (Programming Language)	422	0%	1,895	0%	16.1%	Growing
Microsoft Project	413	0%	2,283	0%	3.4%	Lagging
Adobe InDesign	398	0%	2,759	0%	9.0%	Growing

(3) An analysis of the workforce in the regional area, including current labor force employment and unemployment data, information on labor market trends, the educational and skill levels of the workforce, including individuals with barriers to employment and current skill gaps (WIOA § 108(b)(1)(C) and 20 CFR 679.560(a)(3)).

The unemployment rate in the CareerSource Palm Beach County workforce region (Palm Beach County) was 2.9 percent in May 2024. This rate was 0.2 percentage point greater than the region's year ago rate of 2.7 percent. The region's May 2024 unemployment rate was 0.1 percentage point lower than the state rate of 3.0 percent. The labor force was 779,933, up 1,114 (+0.1 percent) over the year. There were 22,988 unemployed residents in the region.

Nonagricultural employment in the CareerSource Palm Beach County workforce region was 702,400 in May 2024, an increase of 11,700 jobs (+1.7 percent) over the year.

Concerning educational attainment, 23.8% of Palm Beach County residents possess a bachelor's degree (2.6% above the national average), and 9.3% hold an associate degree (0.5% above the national average).

Palm Beach County, FL has 263,867 millennials (ages 25-39). The national average for an area this size is 308,761. Retirement risk is high in Palm Beach County, FL. The national average for an area this size is 455,060 people 55 or older, while there are 586,045 here.

(4) An analysis of the workforce development activities, including education and training, in the local area. This analysis must include the strengths and weaknesses of workforce development activities and the capacity to provide workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers (WIOA § 108(b)(1)(D) and (20 CFR 679.560(a)(4)).

CareerSource Palm Beach County partners with local school district and post-secondary education institutions to ensure future development of our local workers of the future. Besides federally funded grants and scholarships we award to eligible students, we guide worker education priorities by convening the local Education and Industry Consortium meetings. These meetings provide a forum in which industry demand occupations and current and future education priorities.

One example of this collaboration is our partnership with Palm Beach State College the leading provider of workforce education in Palm Beach County for decades. Palm State College has received \$1.3 million from FDOE to enhance workforce education in Palm Beach County.

With this grant, Palm Beach State has partnered with FDOE in the statewide Get There Florida workforce education initiative, announced by Gov. Ron DeSantis on Sept. 24. PBSC's grant is part of the \$35 million awarded to Florida's higher education system to provide training solutions for people impacted by the pandemic. These funds were made available through the Governors Emergency Education Relief (GEER) Fund, authorized by the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

The Get There Florida initiative brings attention to the short-term career and technical education programs available at Florida's state and technical colleges. Career and technical education, often referred to as "CTE," serves as a critical component in preparing individuals for occupations important to Florida's economic development. An alternative to years-long degree programs, CTE programs enable students to rapidly earn credentials that lead to high-demand, high-wage jobs.

## LOCAL WORKFORCE DEVELOPMENT BOARD STRATEGIC VISION AND GOALS

Local plans describe how LWDBs implement strategies that help Floridians secure good jobs, while providing employers with the skilled workers needed to compete in the global economy. Local strategies must prioritize employment, emphasize education and training, and ensure LWDBs are responsive to Florida employers' demand for qualified workforce talent.

(1) Describe the LWDB's strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on primary indicators of performance described in WIOA § 116(b)(2)(A) and (20 CFR 679.560(a)(5)).

**CSPBC's Vision:** To be recognized by businesses as the primary source for talent in Palm Beach County.

**CSPBC's Mission:** To be recognized by businesses as the primary source for talent in Palm Beach County.

CSPBC envisions a system that is the conduit between employers and career seekers and follows a dual-customer approach, ensuring that workforce development programs and services are personalized to the needs of career seekers resulting in a skilled and prepared workforce for local businesses.

In order to ensure CSPBC's primary goal of ensuring job seekers and local businesses are well served, and to meet performance accountability goals based on WIOA performance indicators, CSPBC develops annual organizational goals in order to foster sector-based career pathways and to achieve the strategic vision of the LWDB and local plan. Furthermore, CSPBC's efforts are grounded in labor market information and data analysis, as well as qualitative and quantitative information from local businesses and key stakeholders including the FloridaCommerce and The Business Development Board of Palm Beach County. CSPBC has aligned its goals with the State's goals. The following are CSPBC's Organizational Goals for 2024-2025.

1. Work collaboratively with core and combined partners to expand Palm Beach County's labor force to meet employer demand while identifying and addressing barriers for opportunity populations.
2. Diversify Palm Beach County's industry sectors of focus through enhanced, focused engagement with business and education stakeholders and consortiums to build talent pipelines and enhance Palm Beach County's productivity and competitiveness.
3. Reduce welfare dependency and increase economic self-sufficiency for Palm Beach County residents by focusing on community collaboration between workforce, education, industry, and other partners to break down community silos and maximize the effectiveness of workforce development efforts.
4. To cultivate, inclusive, and engaging workplace culture that empowers employees to thrive professionally and personally, leading to enhanced organizational performance and impact.
5. Develop a comprehensive education, employment, and training ecosystem that includes contributions from industry stakeholders and core and combined partners that streamline access to high quality workforce services and increases prosperity for employers and workers.

6. To harness the power of technology and optimize facility infrastructure to improve accessibility, efficiency, and user experience for both employers and job seekers, while simultaneously streamlining administrative processes to alleviate burden on staff members.

(2) Taking into account the analyses described in (1) through (4) in **Section B. Analysis of Need and Available Resources** above, describe the local area's strategy to work with entities that carry out the core programs and combined state plan partner programs to align resources available to the local area, to achieve the strategic vision and goals described in number (1) above (20 CFR 679.560(a)(6)).

CareerSource Palm Beach County directly manages all programs under the direction of a consortium. The consortium was established in 2007 pursuant to Florida Statute Section 163.01 as a multi-jurisdictional consortium for the express purpose of carrying out responsibilities under the Workforce Innovation and Opportunity Act of 2014 (WIOA), the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWOR), the Wagner-Peyser Act (WP), the Florida Workforce Investment Act of 2000 (FWIA), and such other funding sources as may be available to support workforce activities in Palm Beach County.

The Consortium approves the direction of CareerSource Palm Beach County, a private, non-profit corporation chartered by the State of Florida to create and manage a workforce development system that is responsive to both businesses and career seekers in Palm Beach County. Our organization plays a key role in the development of the region's economy through the planning and implementation of a demand-driven workforce development program and innovative employment services. As a result, we are directly responsible for carrying out all core programs and achieving the strategic goals established by the local board.

The core partners all have seats on the LWDB and sit on the LWDB's committees. CSPBC has entered into a Memoranda of Understanding with both our core and legislative partners. Because of the presence of our core partners on the LWDB and LWDB committees, they are a part of the decision-making process.

A key goal of the CSPBC governing boards is to coordinate services with respect to mutual participants and to strengthen referrals among the partner programs. The One-Stop Operator is charged with scheduling meetings on an on-going basis with the core and legislative partners to further these goals and make them part of our everyday standard operation and to help meet our mission and vision. As the core partners also share performance measures with CSPBC, a special assignment for the one-stop operator is to strategize with the core partners on how to assist each other in the delivery of the performance measures.

CSPBC engages with community partners who assist customers with disabilities to re-enter the workforce.

CSPBC has been an active participant in Palm Beach County's robust, award-winning county-wide Reentry Task Force (a sub-committee of the Palm Beach County Criminal Justice Commission) since its inception in 2008. CSPBC serves as the chair of the Employment and Training Subcommittee and routinely convenes service providers, employers and other stakeholders to promote strategies and best practices to reduce the employment barriers faced by formerly incarcerated individuals. The countywide task force has gained national recognition and a Second Chance Act grant for the groundbreaking Regional and State Transitional Offender Re-entry (RESTORE), which brings service providers together to serve state Department of Corrections (DOC) prison inmates before they return to Palm Beach County.

**(3) Describe the LWDB's strategies to work with core and combined partners to contribute to the following statewide goals:**

- (a) Increase local labor force participation.**
- (b) Ensure local jobseekers and employees aged 25-70 have a credential of value.**
- (c) Median wages greater to or equal to 75% of the median hourly wage in Florida.**
- (d) Increase the second quarter after exit employment rate by 10% for each of the following populations:**
  - a. Individuals 55 years and older
  - b. Youth
  - c. Individuals receiving SNAP and TANF benefits
  - d. Individuals without a high school diploma or speakers of other languages
  - e. Individuals with disabilities
- (e) Increase total newly registered apprentices annually.**
- (f) Increase registered apprenticeship programs.**
- (g) Increase registered pre-apprenticeship programs.**
- (h) Increase percentage of 12<sup>th</sup> grade secondary career and technical education enrollment.**
- (i) Build talent pipeline for targeted new and emerging industries of focus by assisting individuals to earn credentials that directly support the sector.**

To meet the outlined Florida statewide goals, a multi-faceted approach encompassing strategic partnerships, targeted programs, and innovative initiatives will be essential. The detailed strategies CSPBC will employ for each goal are as follows:

**(a) Increase Local Labor Force Participation**

- Implement targeted outreach campaigns to engage underrepresented groups, such as returning citizens, veterans, and individuals with disabilities.
- Provide services such as childcare, transportation assistance, and flexible training schedules to remove barriers to participation.
- Collaborate with the Florida Department of Children and Families Hope Florida program, local nonprofits, faith-based organizations, and community centers to reach and support potential job seekers.

**(b) Ensure Local Jobseekers and Employees Aged 25-70 Have a Credential of Value**

- Identify and promote short-term, industry-recognized credentialing programs tailored to high-demand fields such as those indicated on Florida's Master Credential List.
- Identify the most valuable credentials by surveying local employers, and through industry consortiums, and align training programs with these needs.
- Promote lifelong learning opportunities and continuous education programs through local colleges and vocational schools.

**(c) Median Wages Greater to or Equal to 75% of the Median Hourly Wage in Florida High-Wage Industry Focus:**

- Focus training and job placement efforts on high-wage industries such as healthcare, technology, and advanced manufacturing.
- Provide upskilling and reskilling opportunities for incumbent workers to move into higher-wage positions.
- Advocate for and support policies that encourage employers to pay a living wage.

(d) Increase the Second Quarter After Exit Employment Rate by 10% for Specific Populations:

- a. Individuals 55 Years and Older: Promote training programs that match the needs and preferences of older workers. Coordinate with SCSEP to facilitate internships for older workers. Promote part-time, remote, and flexible job opportunities.
- b. Youth: Provide internship and work experience opportunities to give youth hands-on experience. Develop career pathway programs that braid program funding to guide youth from education to employment.
- c. Individuals Receiving SNAP and TANF Benefits: Provide integrated support services in coordination with Hope Florida, including case management, to address multiple barriers to employment.
- d. Individuals Without a High School Diploma or Speakers of Other Languages: Expand adult education and English as a Second Language (ESL) programs. Bridge Programs: Implement bridge programs that combine basic education with vocational training.
- e. Individuals with Disabilities: Ensure all training programs are accessible and provide necessary accommodations by conducting site visits, as appropriate. Deploy tools within the career center designed to assist individuals with disabilities navigate their job search activities.

(e) Increase Total Newly Registered Apprentices Annually

- Engage employers to develop and expand apprenticeship programs, highlighting the benefits and incentives.
- Launch awareness campaigns to promote the value of apprenticeships to both job seekers and employers.
- Collaborate with local colleges and technical schools to create pipelines for apprenticeships.

(f) Increase Registered Apprenticeship Programs

- Promote support and resources, such as OJT training scholarships, to employers and industry groups to develop new apprenticeship programs.
- CSPBC is an approved Registered Apprenticeship Program. CSPBC will market assistance to local employers, specifically small businesses, to alleviate the administrative burden of the application process.
- Utilize partnerships with industry associations to identify and create apprenticeship opportunities in high-demand fields.

(g) Increase Registered Pre-Apprenticeship Programs

- Develop pre-apprenticeship programs that provide foundational skills and a pathway to registered apprenticeships.
- Work with high schools and community colleges to integrate pre-apprenticeship programs into their curricula.
- Ensure pre-apprenticeship programs are aligned with industry needs and standards.

(h) Increase Percentage of 12th Grade Secondary Career and Technical Education Enrollment

- Conduct awareness campaigns in high schools to promote Career and Technical Education (CTE) programs.
- Partner with local industries to provide real-world experiences and mentorship opportunities for CTE students.
- Develop clear pathways from high school CTE programs to postsecondary education and employment.

(i) Build Talent Pipeline for Targeted New and Emerging Industries

- Develop sector strategies that focus on the needs of emerging industries, such as technology and advanced manufacturing.
- Ensure training programs lead to credentials that are in demand in these targeted industries.
- Collaborate with industry leaders to identify skills gaps and develop training programs that address these gaps.

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## DESCRIPTION OF STRATEGIES AND PROGRAM SERVICES

The local plan must address how the LWDB coordinates service delivery with core programs of the Division of Vocational Rehabilitation, the Division of Blind Services and the Division of Career and Adult Education, as well as core and combined state plan partners (described in Introduction Section C, above) including, but not limited to TANF, SNAP Employment and Training (E&T), JVSG, SCSEP, CSBG programs authorized under the state's unemployment insurance laws (referred to as Reemployment Assistance in Florida), programs authorized under section 212 of the Second Chance Act of 2007, and Housing and Urban Development, where available.

**(1) Workforce Development System Description:** Describe the local workforce development system, including:

- (a) All the programs included in the system; and
- (b) How the LWDB supports the strategy identified in the state plan under 20 CFR 676.105 and [Chapter 445.003, F.S.](#)

### Palm Beach County Workforce Development System

CSPBC acts as both facilitator and manager within the Palm Beach County workforce development system, serving as both the direct provider of WIOA Title I services, and as the designated One-Stop Operator. CSPBC collaborates with various entities, including the required one-stop partners identified in CFR 678.400, to provide a comprehensive range of services and programs that offer a seamless path towards economic self-sufficiency for career seekers.

The Palm Beach County workforce development system one-stop partners are jointly responsible for workforce and economic development educational, and other human services programs. As described in CSPBC's Memorandums of Understanding (MOUs), the Palm Beach County workforce development system's partners include:

- a. WIOA Title I Adult, Dislocated Worker, Youth: CSPBC
- b. WIOA Title II Adult Education and Literacy: School Board of Palm Beach County
- c. WIOA Title III Wagner-Peyser: Florida Department of Commerce
- d. WIOA Title IV Vocational Rehabilitation: Florida Department of Education, Division of Vocational Rehabilitation
- e. Migrant Seasonal Farmworkers: Florida Department of Commerce
- f. Jobs for Veterans State Grant: Florida Department of Commerce
- g. Trade Adjustment Assistance Act: Florida Department of Commerce
- h. Unemployment Compensation (Reemployment Assistance): Florida Department of Commerce
- i. Carl Perkins Career Technical Education: Palm Beach State College
- j. Youth Build: Palm Beach County
- k. Second Chance: Palm Beach County
- l. Temporary Assistance to Needy Families: CSPBC
- m. Senior Community Services Employment Program (Title V Older Americans Act): American Association of Retired Persons (AARP)
- n. Community Services Block Grant: Palm Beach County
- o. Community Development Block Grant (Housing and Urban Development): Palm Beach County

## Alignment with Perkins V and Florida Unified Plan

Programs of study authorized under the Strengthening Career and Technical Education (CTE) for the 21st Century Act (Perkins V) support CSPBC's strategy by offering high-quality CTE programs that align with local labor market needs and sector strategies. These programs include:

### 1. Career and Technical Education (CTE) Programs:

- **Health Sciences:** Nursing, medical assisting, and other healthcare-related programs.
- **Information Technology:** Computer programming, cybersecurity, and other IT-related fields.
- **Advanced Manufacturing:** CNC machining, welding, and other manufacturing technologies.
- **Hospitality and Tourism:** Culinary arts, hotel management, and related areas.

### 2. Dual Enrollment and Apprenticeships:

- **Dual Enrollment Programs:** Allow high school students to earn college credits while completing their high school education.
- **Registered Apprenticeships:** Combine on-the-job training with classroom instruction, providing a pathway to high-demand careers.

These CTE programs support the strategy identified in the Florida Unified Plan under WIOA section 102(b)(1)(E) by ensuring that education and training programs are aligned with the needs of the local economy, providing pathways to employment, and supporting the development of a skilled workforce. CSPBC works closely with local education providers, including Perkins recipient Palm Beach State College, employers, and community organizations to implement these programs effectively, ensuring that they meet the needs of both job seekers and employers.

Overall, CareerSource Palm Beach County plays a crucial role in the local workforce development system by coordinating a wide range of programs and services, fostering collaboration among key stakeholders, and aligning workforce development efforts with local economic needs.

(c) How the LWDB works with entities carrying out core and combined programs and other workforce development programs, including programs of study authorized under [The Strengthening Career and Technical Education for the 21st Century Act \(Perkins V\)](#) (20 U.S.C. 2301 et seq.) to support service alignment (WIOA § 108(b)(2) and 20 CFR 679.560(b)(1)).

Our one-stop system integrates the following funding streams and programs offering customers' services as needed through: Wagner-Peyser, Veterans programs, RESEA, WIOA Title I, TAA, WT/TANF, SNAP Employment and Training, Vocational Rehabilitation, Adult Education and Family Literacy Act programs. CSPBC implements ad hoc programs based on grants and funding, such as RESEA, NDWG and the Summer Youth Employment Program.

Further, coordination between the CSPBC LWDB and the following agencies is a part of the existing infrastructure:

- FloridaCommerce
- Department of Children and Families
- Department of Vocational Rehabilitation
- Local educational agencies
- The Early Learning Coalition (child care provider)
- Public housing agencies
- Palm Beach County Department of Human Services
- SCSEP Title V Programs

CSPBC has long established referral agreements (including youth to our WIOA Adult and Dislocated Worker programs) and we coordinate the delivery of services with Palm Beach County Service Centers, Palm Beach County Department of Public Safety, Florida Department of Corrections, Mission United and MFSW providers on many different events. In Palm Beach County, the School District of Palm Beach County School System (SDPBC), provides vocational training. Palm Beach State College also receives some of the Perkins Funds. CSPBC provides all Carl Perkins occupational skills training options for adults, dislocated workers, and out-of-school youth through ITA's for the SDPBC and through Palm Beach State College. The SDPBC and Palm Beach State College provide us with their list of courses in occupations on the Targeted Occupations List for inclusion on the ITA List provided to customers.

**(2) Adult and Dislocated Worker Employment and Training Activities:**

**(a)** Provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (WIOA §108(b)(7) and 20 CFR 679.560(6)).

CSPBC offers jobseekers access to a wide array of integrated employment, training and WIOA partner services. WIOA Career Consultants provide eligible job seekers with individualized career and training services.

The type and availability of adult and dislocated worker employment and training services and activities range from information about careers and the local labor market, job search assistance, case management, and assessments, such as, but not limited to, the following:

- CASAS
- Employ Florida
- Workshops that teach:
  - Resume writing
  - Interviewing skill
  - Social media and related networking

Further, CareerSource Palm Beach County provides a variety of training services, such as:

- Occupational skills training
- On-the-job training
- Work experience/Internship
- Customized training, and adult education and literacy in combination with other training services, such as IWT, and;
- Rapid response and supportive services to assist individuals participating in employment and training activities.

These activities assist individuals to acquire and retain jobs, establish a work history, develop occupational and soft skills to progress and get promoted in the workplace.

The type and availability of adult and dislocated worker employment and training services are assessed continuously in a variety of ways, ranging from customer satisfaction surveys to outcome metrics that can be analyzed to determine placement rate, time to placement, cost per placement, training related placements, earnings at placement and employment retention. Process changes, brainstorming, and root cause analysis are frequently used techniques for continuous improvement.

**(b)** Provide a description of local policies and procedures for individualized career and training services in the Adult program to give priority to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. 20 CFR 679.560(b)(21)

CSPBC has developed the following policy regarding Adult priority of service for individualized career and training services.

**Adult Priority of Service for Individualized Career Services and Training Services:**

<b>Priority Rank</b>	<b>Definition of Individuals who fall within the Priority Rank</b>
1	<p>Veterans and eligible spouses who are WIOA eligible<sup>6</sup> <u>and</u> who are also:</p> <ul style="list-style-type: none"><li>a. An English language learner <u>OR</u></li><li>b. Recipients of public assistance, federal, state, or local <u>OR</u></li><li>c. Other low-income individual defined as:<ul style="list-style-type: none"><li>i. An individual receiving or who, in the past 6 months, has received federal, state, or local public assistance.</li><li>ii. A disabled individual whose own income meets the definition of low income regardless of family income.</li><li>iii. Individuals working less than full-time who are seeking full-time employment and who are economically disadvantaged.</li><li>iv. Employed individuals who following an assessment are deemed to be in a position that is inadequate with respect to their skills and training <u>OR</u></li></ul></li><li>a. Individuals who are considered basic skills deficient.</li></ul>
2	<p>Individuals who are <u>not</u> veterans or eligible spouses, who are WIOA eligible <u>and</u> who have one of the following barriers:</p> <ul style="list-style-type: none"><li>a. English language learner <u>OR</u></li><li>b. Recipients of public assistance, federal, state, or local <u>OR</u></li><li>c. Low-income individual defined as:<ul style="list-style-type: none"><li>i. An individual receiving or who, in the past 6 months, has received federal, state, or local public assistance.</li><li>ii. A disabled individual whose own income meets the definition of low income regardless of family income.</li><li>iii. Individuals working less than full-time who are seeking full-time employment and who are economically disadvantaged.</li><li>iv. Employed individuals who following an assessment are deemed to be in a position that is inadequate with respect to their skills and training <u>OR</u></li></ul></li><li>d. Individuals who are considered basic skills deficient.</li></ul>

<b>3</b>	Veterans and eligible spouses who are WIOA eligible <b>and</b> who do <b>not</b> have any of the barriers in the list below including: <ol style="list-style-type: none"> <li>a. Military spouses who have lost employment as a direct result of relocation to accommodate a permanent change in duty station of the spouse.</li> <li>b. Military spouses who are a dependent spouse of a member of the Armed Forces on active duty whose family income is significantly reduced, as determined by the State or local area, because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the service member.</li> <li>c. Military spouses who are unemployed or underemployed and are experiencing difficulty in obtaining or upgrading employment.</li> </ol>
<b>4</b>	Priority populations established by the CSPBC governing boards who are individuals with a family income that does not exceed the definition of Self-Sufficiency Wage Level for WIOA Eligibility for Adult Services as listed in the <u>CSPBC Self-Sufficiency Wage Level Chart</u> <b>or</b> who have any one of the barriers noted in the WIOA Barriers list below.
<b>5</b>	Adults who are WIOA eligible <b>and</b> who do <b>not</b> have any of the barriers listed below.

The WIOA Barriers (there is no priority order for the barriers)

1. Disabled Individual
2. Displaced homemaker
3. Ex-Offender
4. Foster Care – dependent youth or who have aged out of the dependency system
5. Homeless or Runaway
6. Indian, Alaska Native, and Native Hawaiian as defined in WIOA Section 166
7. Individuals facing a substantial cultural barrier
8. Individuals within 2 years of exhausting lifetime eligibility under the Welfare Transition Program
9. Long-term unemployed individual (unemployed and looking for work 27 weeks or more)
10. Older individual
11. Migrant and seasonal farm worker
12. Single parent (including single pregnant women)

#### CSPBC Self-Sufficiency Wage Level Chart

<b>Family Size</b>	<b>Self-Sufficiency Wage Level for WIOA Eligibility for Adult Training Services</b>	<b>Standard Applied</b>
1	\$60,000	HUD Standard
2	\$69,273	250% LLSIL
3	\$95,078	250% LLSIL
4	\$117,383	250% LLSIL
5	\$138,538	250% LLSIL
6	\$162,028	250% LLSIL
7	\$185,518	250% LLSIL
8	\$209,008	250% LLSIL

**(3) Training Services:** Describe how training services outlined in WIOA section 134 are provided, including:

**(a)** A description of the process and criteria for issuing ITAs, including a description of any ITA limitations established by the LWDB and a description of any exceptions to the use of ITAs.

Selection of training providers and courses of training, as well as the removal of training providers from the Eligible Training Provider List, is done through a review process established by the CareerSource Palm Beach County governing boards and include staff and board committees. In addition, CSPBC staff holds provider meetings to hear from training providers and to disseminate information to continuously improve the system. Participants are referred to training delivered by eligible training providers through an individual training account based on participant choice. CSPBC's local WIOA funded training programs limit is \$15,800, which includes (OJT, ITA, Work Experience, etc.).

For a description of the process and criteria for issuing ITAs, please see Procedure 5536 – Adult and Dislocated Worker Suitability Requirements for WIOA and Procedure 5537 – WIOA Adult and Dislocated Worker Application Process.

**(b)** If contracts for training services are used, how the use of such contracts are coordinated with the use of ITAs.

CSPBC currently does not use non-ITA training contracts.

**(c)** How the LWDB will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (WIOA §108(b)(19) and 20 CFR 679.560(18)).

CSPBC provides a list of all available training opportunities on the website for customers to make an informed choice for available training. All customers receive career services, as part of WIOA's work first policy, before being determined in need of training services. Customers must complete the assessment process including testing, economic analysis, and the individual employment plan process prior to enrollment into training. Testing for entry into post- secondary training may include the TABE and/or the CASAS. A minimum of 9th grade level in reading, language, and mathematics is used as an indicator of readiness for college entry or other school training requirements. A minimum of 10<sup>th</sup> grade level in reading, language, and math is required for entry into a registered nursing program. Final acceptance into training is subject to the prerequisites of the training or educational institution. The participant and staff identify the career training field and the educational institution most appropriate. CSPBC provides performance information on training completion and placement rates of training providers related to the desired training on the website to assist customers with an informed choice among courses and training providers.

**(d)** How the LWDB ensures training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate (WIOA §134(c)(3)(G)(iii)). Include strategic or other policies that align training initiatives and Individual Training Accounts (ITAs) to sector strategies and demand occupations (WIOA §134(d)(1)(A)(ix)(II)(aa)).

The CSPBC LWDB assesses labor market information and monitors job postings in the community. In addition, Chambers of Commerce and a partnership with the Business

Development Board and Economic Council help to share the knowledge of the influx of new industry partners moving into Palm Beach County. This assessment helps guide the local targeted occupations list and helps align training and ITS's to main industry sectors. If a participant is relocating to another area, but is asking for education/training locally, the mutual occupation on the target occupations list or on Florida's Master Credentials list can be provided. These lists identify in demand industry needs and occupations.

CSPBC uses tools, such as Lightcast and Employ Florida to analyze the labor market information in our region. CSPBC holds a publicly noticed meeting to get input from business and industry, trade associations, education, economic development and others on the local area's Target Occupations List and information on emerging occupations. In-demand training is linked to the Targeted Occupations List (TOL) based on job openings and a set floor wage rate in our workforce area. Training is limited to two years in duration and the attainment of industry-recognized certificates or degree. The TOL is reviewed at least once quarterly, and the statewide Eligible Training Providers list is available for customers to review should they be interested in re-locating.

CareerSource Palm Beach County uses networks and relationships, such as with the Business Development Board, the Treasure Coast Regional Planning Council, and our education partners to get a broad spectrum of input from community partners, which we can use to ensure occupational training programs are available for the career pathways in key industry sectors.

Our planning process incorporates an analysis of our local workforce area's economic conditions including:

- Existing and emerging in-demand industry sectors and occupations.
- The employment needs of employers in those sectors & occupations.
- The knowledge and skills needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations.
- The workforce in the local workforce area, including current labor force employment and unemployment data, and information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment.
- The workforce development activities (including education and training) in our local area, and the capacity to provide such services, to address the identified education and skill needs of the workforce and the employment needs of local employers.

CareerSource Palm Beach County staff uses the Local Targeted Occupations List and Lightcast to ensure we have the availability of training programs in the key industry sectors to meet the needs of the employers. If there is an occupation in demand that CSPBC does not offer training, CSPBC staff utilizes Lightcast to research the schools that offer the training and approach the schools to apply to be on the Eligible Training Provider List (ETPL).

**(e)** How the LWDB incorporates/includes work-based training activities in the local area's service delivery model.

CSPBC provides work-based training services to employers and job seekers, such as OJT, IWT, Work Experience, Internships and Customized Training.

- OJT – CSPBC assists the employer with the costs of training new hires and existing employees in order to upgrade the employee's skills. CSPBC reimburses a portion of the employee's wage during the training period outlined in the training plan. OJT reimbursement rate is 75% straight-time wage reimbursement for all employers,

including those with 251 or more employees that are located in a distressed zip code or opportunity tax zone. As job seekers work close to their homes, especially in distressed communities, it makes sense to offer this type of reimbursement to these employers instead of basing it on a job seeker's characteristics, which could be discriminatory.

- IWT – Designed to offset an employer's training cost for upgrading the skills of their existing workforce. CSPBC pays a percentage of the training cost.
- Work Experience/Internship – Designed to enable job seekers to gain exposure to the world-of-work and its requirements, while simultaneously giving the employer an opportunity to gauge the job seeker's competency and identify any skill gaps that need to be addressed for a successful hire. However, CSPBC chooses not to provide Transition Work Experience currently but reserves the right to do so in the future.
- Customized Training – Designed to meet the special requirement of a business or a group of businesses with the commitment by the business to employ the individual upon successful completion of the training. The purpose of this program is to provide training activities that will increase employment and occupational skill attainment of participants to improve the quality of the workforce and enhance the skills, productivity, and competitiveness of the business community.

**(4) Youth Workforce Investment Activities:** Provide a description and assessment of the type and availability of youth workforce investment activities (services) in the local area, including activities for youth who are individuals with disabilities. The description and assessment must:

**(a)** Identify successful models of such youth workforce investment activities (WIOA §108(b)(9) and 20 CFR 679.560(b)(8)).

CareerSource Palm Beach County offers a 3-week hybrid (virtual/in-person) Career Prep work readiness program, which includes workforce preparation, financial literacy education, career exploration, and soft skills training. One-on-one sessions are also provided to youth for career guidance to ensure positive outcomes such as employment and enrollment into post-secondary education. CSPBC utilizes CASAS as an assessment tool to identify basic skills deficiency and has a partnership with Adult Education to enroll appropriate clients into the GED program. CASAS also provides assessment for English Language Learners with enrollment into ESOL classes, as needed. CSPBC offers a Summer Youth Employment Program that provides work experience opportunities in the form of internships, which help prepare youth for the world of work. CSPBC Youth program staff work hand-in-hand with the Disabilities Department staff to provide education, support and advocacy.

**(b)** Include the local area's design framework for the local youth program and how the 14 program elements required in 20 CFR 681.460 are made available within that framework (WIOA § 129(c)(1)).

CSPBC's WIOA youth program conducts a three-week hybrid work readiness training for out-of-school youth ages 16 to 24. The training consists of our Career Prep Work Readiness and Career EDGE curriculum. WIOA's 14 required program elements are integrated within the framework: The **14 program elements** are made available to WIOA youth through a combination of services, supports, and resources provided by CSPBC, schools, community organizations, and training providers. In addition, CSPBC staff also provides the information to the youth during the orientation and intake process. All 14 elements are contained on a

checklist that is attached to the Individual Service Strategy so that the career consultant and the youth can select the elements based on the individual needs of the youth. The checklist is also used to track the progress of the 14 elements the youth are working on. Below is an explanation of how these 14 elements are typically made available to youth in the WIOA program:

### **1. Tutoring, Study Skills Training, and Dropout Prevention Strategies**

- **Availability:** These services are typically offered by local educational institutions, community centers, or partnering organizations that specialize in academic support.
- **How It's Made Available:** WIOA youth are paired with tutors or enrolled in study skills workshops to help them improve their academic performance. Services may include after-school programs, summer school options, or individualized tutoring. Dropout prevention strategies may involve mentoring, outreach, and engagement efforts to keep youth in school and prevent disengagement.

### **2. Alternative Secondary School Services**

- **Availability:** CSPBC's partnership with the School Board of Palm Beach County provide youth who are high school dropouts the opportunity to access alternative secondary school services and GED preparation and testing. CSPBC provide youth with support services to assist with the cost of the GED class registration and testing.
- **How it's Made Available:** Youth who are behind in their academic progress or facing challenges in traditional schools are referred to alternative secondary programs. These schools offer flexible scheduling, smaller class sizes, and customized learning plans to help students succeed and earn their high school diploma or equivalent.

### **3. Paid and Unpaid Work Experience**

- **Availability:** Local employers, non-profits, and public agencies partner with CSPBC to offer internships, apprenticeships, or subsidized employment.
- **How It's Made Available:** WIOA youth are placed in paid or unpaid work experiences where they gain hands-on work skills. This could include internships, summer jobs, or work-based learning. These experiences are often paid, with the WIOA program providing a stipend or wage to the youth participant.

### **4. Occupational Skills Training**

- **Availability:** Community colleges, vocational schools, training providers, and employers offering apprenticeships or on-the-job training.
- **How It's Made Available:** CSPBC provides Individual Training Accounts to eligible youth. Scholarships are awarded based on applicant suitability, eligibility,

and the availability of training funds. Training must be for an occupation listed on the Regional Targeted Occupations List for Palm Beach County. The youth program promotes post-secondary training in high demand, high- wage industry sectors. WIOA youth are enrolled in skills training programs, including short-term certifications, diplomas, or associate degrees in high-demand occupations such as **healthcare, construction, information technology, hospitality, or manufacturing**. These training opportunities are provided through partnerships with training institutions and employers.

## 5. Leadership Development Opportunities

- **Availability:** Offered by community organizations, youth programs, or local government initiatives.
- **How It's Made Available:** Youth participants are exposed to leadership development opportunities, including community service and peer-centered activities that encourage positive social and civic behaviors. WIOA youth have opportunities to engage in leadership programs that may include volunteering, community service projects, peer mentoring, or participation in youth councils and local government activities. These programs focus on developing skills such as public speaking, teamwork, and community involvement.

## 6. Support Services

- **Availability:** Provided by the WIOA Youth program and community organizations, including **transportation assistance (bus passes and gas cards), clothing vouchers, childcare, housing support, and mental health services** to enable youth to reduce barriers in their life.
- **How It's Made Available:** WIOA youth can receive financial support to overcome barriers to employment and training. This can include covering costs for transportation, books, uniforms, or childcare, as well as referrals to other community services for issues like housing or mental health support.

## 7. Adult Mentoring

- **Availability:** Mentoring services are typically provided by community organizations, schools, or nonprofit groups with a focus on youth development.
- **How It's Made Available:** WIOA youth are paired with adult mentors who provide guidance, encouragement, and career advice. Mentors often meet regularly with youth to offer support in both personal development and career planning. Youth career consultants act as the adult mentors for the duration of at least 12 months that may occur both during and after program participation.

## 8. Follow-up services

- **Availability:** After youth complete their WIOA program, follow-up services are offered for not less than 12 months.
- **How It's Made Available:** Follow-up services are designed to track the youth's progress after they exit the program. This may include continued mentoring, job coaching, career guidance, or academic support to ensure youth remain on track in their education or employment.

## 9. Comprehensive Guidance and Counseling

- **Availability:** Schools, community-based organizations, and CSPBC provide career counseling and personal guidance.
- **How It's Made Available:** WIOA youth receive individual counseling to help them explore career paths, set goals, and navigate life challenges. Services may include career assessments, job readiness training, personal counseling, and referrals to other specialized services.

## 10. Financial Literacy Education

- **Availability:** Local financial institutions, non-profit organizations, or workforce development boards offer financial literacy workshops and courses.
- **How It's Made Available:** Career Prep offers financial literacy education a variety of financial topics such as: financial planning, budgeting, checking accounts, savings plans, purchasing decisions, and credit and debt. In addition, CSPBC has obtained authorization to provide FDIC's Better Money Habits Financial Education Program. This will be available to youth in the centers or virtually.

## 11. Entrepreneurship Education

- **Availability:** Provided by community organizations, local chambers of commerce, and entrepreneurship programs.
- **How It's Made Available:** CSPBC WIOA youth are exposed to industry speakers who address what it takes to start and own your own business. Topics also include business planning, marketing, and financing, as well as internships or projects related to entrepreneurship. The youth are given the tools and resources to learn about starting and managing a business.

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## 12. Labor Market and Employment Information

- **Availability:** VirtualJobShadow.com offers CSPBC WIOA youth the tools to access labor market information, career exploration, college searches, free assessments, resume builder, and industry expert videos.
- **How It's Made Available:** WIOA youth are provided with information about local job opportunities, industry trends, salary data, and required skills for in-demand occupations. This helps youth make informed decisions about career paths and job opportunities.

## 13. Postsecondary Preparation and Transition Activities

- **Availability:** Education is offered concurrently with workforce preparation activities and training for a specific occupation or occupational cluster which lead to post-secondary credentialing.
- **How It's Made Available:** CSPBC WIOA youth receive support in transitioning from high school to postsecondary education or training. This could include assistance with college applications, financial aid (FAFSA), or preparing for entrance exams, as well as advising on the benefits of higher education and training options.

## 14. Youth Workforce Investment Activities

- **Availability:** CSPBC offer a variety of workforce investment activities, including job readiness workshops, career exploration, and job search support.
- **How It's Made Available:** CSPBC WIOA youth are provided with training and resources to help them develop workforce readiness skills. This can include resume building, interview practice, job shadowing, and other career development activities.

### How These Elements Are Made Available:

1. **Collaborative Partnerships:** CSPBC, community organizations, educational institutions, and employers collaborate to provide WIOA youth with access to these program elements.
2. **Case Management:** CSPBC WIOA youth participants are assigned career consultants who work with them to assess needs, create individual service plans, and connect them with the appropriate resources and services.
3. **Workshops & Group Activities:** Many of the program elements are delivered in group settings such as workshops, training sessions, and group activities, where youth can learn and engage together.
4. **Referral Services:** Youth may be referred to other community-based organizations or services that provide specific support such as mental health counseling, housing assistance, or legal aid.

5. **On-the-Job Experience:** Employers and training providers partner with CSPBC WIOA programs to offer work-based learning, internships, or apprenticeships, allowing youth to gain real-world experience in various industries.

These 14 elements are intended to provide a comprehensive support system for CSPBC WIOA youth, ensuring that they not only graduate from school but also transition successfully into the workforce or higher education.

(c) Describe the LWDB's policy regarding how the local area will determine when an individual meets the definition of basic skills deficient contained in [Administrative Policy 095 – WIOA Youth Program Eligibility](#).

CSPBC utilizes CASAS to test youth basic skills in reading and math. Youth who score less than a 9<sup>th</sup> grade level in reading and/or math are deemed basic skills deficient and provided academic remediation to enhance their skills in those targeted areas.

(d) Define the term "a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society" and describe how the LWDB defines whether a youth is unable to demonstrate these skills sufficiently to function on the job, in their family, or in society and what assessment instruments are used to make this determination (20 CFR 681.290).

CSPBC conducts intake and orientation for all youth that includes an eligibility and suitability assessment. This allows us to assess the youth to determine their ability to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society. CSPBC utilizes CASAS to test youth basic skills specifically in reading and math. CASAS can also assess skills for training and employment and determine readiness to take the high school equivalency exam.

(e) Define the term "requires additional assistance to complete an educational program or to obtain or retain employment" and describe the circumstance(s) or other criteria the LWDB will use to qualify a youth under this eligibility barrier (20 CFR 681.300).

CSPBC is defining the term "Additional assistance (for OSY/ISY) to enter or complete an educational program or to secure or hold employment as having low income (as referred by law) and one of the barriers listed below:

1. Historical or current personal or family substance abuse.
2. Gang involved, affiliated, or affected due to family member involvement.
3. Victim of abuse or domestic violence or family history of abuse or domestic violence.
4. Victim of human trafficking.
5. A youth who has a parent that is or was incarcerated within the past 24 months.
6. Lacks transportation: the youth's low-income status and declaration that they are unable to arrange for and afford transportation costs.
7. Lacks childcare: they youth is a parent and lacks the financial means or the support of a family member to provide childcare, which prevents the youth from working or going to school.
8. Need for academic remediation: the youth has low CASAS scores (lower than 9<sup>th</sup> grade level) or current school records that indicate an immediate need for academic tutoring.
9. Criminal history: the youth has a court record of criminal behavior that present a

barrier to future employment.

10. Lacks independent living skills: the youth currently resides in foster care or did in the past; or has an unstable living situation.
11. Lacks job skills: the youth lacks basic work maturity skills (professionalism, punctuality, interviewing skills, social skills, etc.)
12. A youth lacking a significant or positive work history based upon:
  - a. Their having been fired from one (1) or more jobs within the last six (6) months, or
  - b. Their having been employed in three (3) or more jobs within the last 12 months, and who is no longer employed or
  - c. A youth who has actively been seeking full-time employment for at least two (2) months, but remains unemployed, or employed part-time. Includes a youth with no employment history.

**(5) Self-Sufficiency Definition:** Under WIOA § 134(c)(3)(A) training services may be made available to employed and unemployed adults and dislocated workers who need training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment. Describe the definition of "self-sufficiency" used by your local area for:

**(a) Adults** (distinguish if there are different definitions for unemployed individuals or employed workers);

Employed or unemployed, Adults are considered for training services meeting the self-sufficiency criteria. Based on research provided by staff, the following definition for self-sufficiency was adopted by the CSPBC LWDB as indicated in the CSPBC Self-Sufficiency Wage Level Chart below:

**CSPBC Self-Sufficiency Wage Level Chart**

Family Size	Self-Sufficiency Wage Level for WIOA Eligibility for Adult Training Services	Standard Applied
1	\$60,000	HUD Standard
2	\$69,273	250% LLSIL
3	\$95,078	250% LLSIL
4	\$117,383	250% LLSIL
5	\$138,538	250% LLSIL
6	\$162,028	250% LLSIL
7	\$185,518	250% LLSIL
8	\$209,008	250% LLSIL

**(b) Dislocated Workers** (WIOA § 134(c)(3)(A)(xii)).

Dislocated workers who have become re-employed in "income maintenance" jobs, a job with a lower rate of pay than the job of dislocation, if they have been given a notice of lay-off or is laid off and at the time of eligibility determination has an income of 80% or less than the previous job of dislocation wage.

**(c)** If self-sufficiency is defined differently for other programs or populations served in the local area, describe the definition of “self-sufficiency” used for those programs as well. NOTE: If the local area utilizes a self-sufficiency definition that exceeds 250% of the Lower Living Standard Income Level (LLSIL) or LLSIL wage rate, the description must include the rationale/methodology used by the local area to determine the local area’s self-sufficiency standard.

N/A

**(6) Supportive Services and Needs-Related Payments:** Describe the types of supportive services offered in the local area to include any applicable limits and levels. The supportive services offered by the LWDB in the local area must align with the supportive services outlined in [CareerSource Florida Administrative Policy 109 – Supportive Services and Needs-Related Payments.](#)

CSPBC coordinates WIOA and TANF activities for transportation, including public transportation and other supportive services, based upon program eligible job seeker needs and fund availability. Local policy requires that it must be determined that another resource is not available to provide such support services before using WIOA or TANF funding. As such, CSPBC partners with the Palm Beach County’s Community Services to help customers with emergency services, such as water and electricity bill payment and reduced fare bus passes from Palm Tran. If a customer cannot take public transportation, such as an individual with a disability, CSPBC one-stop staff refers customers to the Palm Tran Connection program. Both the need and lack of resources must be documented.

CSPBC issues “load fund” cards for support services. The Chief Financial Officer is the administrator. Customers in need of childcare are referred to the Early Learning Coalition.

Support services are limited to \$1,000 a year, for up to two (2) years for support services, except childcare.

**(7) Individuals with Disabilities:** Describe service strategies the LWDB has in place or will develop that will improve meeting the needs of customers with disabilities as well as other population groups protected under Section 188 of WIOA and 29 CFR Part 38.

All CSPBC centers are American with Disabilities Act (ADA) compliant. Each center has a Disability Specialist assigned to assist these customers with using the assistive technology, or to schedule an interpreter as needed. CSPBC assistive tools include Zoom text, Jaws software, screen readers, screen magnifiers, Braille overlays for the keyboard, and aa BigKeys keyboard. CSPBC was awarded a contract to purchase additional assistive technology, which will be installed by the end of the year.

CSPBC has a contracted provider to conduct sign-language interpreter services for hearing impaired customers, as well as an in-demand provider for sign language interpreter services. These services can be scheduled or accessed on-demand.

CSPBC is a contracted provider with VR to provide Partnership Plus (employment follow-up).

CSPBC has a successful Ticket to Work (TTW) Program serving those customers with disabilities between 18 and retirement age who are receiving SSI or SSDI. If a customer with a disability is not eligible for the TTW Program, they are served like everyone else in our centers.

Through Ticket to Work, recipients of Social Security Disability Insurance and/or Supplemental Security Income receive priority assistance, such as job search, career planning and skill building to enhance their efforts to find and retain a job and work toward becoming self-sufficient.

CSPBC makes a visit to every training provider to ensure they are accessible for people with disabilities.

**(8) Linkage with Unemployment Insurance (referred to as Reemployment Assistance in Florida) programs:** Describe strategies and services used in the local area to strengthen linkages between the one-stop delivery system and the Reemployment Assistance program (WIOA § 134(c) and 20 CFR 679.560(b)(3)(iv)).

CSPBC provides accessibility to FloridaCommerce Reemployment Assistance (RA) through our Resource Center and provides the following to applicants:

Resource room staff in the career one-stop centers is trained to assist customers with Reemployment Assistance (RA) applications, claiming their weeks and identifying issues customers may have to address with FloridaCommerce on the Connect system.

Both one-stop career centers have direct-dial lines to FloridaCommerce to assist customers with claims issues. Reemployment Assistance claimants selected to participate in the Reemployment Services and Eligibility Assessment program are provided with a group orientation and receive one-on-one coaching from a career consultant.

During these sessions, staff provides:

- Support in the development of an individual employment plan.
- Customized career and labor market information.
- Enrollment in the Wagner-Peyser Employment Service.
- Information and access to other services and resources that support the claimant's return to work.

The **Reemployment Services and Eligibility Assessment (RESEA)** program in Florida is designed to assist individuals receiving Reemployment Assistance (RA) benefits in returning to work more swiftly. Administered locally by **CareerSource Palm Beach County**, the program offers a comprehensive suite of services tailored to meet the unique needs of job seekers in the region. Services are provided virtually through an online RESEA portal, with accommodations made for in-person services.

CSPBC uses a RESEA portal to conduct the Eligibility Review Process.

#### **Key Services Provided by RESEA:**

1. **Orientation:** Participants receive an overview of the services available at CareerSource Palm Beach County career centers, including job search assistance, training opportunities, and support resources.
2. **Initial Assessment:** A one-on-one session with a career counselor to evaluate the individual's employment history, skills, and potential barriers to employment. This assessment helps in crafting a personalized reemployment plan.

3. **Labor Market Information (LMI):** Provision of detailed insights into current job market trends, in-demand occupations, and wage data specific to Palm Beach County. This information aids participants in making informed career decisions.
4. **Employability Development Plan (EDP):** Development of a customized action plan outlining specific steps and resources to enhance employability, such as training programs, workshops, or certifications.
5. **Work Search Activities:** Guidance on effective job search strategies, including resume writing, interview preparation, and networking techniques. Participants may also receive referrals to job openings that align with their skills and career goals.
6. **Referral to Additional Services:** Based on individual needs, participants may be directed to other supportive services, such as educational programs, vocational training, or community resources, to address specific challenges and enhance employment prospects.

**Participation Requirements:**

Selected individuals are notified via mail about mandatory RESEA appointments at their nearest career center. Attendance is compulsory, and failure to participate may affect eligibility for continued RA benefits.

(9) **Highest Quality of Services to Veterans and Covered Persons:** Describe the LWDB's strategies and policies for providing veterans and covered persons with the highest quality of service at every phase of services offered. Policies must be implemented to ensure eligible veterans and covered persons are aware of their entitlement to priority of service, the full array of programs and services available to them, and applicable eligibility requirements for those programs and/or services.

CSPBC implements priority of service to our veteran community in multiple programs and services. The priority of services refers to those veterans and spouses who are eligible for priority of services as "covered persons" and refer to those not eligible for priority of services as "noncovered persons."

Priority of services means that veterans and eligible spouses are given priority over noncovered persons for the receipt of employment, training, and placement services provided under a qualified job training program.

CSPBC displays signage at its one-stop centers' entrance lobbies that define eligibility for priority of service and inquire if the jobseeker or spouse of the jobseeker has ever served in the U.S. military. Information is also gathered on our kiosks in the front lobby, in order to provide priority of service for those registering in the system.

If a jobseeker enters CSPBC's one-stop centers and identifies as either a veteran or spouse of a veteran, they are immediately paired with a CSPBC representative to mutually engage in CSPBC's veteran-intake process. This process is designed to identify the services requested by the covered person, any barriers to employment they may have, as well as DVOP eligibility. The veteran intake is conducted in a one-on-one setting with CSPBC staff.

CSPBC's business service team is led by CSPBC LVERs. The purpose of this practice is to ensure that for any business engagement actions, job orders received, and job fairs and hiring events created through the LVERs, that priority of service to the local veteran and veteran spouse population is incorporated. All job orders received by LVERs are displayed to veterans and eligible spouses with significant barriers to employment prior to the rest of the population through their DVOP representatives. All job fairs allow for covered persons to enter the job fair 30 minutes – 60 minutes prior to the rest of the population. Covered persons are allowed front-of-the-line access to interviewers during in-person hiring events.

All CSPBC WIOA training programs implement priority of service for covered persons. This means that all covered persons are moved to the front of the "line" when determining eligibility for WIOA funded programs or training. Statutory eligibility criteria is still mandated for all applicants regardless of veteran status.

**(10) Entities Carrying Out Core Programs and Combined State Plan Partner Programs:**

Describe how the LWDB works with entities carrying out core and combined state plan partner programs to:

- (a)** Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment; (20 CFR 679.560(b)(2)(i)
- (b)** Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; (20 CFR 679.560(b)(2)(ii) and
- (c)** Improve access to activities leading to a recognized postsecondary credential (including a portable and stackable credential that is an industry-recognized certificate or certification) (WIOA § 108(b)(3) and 20 CFR 679.560(b)(2)(iii), to include credentials contained on Florida's Master Credentials List.

The one-stop operator meets with the core partners on a regular basis to ensure we are all working together to meet the needs of Palm Beach County residents. As the core partners also share performance measures with CSPBC, another area of emphasis for the one-stop operator is to strategize with the core partners on how to assist each other in the delivery of the services and performance measures.

A strategy for the upcoming year is to work with the Department of Children and Family staff that work with WTP/SNAP customers so that each partner knows what the roles and responsibilities are of each entity to ensure better co-management of the WTP/SNAP customers.

Our core partners have been offered office space in our center(s) so that we can work together on placing their clients into unsubsidized employment. This also reduces the number of trips a customer has to make to see the staff working to help them succeed on their road to self-sufficiency. The Division of Blind Services has taken us up on our offer and has space in our Central Career Center.

The core partners all have seats on the CSPBC LWDB and sit on the LWDB's committees. Because of the presence of our core partners on the LWDB and LWDB committees, they are a part of the decision-making process.

CSPBC has entered into a Memoranda of Understanding with our core partners.

The President/CEO, as well as other CSPBC staff, sit on multiple Boards of our core partners and with our core partners in the community. This leads to a continuous exchange of ideas and information. Some of these committees are listed below:

- Business Development Board (BDB)
- BDB Academic Leaders Council (all college and university presidents, school district superintendent and CSPBC's Present/CEO)
- Wounded Veterans Relief Fund
- Housing Leadership Council
- Employment Subcommittee of the Public Safety and Reentry Division PBC
- Criminal Justice Commission
- Treasure Coast Regional Planning Council Comprehensive Economic Development Strategy Committee
- League of Cities
- University and College Healthcare Advisory Boards
- Palm Beach County Community Action Program Advisory Board
- Leadership Palm Beach County
- Local Coordinating Board for Transportation Disadvantaged

**(11) Employer Engagement:** Describe strategies and services used in the local area to:

Such strategies and services may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, [U.S. Chamber of Commerce Foundations' Talent Pipeline Management](#), utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers. These initiatives must support the strategies described above.

**(a)** Facilitate engagement of employers in workforce development, including small employers and employers in in-demand industry sectors and occupations; (20 CFR 679.560(b)(3)(i))

CSPBC works with a variety of local community partners to engage employers. This includes our local economic development board, School District of Palm Beach County, Small Business Development Center at Florida Atlantic University, local chamber of commerce's, industry organizations, municipalities, county government, colleges, universities, SBA, SCORE and businesses. We leverage our training programs such as on-the-job training, incumbent worker training program, customized training, sector strategies and career pathways to gain introductions to local employers. These programs are attractive to businesses and act as connection tools to work with employers as they hire, expand or retain jobs within our community. CSPBC also utilizes eblast and social media sites, such as LinkedIn, Instagram, Twitter, and Facebook, to market to employers. We are effective at engaging local businesses to encourage collaboration between workforce and economic development.

CSPBC's business service team are required to provide outreach to employers in the local area. This is accomplished through on-site visits, community presentations, and hosting of and participation in job fairs and hiring events. The CSPBC business services team operates within the one-stop career centers and is integrated with the WIOA program, SNAP/TANF, WTP, TTW, and Wagner-Peyser. All job orders, job fairs, and recruiting events are accessible and communicated to all CSPBC staff members.

An additional strategy this year is to implement employer workshops. Some of the potential workshop topics will be Hiring and Retaining People with Disabilities, Accessing Assistive Technology, What Can Workforce Do for You (e.g., OJT, Work Experience, etc.), Work Opportunity Tax Credits and Federal Bonding.

**(b)** Support a local workforce development system that meets the needs of businesses in the local area. (20 CFR 679.560(b)(3)(ii))

Such strategies and services may include the implementation of initiatives, such as incumbent worker training (IWT) programs, on-the-job training (OJT) programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business recruiters, and other business services and strategies designed to meet the needs of regional employers. These initiatives must support the strategies described above.

In addition, CSPBC:

- Expands public information and marketing to employers.
- Engages businesses and training providers in the review and development of the Targeted Occupations List.
- Has staff working with the Business Development Board
- Employs all the work-based training options under WIOA.
- Assists Welfare Transition participants in gaining self-sufficiency by providing meaningful work experience as a host-site for CSPBC's Community Service / Work Experience program; this also affords some additional assistance to employers.
- Responds to employer needs by:
  - Hosting onsite recruitments, mass recruitments and job fairs.
  - Coordinating rapid response events at the employer's location.
  - Providing Layoff Aversion Strategies.
  - Posting jobs and matching and screening candidates to fill those jobs.

**(c)** Utilize community-based information related to educational programs and industry needs contained in the quarterly reports submitted to the LWDB by the local area's education and industry consortium. (CareerSource Florida Strategic Policy 2023.09.19.A.2)

CSPBC convenes the Industry and Education Consortium of the Palm Beaches. Utilizing labor market information, the main industries of focus were identified: healthcare, manufacturing, and IT. In addition, CSPBC developed a tool, the Learner Pathway, which identifies the course of study from each major industry sector offered at major educational providers starting from middle school through doctoral programs in local colleges and universities. Industry leaders from the major sector companies and their human resources department convene with educational leaders to review and identify needs of the educational certifications and degrees, and availability of graduates in the talent pipeline. Conversely educational partners identify the needs for clinical hours, job training sites from the industry leaders. Together goals and objectives are discussed, established and followed up on in subsequent meetings. Meeting schedules, agendas, and minutes are posted on the CSPBC website.

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**(12) Enhancing Apprenticeships:** Describe how the LWDB enhances the use of registered apprenticeships to support the local economy and comply with [CareerSource Florida Strategic Policy 2019.02.13.A.1 – Registered Apprenticeship Strategic Policy](#). Describe how the LWDB and apprenticeship navigators work with industry representatives, education partners, and local businesses to develop registered apprenticeships, in collaboration with apprenticeship training representatives from the Florida Department of Education and other partners.

Describe strategies and operations that promote and support statewide apprenticeship goals that include, but are not limited to:

CSPBC has several objectives/goals related to apprenticeship this upcoming year.

**(a) Increasing total number of new apprentices and pre-apprentices per year**

Objective:	Expand the number of registered apprentices.
Goal:	Identify one registered apprenticeship program opportunity to post in Employ Florida per quarter.
Activity:	Partner with WIOA Career Consultants to support registered apprenticeship program enrollment as a positive outcome.

**(b) Increasing total number of registered apprenticeship programs and program occupations**

Objective 1:	Develop partnerships with employers in Palm Beach County's targeted industry sectors to create talent pipeline.
Goal:	Engage 3 businesses per month from the targeted industry sectors to promote CSPBC programs and services and/or gather insight for employer needs.
Activity:	Leverage sector strategies in targeted industries (healthcare, IT, construction, manufacturing) to support talent development through recruiting, employer incentives, and strategic connections with community stakeholders.
Objective 2:	Increase the # of registered apprenticeship programs.
Goal:	Engage 3 community partners (employer, industry associations, economic development agencies and educational institutions) per month to identify, develop, or expand registered apprenticeship programs that meet occupational needs.
Activity:	Educate employers on apprenticeship opportunities.

**(c) Increasing total number of registered pre-apprenticeship programs**

In Palm Beach County, Florida, there are several pre-registered apprenticeship programs across various industries that are designed to help individuals gain practical, on-the-job training while earning a wage. These programs are typically sponsored by industry associations, local businesses, educational institutions, or government organizations. Below are some examples of pre-registered apprenticeship programs available in Palm Beach County:

## **1. Palm Beach County School District - Career and Technical Education (CTE)**

- The Palm Beach County School District offers pre-apprenticeship programs through its Adult and Community Education department, focusing on various fields like **construction, automotive technology, culinary arts, healthcare, and information technology**.
- These programs provide students with the necessary training and skills to enter into registered apprenticeship programs after graduation.

## **2. The Apprenticeship Program at the South Florida Water Management District (SFWMD)**

- SFWMD offers pre-apprenticeship programs designed to train individuals for careers in water resource management, operations, and maintenance. It is particularly beneficial for those looking to pursue a career in the environmental services industry.
- These pre-apprenticeship programs are structured to prepare individuals for eventual entry into a full apprenticeship within the district.

## **3. Florida Power & Light (FPL) Apprenticeship Programs**

- **Florida Power & Light** offers various pre-apprenticeship training programs that are aligned with their apprenticeship programs in fields like **electrical utility maintenance, construction, and mechanical trades**.
- FPL works closely with local technical schools to provide hands-on experience and training to help individuals prepare for apprenticeship positions in energy and utility sectors.

## **4. The Building Trades Apprenticeship Program**

- Palm Beach County offers pre-apprenticeship programs through partnerships with local **construction trade unions**, such as the **Carpenters Union, Electricians Union, and Plumbers Union**.
- These programs provide individuals with foundational skills and training in the construction industry, focusing on **carpentry, electrical, plumbing, HVAC, and masonry**. Upon completion of the pre-apprenticeship phase, students can transition into full apprenticeship programs.

## **5. South Florida Apprenticeship Program (SFAP)**

- The **South Florida Apprenticeship Program** is a regional program that offers pre-apprenticeship services and apprenticeships in areas like **construction, logistics, transportation, manufacturing, and healthcare**.
- SFAP offers pre-apprenticeship training for individuals looking to enter skilled trades, and they partner with local businesses in Palm Beach County to place individuals in apprenticeships.

## 6. Boca Raton Fire Rescue - Firefighter Apprentice Program

- The **Boca Raton Fire Rescue** offers a pre-apprenticeship program designed to prepare individuals for careers as **firefighters** and **emergency medical technicians (EMTs)**.
- This program includes classroom instruction as well as hands-on training. Upon completion of the pre-apprenticeship phase, candidates may be eligible to join a full firefighter apprenticeship.

## 7. Health Industry Pre-Apprenticeship Programs

- Several local institutions, such as **Palm Beach State College** and **Lynn University**, collaborate with healthcare providers like **Hospitals** and **Medical Clinics** to offer pre-apprenticeship programs in healthcare fields.
- These programs focus on areas such as **nursing**, **medical assisting**, **pharmacy tech**, and **patient care**. Students in these programs can transition into registered apprenticeship programs in healthcare settings after completing the pre-apprenticeship phase.

## 8. Apprenticeship Program at Palm Beach State College

- Palm Beach State College offers a variety of pre-apprenticeship programs in fields such as **advanced manufacturing**, **information technology**, **cybersecurity**, and **business administration**.
- The college partners with local employers to provide students with on-the-job training opportunities as part of their apprenticeship pathway.

## 9. Automotive Apprenticeship Programs

- **Automotive Service Excellence (ASE)** certified businesses in Palm Beach County often offer pre-apprenticeship opportunities for individuals looking to enter the automotive repair industry.
- Local employers, in partnership with automotive schools like **Palm Beach State College**, offer these pre-apprenticeship programs for students to gain real-world skills before advancing to full apprenticeship roles.

## 10. Technology and IT Apprenticeship Programs

- Local technology firms, universities, and vocational training centers such as **Keiser University** and **Nova Southeastern University** offer pre-apprenticeship programs to prepare individuals for careers in **software development**, **networking**, **cybersecurity**, and **IT support**.
- Students participating in these programs gain practical experience through internships and apprenticeship opportunities with local tech companies.

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**11. Florida Training Services:** Florida Training Services collaborates with local educational centers to offer pre-apprenticeship programs in trades such as carpentry, electrical, HVAC, plumbing, and welding. These programs are available at:

- **North Technical Education Center** in Riviera Beach
- **West Technical Education Center** in Belle Glade
- **Chuck Shaw Technical Education Center** in West Palm Beach
- **Delray Full Service Center** in Delray Beach

CSPBC will increase its effort by reaching out to all the above pre-apprenticeship sponsors to increase the number of pre-apprentices in Palm Beach County because we know these programs provide foundational skills and certifications, preparing participants for registered apprenticeships.

**(d)** Expanding registered apprenticeships and pre-apprenticeships into healthcare, advanced manufacturing, aviation and aerospace, information technology, and other emerging industries.

Objective: Develop partnerships with employers in Palm Beach County's targeted industry sectors to create talent pipeline.  
Goal: Engage 3 businesses per month from the targeted industry sectors to promote CSPBC programs and services and/or gather insight for employer needs.  
Activity: Leverage sector strategies in targeted industries (healthcare, IT, construction, manufacturing) to support talent development through recruiting, employer incentives, and strategic connections with community stakeholders.

**(e)** Supporting apprentices with WIOA services to support the on-the-job learning, related instruction and supportive services.

Objective: Expand the number of registered apprentices.  
Goal: Identify one registered apprenticeship program opportunity to post in Employ Florida per quarter.  
Activity: Partner with WIOA Career Consultants to support registered apprenticeship program enrollment as a positive outcome.

CSPBC will explore the use of OJT for apprenticeships during the earlier stages of the apprenticeship, especially with barriered populations.

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## DESCRIPTION OF THE LOCAL ONE-STOP DELIVERY SYSTEM

**(1) General System Description:** Describe the one-stop delivery system in your local area, including the roles and resource contributions of one-stop partners (WIOA §108(b)(6)).

The Workforce Innovation and Opportunity Act (WIOA) requires priority be given to “public benefits recipients, other low-income individuals, and individuals who are basic skills deficient” when providing career and training services. This system improves and strengthens the public workforce system and helps high-need youth and adults with significant barriers to employment, obtain skills, postsecondary credentials, and employment. Our service is also based upon the following premises:

- Meeting the demands of businesses and workers by driving workforce solutions.
- Supporting a workforce system that supports strong regional economies.
- Increasing access to education, training, and employment--particularly for people with barriers to employment.
- Creating a comprehensive, high-quality workforce development system by aligning workforce investment, education, and economic development.
- Increasing best practices including career pathways, sector partnerships, and credential attainment to increase employment for in-demand industries and occupations.
- Insuring “priority of service” for veterans, eligible spouses and persons with disabilities.

**(a)** Describe how WIOA core partners and combined state plan partners contribute to the LWDB's planning and implementation efforts. If any core or required partner is not involved, explain the reason.

Each of the required WIOA partners is included in the local one-stop system; however, they are not all collocated. Below is a list of the one-stop partners and a description of their roles. With respect to resource contributions, our one-stop is organized using a mall approach for the contribution of resources. Partners that are collocated pay their proportionate share of the square footage they occupy and the related common area.

Listed below are the roles and resource contributions of the one-stop partners:

1. **Adults, Dislocated Workers and Youth** - are co-located in the one-stop centers and provide direct placement, ITA training, work-based learning opportunities and support services. WIOA pays their fair share of costs.
2. **Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Employment and Training (SNAP) Programs** – are integrated and co-located in our centers. TANF/SNAP pays their fair share of costs.
3. **Wagner-Peyser (WP)** – collocated in the one-stop centers. They are the core of the workforce delivery system. WP provide universal services, assists customers in the resource room, helps with registering for Employ Florida, accessing online assessments and refers to other partner programs as necessary. WP pays their fair share of costs.
4. **Vocational Rehabilitation (VR)** – VR is a referral source for CSPBC since we are a provider for VR in the areas of employment follow-up and benefits planning. If a customer needs additional assistance that CSPBC cannot provide all our one-stop

centers have a process in place to refer customers. VR is represented on our Board, thus contributing to our planning. VR pays their fair share of costs.

5. **Senior Community Service Employment Program (SCSEP)** – All our one-stop centers have a process in place to refer customers to the SCSEP program, which provides older workers with work experience opportunities. SCSEP pays their fair share of costs.
6. **Adult Education and Family Literacy Act Programs (AEFLA)** – Is solely delivered by the Career Technical Adult and Community Education (CTACE) Division of the Palm Beach County School District. We have a strong referral system in place. AEFLA is represented on our Board, thus contributing to our planning. AEFLA pays their fair share of costs.
7. **Career and Technical Education (CTE)** – Is delivered through the Palm Beach County School District. We have a strong referral system in place. CTE is represented on our Board, thus contributing to our planning. SBPBC pays their fair share of costs.
8. **Trade Adjustment Assistance Act (TAA) Program** – collocated in the one-stop centers.
9. **Jobs for Veterans Grant** – collocated in the one-stop centers.
10. **Community Service Block Grant (CSBG)** – Services are delivered through Community Action Program. CSBG is technologically connected.
11. **Department of Housing and Urban Development (HUD)** – CSPBC partners with HUD for referrals to employment.
12. **Reemployment Assistance** – Co-located in our center and pays their fair share of costs.
13. **Second Chance Act** –While not co-located, Second Chance partners with CSPBC for referrals through its grant recipient, Palm Beach County Public Safety and Justice Department.
14. **Migrant and Seasonal Farmworker (MSFW) Program** - Co-located in our western center location.
15. **Job Corps** – There is not a local Job Corps Program in Region 21. There are locations in Jacksonville, Miami and Pinellas County. We maintain a link to the Job Corps webpage in all our career center resource room computers and refer interested customers.
16. **YouthBuild** – CSPBC partners with the Palm Beach County Housing Authority and maintains a link to the YouthBuild on our webpage in our career center resource room computers and refers interested customers.
17. **Native American Programs** – N/A

**(b)** Identify any optional/additional partners included in the local one-stop delivery system and how their inclusion in the local system achieves state and local strategies, operations and performance outcomes.

CSPBC partners with the following agencies to achieve state and local strategies, operations and performance outcomes through MOUs.

- 1. Farmworker Coordinating Council of Palm Beach County (FCCPBC), Inc.** – serves the needs of migrant and seasonal farmworkers and their families in Palm Beach County, Florida. The council focuses on improving the quality of life for farmworkers, who often face economic, social, and educational challenges, particularly due to their transient lifestyles and the nature of their work in the agricultural sector. FCCPBC specifically targets **migrant** and **seasonal farmworkers** who often work in agriculture, particularly in the **planting, harvesting, and processing** of crops like citrus, vegetables, and other agricultural products. The organization provides a variety of services to meet the needs of these workers, who frequently face challenges such as **low wages, poor working conditions, and limited access to healthcare** and other resources.
- 2. Greenacres Vet Center for Disabled Veterans Outreach Program** - serves the **veteran population in Palm Beach County, Florida**, focusing on disabled veterans and other veterans facing barriers to finding stable employment. Their outreach and services are tailored to help veterans overcome these challenges, secure meaningful work, and achieve economic stability. CSPBC staff are outstationed at this center providing assessment, job readiness and job search activities.
- 3. Jupiter Vet Center Disabled Veterans Outreach Program** - is part of a broader initiative that provides dedicated services to **disabled veterans** in Jupiter and surrounding areas in Palm Beach County, Florida. They assist veterans who face significant challenges to finding and maintaining employment, including physical, emotional, or psychological disabilities resulting from their military service. By offering personalized services, the Jupiter Veterans Center helps disabled veterans re-enter the workforce, gain self-sufficiency, and improve their overall quality of life. CSPBC staff are outstationed at this center providing assessment, job readiness and job search activities.
- 4. Gulfstream Goodwill** – assists people with disabilities and other barriers to employment to become self-sufficient, working members of the Palm Beach County Community. They provide outreach and recruitment, case management, vocational assessment, employment training including OJT, apprenticeship and internship, life skills training, intake and orientation, job placement, job coaching, supported employment, charter school, contract services, reentry services, in and out-of-school youth services including youthful offenders, mentoring, homeless residential services, brain injury rehabilitation, life skills training, deaf services, vision services, assistive technology, ADA consultation and benefits planning assistance. CSPBC and Gulfstream Goodwill coordinate resource and services in the best interest of eligible job seekers with disabilities, which may be beyond the capability of either organization.

5. **Palm Beach County Housing Authority (PBCHA)** - plays a critical role in **workforce development** by providing housing-related services and resources that help low-income families, including those receiving public assistance or living in public housing, achieve economic stability and self-sufficiency. While the PBCHA's primary mission is to ensure safe, affordable housing, the organization recognizes that housing stability is closely linked to workforce development. By addressing both housing and employment needs, PBCHA helps families move toward long-term economic independence. PBCHA works with CSPBC to provide residents with resources and opportunities to enter the workforce. These partnerships help residents of affordable housing access job placement services, training programs, and other workforce development resources. PBCHA advises CSPBC of actions taken on behalf of or with the CSPBC job seeker that may affect the job seeker's participation in a CSPBC program. This may include follow-up on the results of referral and enrollment of the job seeker into the PBCHA Family Self-Sufficiency Program.
6. **Veterans Florida** – provides interns through the Department of Defense SkillBridge Program. They also provide assistance with marketing and outreach for the internship program and accepts applications to match servicemembers to the CSPBC's internship program.
7. **City of West Palm Beach (Mandel Library)** – provides CSPBC a public and private meeting space at the library to deliver services, promotes the awareness of CSPBC services at the library, and communicates with CSPBC in the event of schedule changes or other unforeseen circumstances. CSPBC staff is co-located at the library.
8. **Farmworker Career Development Program (FCDP)** - is designed to support agricultural workers, specifically **migrant and seasonal farmworkers**, in overcoming barriers to employment and achieving greater economic stability. The program offers services that focus on **career development, education, and job training**, with the goal of helping farmworkers transition to more stable and higher-paying employment, both within and outside of the agricultural sector. The FCDP provide services through Immokalee Technical College by offering:
  - Outreach, intake, orientation, eligibility determination, assessment, and counseling, as well as emergency services and referrals for farmworkers to CSPBC
  - Assessments of customer using various means; TABE, My Career Shines and CASAS
  - Career determination and development of an individual employment plan for eligible farmworkers.
  - Support for training services, which may include ESOL, GED, or Post-Secondary Certificate programs.
  - Provide CSPBC quarterly with FCDP participant list of those who will exit a PSAV or GED program and are ready for employment.
9. **HOPE Florida** - is designed to connect individuals with the **resources and support services** they need to achieve **self-sufficiency and economic mobility**. Through HOPE Florida, people are connected to a range of community-based services such as **housing assistance, job training, healthcare, financial literacy, and other social services** to help them overcome barriers and achieve long-term stability. DCF refers customer to CSPBCs Community Resource Navigator who provides services to customers in Palm Beach County. CSPBC created the original referral system that several boards adopted.

**(2) Customer Access:** Describe actions taken by the LWDB to fully implement [CareerSource Florida Strategic Policy 2021.09.15.A.1 – Availability of Services to Floridians](#) and promote maximum integration of service delivery through the one-stop delivery system for both business customers and job seekers.

**(a)** Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners, comply with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing needs of individuals with disabilities. Describe how the LWDB incorporates feedback received during consultations with local Independent Living Centers on compliance with Section 188 of WIOA (WIOA §108(b)(6)(C)).

The CSPBC EO Officer ensures that we are in compliance with all requirements of the Americans with Disabilities Act (ADA) through periodic internal audits of each facility. Those audits are verified by random onsite inspections by FloridaCommerce, Office of Civil Rights. To supplement the requirements of the ADA and ensure we are meeting both the letter and spirit of the law, CSPBC conducts annual refresher training for those staff in direct contact with job seekers on the proper use of all assistive devices.

CSPBC also offers a successful and continually expanding Ticket-to- Work program that assists job seekers on SSI and/or SSDI to return to the workforce. Since the program's inception, we have provided assistance to between 300-350 job seekers with many of them able to re-enter the workforce and retain employment.

If a customer needs extra assistance, the center will create an Integrated Resource Team (IRT) to ensure the appropriate staff meets the needs of the customer. The IRT approach involves diversified service systems coordinating services and leveraging funding to meet the needs of an individual jobseeker with a disability. IRTs provide the opportunity for comprehensive, wrap-around services on behalf of an individual with a disability or other challenges to employment by bringing together diverse programs and services that meet the needs of a particular job seeker.

CSPBC has a Disability Specialist in each of the centers to assist employers, staff and customers with using the assistive technology, resources in the community or to schedule an interpreter for a customer.

CSPBC has various assistive technologies to assist a variety of customer needs, such as screen readers, screen magnifiers, JAWS software, bigger keyboards, a specialized mouse, etc. Staff is trained on an annual basis on providing services with disability etiquette and properly serving customers with disabilities.

CSPBC engages with community partners who assist disabled job seekers to re-enter the workforce.

**(b)** Describe how entities within the one-stop delivery system use principles of universal design in their operation.

CSPBC provides standardized services in each of its two career centers. Job seekers and employers receive a consistent customer experience from the signage to the delivery of services, to the application of our policies and practices.

## **Equitable Use**

All customers that visit our career centers are welcomed and assisted with their needs. The career centers are set up so that when a customer enters there is a reception desk and a kiosk sign-in system for a customer to register in to the center. If a customer is not able to use the kiosk, a staff member at the reception desk can assist them.

## **Flexibility in Use**

The resource room is near the front of the career center so all customers have access to the equipment without having to travel too far within the center. There is a computer in each center's resource room that has assistive/adaptive technology and designed to accommodate a wide range of individual preferences and abilities.

## **Simple and Intuitive Use**

Information is provided to customers in an easy, understandable way. They are asked throughout the process if they understand the information provided to them. CSPBC has an on-demand interpreter service for those customers that either need foreign language interpretation or sing-language interpretation assistance.

## **Perceptible Information**

Signs are posted throughout the center informing customers of various departments, disability equipment, and training/workshops rooms. These signs are both written and pictorial. If customers are not sure what they need to do or understand necessary information, staff is always there to guide the customers.

## **Tolerance for Error**

The centers are designed to minimize hazards and provide warnings both visually and by sound if there is an emergency in the building. All traveled areas are kept clear so that customers with physical disabilities or wheelchair bound do not have any obstructions in their travels throughout the center.

## **Low Physical Effort and Size and Space for Approach and Use**

All accessibility equipment is designed to ensure customers have easy access, are comfortable, are within reach, easy to manipulate and use, regardless of the customer's body size, posture or mobility.

**(c)** Describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, using technology and other means (WIOA §108(b)(6)(B) and 20 CFR 560 (b)(5)(ii)).

CSPBC is in full compliance with the requirements of the Americans with Disabilities Act. CSPBC also uses technology that extends services beyond the "bricks and mortar" buildings to improve the delivery of services to virtual customers. By using the internet, "online" customers who visit the CSPBC webpage can access:

- Employ Florida registration.
- Portals to fill out online applications and register their attendance / seat for our workshops.
- Apprenticeship, high-growth industry and scholarship training videos.
- Web-based career exploration tools and labor market information.

Eligible customers can also access career and work ready assessments, such as Career Scope, CASAS, etc. Customers are able to electronically access and fill out additional forms and submit them with their electronic signature through the use of DocuSign. We provide the customer the option of meeting with his or her Career Consultant virtually or in-person. If it works best for the customer, we can set virtual meetings using the TEAMS platform.

In these and other ways, we provide workforce services to job seekers and employers who may find it challenging to travel to a one-stop career center or who just like the additional convenience of being able to access one-stop services 24/7, 365 days a year. These tools are not intended to be a replacement for the services provided at the one-stop centers. Rather, they promote awareness of CSPBC services, improve our brand name and, for some, meet their immediate needs without the necessity to travel to one of our one-stop career centers.

**(3) Integration of Services:** Describe how one-stop career centers implemented and transitioned to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by one-stop career center partners (WIOA §108(b)(21)).

CSPBC uses Employ Florida and the One Stop Service Tracking (OSST) systems provided by the State for case management. There is not a system that integrates at a minimum, all WIOA partner programs. We use technology-enabled processes, such as Welfare Transition Automation, and our online WIOA application, to increase accessibility and streamline the intake process. By using the internet, “online” customers can access:

- Employ Florida registration.
- Portals to fill out online applications, such as our summer youth program application.
- Register their attendance / seat for our workshops.
- Apprenticeship, high-growth industry, and scholarship training videos.
- Web-based career exploration tools and labor market information.
- Customers are able to electronically access and fill out additional forms and submit them to us with their electronic signature through DocuSign.

CSPBC has also started using the Eligibility Explorer in Employ Florida for customers to be able to register for services and uploaded required documentation directly into Employ Florida.

CSPBC is also exploring the possibility of creating a seamless registration process for WIOA services using a front-facing interface on our website which directly enters customers into Employ Florida.

**(4) Sub-grants and Contracts:** Describe the competitive process used by the LWDB to award sub-grants and contracts in the local area for WIOA-funded activities (WIOA §108(b)(16)).

CSPBC applies the procurement and expenditure procedures required by federal law and state law, the standards set forth in 2 CFR 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, the policies of the FloridaCommerce and CareerSource Florida, Inc. for the expenditure of federal, state, and non-pass-through funds.

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The IT Department is responsible for procurement functions relating to data processing equipment. The Facilities Supervisor is responsible for procurement functions relating to furniture, equipment, and vehicles. All other purchases are made by the department needing the item on an as-needed basis. If the item is included in the budget and is \$10,000 or less, no additional approval is required. However, purchases of items not included in the budget, and budgeted items over \$10,000 require prior approval from the President/CEO.

Procurements are awarded as the result of an evaluation of the proposal submitted by the party together with other relevant factors such as ability to perform, prior experience with the party and past performance, technical and financial resources, reasonableness of cost, cost/price analysis, record of integrity, business ethics, and fiscal accountability, availability of services and other evaluation criteria included in the procurement documents. Evaluation of the proposals is reviewed at several levels:

- For completeness and compliance with the information and documentation required per the procurement document,
- By a committee,
- Depending on the dollar value or type of procurement approval by the President/CEO and/or Board of Directors and, if applicable, the Chief Elected Official may be required.

Prior to a CSPBC employee participating in any stage of the procurement process including, but not limited to, the development of specifications, scopes of work, answering procurement questions or evaluating bids/submittals/quotes/proposals (collectively referred to as "quote") the CSPBC employee shall certify that a conflict of interest is not present. Vendor, contractor, subrecipient and consultant are collectively referred to as "vendor". Beginning with issuance of the procurement, vendors may submit questions regarding the procurement via e-mail to CSPBC. The vendor questions and CSPBC answers to vendor questions are posted on the CSPBC website. Vendors with a federal or state contract for the same/similar goods or services may be utilized in lieu of publicly noticing the procurement and obtaining quotes. Some form of cost or price analysis shall be made and documented in the procurement file in connection with every purchase action. Price analysis may be accomplished in various ways, including the comparison of price quotations submitted, market prices and similar indicia, together with discounts. Cost analysis is the review and evaluation of each element of cost to determine reasonableness, allocability and allowability.

Prior written approval is required from the funding source for equipment purchases over \$5,000. Exceptions to the below procurement threshold are when purchases are made during an emergency or are sole sourced. Sole source documentation is required in accordance with 2 CFR 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

**(5) Service Provider Continuous Improvement:** Describe how the LWDB will ensure the continuous improvement of eligible providers through the system and that such providers will meet the employment needs of local employers, workers and job seekers (WIOA §108(b)(6)(A) and 20 CFR 679.560(5)(i)).

CSPBC programs are monitored throughout the program year by internal and external entities.

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CSPBC annually monitors ITA Providers. The monitoring confirms:

- FETPIP data reporting with the Commission for Independent Education (CIE).
- Florida Department of Education licenses with the CIE.
- Reconfirms accreditation status.
- Occupational training courses are still on the Targeted Occupations List.
- Tuition and other costs from nonpublic schools are as listed in the school's catalog.
- Updated insurance certificates, as needed, to confirm that CSPBC is listed as the third party named insured.

To continuously improve services and ensure that providers are performing at a high level, CSPBC provides staff development, updates its on-boarding training manuals and/or policies and procedures, job aides, tools, forms, etc. to incorporate as new program guidance is issued. Once new or updated documentation is developed, a system is in place to ensure staff review and acknowledge that they understand the document(s), per Executive Policy # 1001 – Policy and Procedure Issuance, Format and Development. Internally staff meets to review and revise monitoring tools or any needed staff training, as needed. Each year, CSPBC updates and aligns its online monitoring tools with the State's tools. CSPBC also meets with IT to explore uses of technology to enhance compliance and create additional efficiencies. Through the monitoring tool, staff documents action plans as part of continuous improvement and management checks that such action plans were completed.

CSPBC is developing dashboards that tracks regional, career center and center employee performance. If there is a performance area that is not being met, it will be addressed with a corrective action. Management staff will meet regularly to review performance as well as the corrective actions to ensure staff in the career centers is meeting their performance and the corrective actions are appropriately implemented. All performance is reported to the applicable CSPBC LWDB Executive Committee, the CSPBC LWDB and Chief Elected Officials.

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## COORDINATION OF SERVICES

**(1) Coordination of Programs/Partners:** Describe how services are coordinated across programs/partners in the one-stop career centers, including Vocational Rehabilitation, TANF, SNAP E&T, and Adult Education and Literacy activities. Specify how the local area coordinates with these programs to prevent duplication of activities and improve services to customers. 20 CFR 679.560.

CSPBC coordinates and provides WIOA services by sharing participants through two-way referrals with Vocational Rehabilitation and Adult Education and Literacy and dual enrolling participants across partner programs (e.g., TANF and WIOA). This prevents duplication of efforts and provides seamless service delivery to our customers. To expand our function as strategists and community conveners to hear “the voice of the customer” on the workforce needs of Palm Beach County, we participate in community and business initiatives to harness the expertise that exists within the local workforce area. For example, we serve on the Criminal Justice Commission to discuss the needs of returning citizens across Palm Beach County.

The intent of our participation in these collaborative efforts is to meet local workforce area development needs, coordinate services as well as to find solutions for special populations with barriers to employment. Recommendations from the meetings move on to our governing boards, culminating in the roadmap, which are both incorporated into this workforce services plan and into an internal strategic for staff to work on the objectives throughout the year.

**(2) Coordination with Economic Development Activities:** Describe the strategies and services that are used in the local area to better coordinate workforce development programs and economic development (20 CFR 679.560(b)(3)(iii)).

Include an examination of how the LWDB will coordinate local workforce investment activities with local economic development activities that are carried out in the local area and how the LWDB will promote entrepreneurial skills training and microenterprise services (WIOA §108(b)(5) and 20 CFR 679.550(b)(4)).

The Vice President of Business Recruitment, Retention and Expansion from the Business Development Board (BDB) of Palm Beach County, Inc., which is the local economic development agency, is a CPBC LWDB member and CSPBC’s President/CEO is a Board member of the BDB.

The CSPBC President/CEO and/or CSPBC staff are very involved in local economic development activities as we are members of the following:

- Economic Council of Palm Beach County
- Florida Economic Development Council
- Marine Industry Association of Palm Beach County
- South Florida Manufacturers Association
- South Florida Tech Hub
- West Palm Center Art & Technology
- Leadership Business Council
- 6 Tourism Task Forces
- Treasure Coast Regional Planning Council
- Lake Okeechobee Regional Economic Alliance

- Member of the following Chambers of Commerce:
  - Palm Beach North
  - Central Palm Beach
  - Boca Raton
  - Delray Beach
  - Belle Glade

CSPBC partners with its economic development partners and industry organizations to keep current with the workforce needs of Palm Beach County. Some examples of what we do include:

1. Conduct “corporation visits” with the Business Development Board as they recruit new businesses to the county. One of the top issues during these visits is a well-prepared workforce. Use our powerful “real-time” data to leverage CSPBC as the expert in providing critical workforce intelligence.
2. Engage BioFlorida, the South Florida Manufacturers Association, the Palm Beach County Hotel and Lodging Association, Marine Industry Association of Palm Beach County, Gold Coast Builders Association, Internet Coast and the South Florida Tech Hub, South Florida Business Council and other to help tackle the workforce challenges and opportunities within these clusters.
3. Encourage constant input of business using methods such as industry surveys with cluster and economic development organizations.
4. Site Selector visits from commercial real estate brokers who generally assist businesses when they are seeking to relocate to another area.
5. Encourage partners to make special data requests of us to position ourselves as the one to turn to in Palm Beach County for current business and labor market conditions and forecasts.
6. Work with training providers to develop customized training programs for new or expanding businesses.
7. Target specific clusters requiring specific attention to skill needs.
8. Work to bring State IWT/QRT funds to Palm Beach County.

**(3) Coordination with Rapid Response:** Describe how the LWDB coordinates workforce investment activities carried out in the local area with statewide rapid response and layoff aversion activities (WIOA §108(b)(8) and 20 CFR 679.560(b)(7). The description must include how the LWDB implements the requirements [in CareerSource Florida Strategic Policy 2021.06.09.A.2. – Rapid Response and Layoff Aversion System](#) and [CareerSource Florida Administrative Policy 114 – Rapid Response Program Administration](#).

CareerSource Palm Beach County’s Rapid Response team consists of the Rapid Response Coordinator, LVERs, business services team, WIOA Career Consultants, SNAP & TANF representatives, TAA coordinators, DCF case managers, and Vocational Rehabilitation outreach specialists. The CSPBC Rapid Response team is tailored to the needs of the employer/employees affected by the necessity of a Rapid Response and may not include all members listed if their specific services are not needed.

CareerSource Palm Beach County recognizes four (4) types of Rapid Response, as indicated in Florida Administrative Policy 114:

1. Worker Adjustment and Retraining Notification (WARN) event: Any employer that provides written notice of a mass layoff or closure with intent to meet the federal WARN requirements.
2. Non-WARN event: Any employer experiencing a mass layoff or closure, even if it is not subject to the federal WARN requirements.
3. Trade Adjustment Assistance (TAA) event: Any employer for which a TAA petition has been filed with the U.S. Department of Labor (USDOL).
4. Natural disasters: Any employer experiencing a mass layoff or closure due to natural or force majeure disasters.

To serve businesses that are not covered by the WARN Act or a TAA petition, CSPBC business services team and the CSPBC Rapid Response Coordinator will utilize local economic development resources, Palm Beach County's Small Business Development Center, and other resources and technologies to identify potential Rapid Response events.

Once the Rapid Response event has been identified, the CSPBC Rapid Response Coordinator will establish contact with the employer and act as the single point of contact for arranging and scheduling all Rapid Response activities. Upon determination of a Rapid Response event, the CSPBC Rapid Response Coordinator must contact the affected employer within two (2) business days to discuss the following:

1. Rapid Response services and benefits to the employer and affected workers.
2. The employer's layoff plans and schedule.
3. The feasibility of surveying affected workers to determine appropriate Rapid Response services.
4. General information on the skills and abilities of the affected workers.
5. The spaces where employee meetings or other services may take place, including virtual accommodations and other accommodations for employees with disabilities.
6. Describing and scheduling information sessions and workshops for affected workers, preferably on-site and during work hours.
7. Determining whether an outplacement firm has been hired.
8. Explore possible TAA connection to the layoff.
9. Identify if layoff aversion services are applicable for non-affected workers.
10. The spaces where employees may safely meet to receive services following a natural disaster, if applicable.
11. The duration of Rapid Response assistance to workers and the ability for workers to receive services during regular work hours.

As part of CSPBC's Rapid Response service delivery system and pursuant to 20 C.F.R. 682.330, the following services are made available, as needed, to affected employers and workers:

1. Immediate and on-site contact with the employer, representatives of the affected workers which includes an assessment of and a plan to address:
  - a. Layoff plans and schedules of the employer.
  - b. Background and probable assistance required for the affected workers.
  - c. Reemployment prospects for workers.
  - d. Available resources to meet the short and long-term assistance needs of the affected workers.
  - e. Investigation of possible trade-impact.
2. The provision of information about and access to Reemployment Assistance (RA) benefits and programs, such as Short-Time Compensation (STC), comprehensive career center services, and employment and training activities, including information on the TAA program, Pell Grants, the GI Bill, and other resources.
3. The delivery of other available services and resources including workshops, classes, and job fairs to support reemployment efforts of affected workers.
4. The provision of emergency assistance adapted to the mass layoff.
5. Delivery of services to worker groups for which a petition for TAA has been filed.
6. The provision of limited, additional assistance to local areas that experience Rapid Response events when such events exceed the capacity of the local area to respond with existing resources.

The above list represents the minimum services that are made readily available with the end goal of rapid reemployment. CSPBC conducts layoff aversion activities, however, it is left to the discretion of CSPBC's Rapid Response Coordinator and CSPBC leadership to determine which layoff aversion strategies and activities are applicable in each potential layoff situation. Pursuant to 20 C.F.R. 682.340, CSPBC's Rapid Response Coordinator devises Rapid Response strategies and conducts activities that are intended to minimize the negative impacts of dislocation on workers, businesses, and communities, to ensure rapid reemployment for workers affected by Rapid Response events.

CSPBC determines which strategies and activities are applicable in each situation. The CSPBC Rapid Response Coordinator has the flexibility to ensure that the program design responds to our local workforce challenges and that layoff aversion strategies are customizable to evolving and unique economic environments.

Layoff aversion strategies include, but are not limited to:

1. Ongoing engagement, partnership, and relationship-building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to affected workers in obtaining reemployment as soon as possible.
2. Assisting employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms, and the delivery of services to address these needs.

3. Funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs.
4. Developing, funding, and managing incumbent worker training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity.
5. Connecting companies to state Short-Time Compensation or other programs designed to prevent layoffs or to quickly reemploy dislocated workers, employer loan programs for employee skill upgrading; and other Federal, state and local resources as necessary to address other business needs.
6. Establishing linkages with economic development activities at the Federal, State and local levels, including Federal Department of Commerce programs and available State and local business retention and expansion activities.
7. Partnering or contracting with business-focused organizations to assess risks to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered.
8. Conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from a potential closing or shift in production of their major customer.
9. Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses.
10. Coordinate with local government divisions and organization, and local nonprofit organizations, to plan for and respond to natural and other disasters.
11. Connecting businesses and workers to short-term, on-the-job, or customized training programs and apprenticeships before or after layoff to help facilitate rapid reemployment.

**(4) Industry Partnerships:** Describe how the LWDB identifies and collaborates with existing key industry partners in the local area. Describe how the LWDB coordinates and invests in partnership infrastructure where key industry partnerships are not yet developed (WIOA §108(b)(4)A)). The local area must describe how the following elements are incorporated into its local strategy and operational sector strategy policy. Describe how:

**(a)** Selected industries or sectors are driven by high-quality data (cite data source used).

CSPBC works with the Business Development Board, the local economic development agency, to prioritize industry clusters. Industry clusters are prioritized by reviewing various industries' hiring demands, types of business relocating to our local workforce area, and by referencing Palm Beach County's targeted industries, Treasure Coast Regional Planning Council and CareerSource Florida's Workforce Services Plan.

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- (b) Sector strategies are founded on a shared, regional vision;

CareerSource Palm Beach County and Career Source Research Coast met in May 2024 to identify the regional in-demand sectors to target. Both areas agreed on the following targeted and emerging sectors:

Targeted Sectors: Healthcare and Skilled Trades (Construction)  
Emerging Sectors: Manufacturing and Logistics/Distribution

- (c) The local area ensures that sector strategies are directed by industry;

CSPBC staff partners with trade and professional associations to expand its service delivery to employers in targeted industries; Aviation/Aerospace, Healthcare, Construction, Marine, Manufacturing, and Information Technology sectors. The CSPBC LWDB has representatives from those industries, which assist with decisions on sector-based strategies. As a result, the CSPBC LWDB represents a cross-section of business, giving voice and serving as a source for feedback, spanning a variety of industry sectors.

- (d) The local area ensures that sector strategies are aimed at strategic alignment of service delivery systems;

Through our staff, CSPBC partners with industry associations to hold job fairs specific to the industry. We invite job seekers who are training or who completed training in the specific industry to attend these job fairs. Additionally, we provide industry-related labor market information (LMI) to businesses and trade and professional associations.

Also, our staff work with the business community and education providers to ensure that CSPBC's list of approved training programs meet the needs of the local industry. CSPBC's President/CEO is a board member of the Business Development Board of Palm Beach County, and the Vice President of the Business Development Board is a CSPBC LWDB member. CSPBC staff ensure that workforce services are presented to businesses planning to relocate to the area.

One the goals this year for CSPBC business staff is to assist businesses in targeted industries in obtaining Quick Response and Incumbent Worker State Level Training Grants.

- (e) The local area transforms services delivered to job seekers/workers and employers through sector strategies; and

Using tools, such as Lightcast and Employ Florida, CSPBC provides labor market information to sector strategy employers in our region and when targeting training opportunities for job seekers that lead to employment in those industries. CSPBC also convenes the Education and Industry Consortiums to understand sector-based employment and training needs and develops service strategies around that feedback, including communicating any needed training they may desire with our ITA providers.

(f) The sector strategies are measured, improved and sustained.

CSPBC tracks service delivery outcomes, such as placements, awarded training grants, ITA completion rates, and the accomplished goals set forth for our business staff. CSPBC develops strategic initiatives that target key industry sectors based on employer and education provider meetings throughout the year, intended to improve the service delivery to those industry sectors. Sector strategies are sustained based on state data, the data received from all our partner agencies and local area needs, which allows the CSPBC LWDB to identify and collaborate with the employers, training providers and community organizations that can positively impact the local economic development of those targeted industries.

**(5) Coordination with Relevant Secondary and Postsecondary Education:** Describe how the LWDB coordinates relevant secondary and postsecondary education programs and activities with education and workforce investment activities (including activities related to the Credentials Review Committee, as appropriate) to coordinate strategies, enhance services, and avoid duplication of services (WIOA §108(b)(10) and 20 CFR 679.560(b)(9)).

The partnership between CareerSource Palm Beach County and the School District of Palm Beach County, Department of Adult and Community Education, is one of the organization's longest and most effective collaborations. The two organizations identify coursework of studies that support the local economy that will lead to high-skilled and high-wage jobs. Together, they collaborate on career pathway programs designed to prepare low-skilled workers for family-supporting careers via the implementation of evidence-based and promising practices (e.g. contextualized and accelerated GED/ABE programs, cross referrals, co-enrollment, and others). CSPBC researches and provides feedback and support for coursework of study that meets the CSFL Framework of Quality and support for the Masters Credential List, supporting the application for CAPE funding of these programs.

CSPBC also refers adults and dislocated workers who need to work on their literacy levels or English language skills to the Adult Literacy System before they receive an ITA. In this way, the two organizations collaborate on career pathway programs designed to help prepare low-skilled workers for jobs that support an economically self-sufficient wage (e.g., cross referrals, co-enrollment, etc.).

These collaborative activities, and the provision to review local applications submitted under Title II WIOA §108(b) (10), will be codified in jointly-signed Memorandum of Understanding.

**(6) Coordination of Transportation and Other Supportive Services:** Describe how the LWDB coordinates WIOA Title I workforce investment activities with the provision of transportation assistance, including public transportation, and other appropriate supportive services in the local area (WIOA §108(b)(11) and 20 CFR 679.560(b)(10)).

CSPBC coordinates WIOA and TANF activities for transportation, including public transportation and other supportive services, based upon program eligible job seeker needs and fund availability. Local policy requires that it must be determined that another resource is not available to provide such support services before using WIOA or TANF funding. As such, CSPBC partners with the Palm Beach County's Service Centers to help customers with emergency services, such as water and electricity bill payment. If a customer cannot take public transportation, such as an individual with a disability, CSPBC one-stop staff refers customers to Palm Beach County Paratransit program. Both the need and lack of resources must be documented.

CSPBC issues specific “load fund” cards for support services. The Chief Financial Officer is the administrator. Customers in need of childcare are referred to the Early Learning Coalition.

CSPBC staff is a member of the Transportation Disadvantaged Local Coordinating Board, which is committed to assisting the transportation disadvantaged persons of Palm Beach County with their transportation needs.

**(7) Coordination of Wagner-Peyser Services:** Describe plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C 49 et seq.) services and other services provided in the local area through the one-stop delivery system (WIOA §108(b)(12) and 20 CFR 679.560(b)(11)).

A core mission of CSPBC is to offer universally accessible services to all job seekers and assuring veterans receive priority of service. CSPBC maximizes the coordination of services provided to job seekers and employers, while avoiding duplication of services, through the colocation of Wagner-Peyser Employment Services and other partner agencies in the one-stop career centers. Co-location improves efficiency and allows for functional alignment where appropriate to make service delivery as seamless as possible within each one-stop center.

Each one-stop career center includes staff who ensures the workforce centers are universally accessible, customer centered, and training is career-driven. This includes providing easy access to and assistance with workforce related activities, such as career exploration, job search, job preparation and career development services, as well as referral to WIOA Title I career services.

**(8) Coordination of Adult Education and Literacy:** Describe how the LWDB coordinates WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II. This description must include how the LWDB carries out the review of local applications submitted under Title II WIOA § 108(b)(10), consistent with WIOA sections 107(d)(11)(A) and (B)(i) and WIOA § 232 (20 CFR 679.560(b)(12)).

Palm Beach County is a one school system district. The School District of Palm Beach County (SDPBC) is also the single provider of Adult Education and Literacy in the workforce area; as a result, there are no applications to review.

Currently, the SDPBC provides GED classes to eligible OSY in our Youth Program to assure they receive their GED. This partnership and coordination is strengthened by having Adult Literacy and Technical schools represented on the CSPBC LWDB, which has enabled us to realize a shared vision and partner on grant applications and initiatives. CSPBC also refers adults and dislocated workers who need to work on their literacy levels or English language skills to the Adult Literacy System before they receive an ITA. In this way, the two organizations collaborate on career pathway programs designed to help prepare low-skilled workers for jobs.

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**(9) Reduction of Welfare Dependency:** Describe how the LWDB coordinates workforce investment activities to reduce welfare dependency, particularly regarding how services are delivered to TANF/Welfare Transition and SNAP E&T participants, to help individuals become self-sufficient. This description must include:

**(a)** How the CLIFF suite of tools is used to support the case management of participants, consistent with CareerSource Florida Strategic Policy 2023.06.07.A.5;

CareerSource Palm Beach County will utilize the Career Ladder Identifier and Financial Forecaster (CLIFF) suite of tools to enhance the case management of participants by focusing on creating pathways to self-sufficiency and economic mobility for participants through the following activities:

- Customized Career Pathways:** The CLIFF tools help case managers identify and create customized career pathways for participants based on their skills, interests, and local labor market demands.
- High-Growth Sectors:** CLIFF tools allow case managers to highlight opportunities in Palm Beach County's high-growth sectors: Information Technology, Healthcare, Trades, and Manufacturing, ensuring participants are directed towards viable and sustainable career options.
- Economic Mobility:** By using the financial forecaster, case managers can project the potential earnings and financial stability participants can achieve through different career pathways. This aids in setting realistic and motivating financial goals.
- Benefit Cliffs Awareness:** The CLIFF suite helps participants understand and navigate benefit cliffs, ensuring that career advancements do not inadvertently lead to a net loss in income due to the reduction or loss of public benefits.
- Data-Driven Decisions:** The tools provide case managers with data-driven insights, enabling them to make informed decisions and provide tailored advice to participants.
- Supportive Services:** Case managers can better identify and coordinate supportive services, such as training programs and educational opportunities, that align with participants' career pathways and financial goals.

By integrating the CLIFF suite of tools into their case management practices, CareerSource Palm Beach County will provide more effective, individualized support to participants, fostering long-term economic stability and growth in alignment with CareerSource Florida's strategic objectives.

**(b)** Information and data on activities related to initiatives in the local area that support the self-sufficiency of public benefit recipients (i.e., Hope Florida); and

Information related to initiatives that support self-sufficiency are tracked through data derived from local dashboards, the REACH Act Letter Grade, and the FloridaCommerce Monthly Mangers Report (MMR). Additionally, CSPBC developed a statewide dashboard for CareerSource Florida to track outcomes of Hope Florida participants available here: <https://data.careersourcepbc.com/>.

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(c) Strategies and services used in the local area to support co-enrollment of Welfare Transition and SNAP E&T participants into other workforce development programs. 20 CFR 675.100(h) and 20 CFR 680.620.

Both TANF and SNAP E&T are integrated and co-located in our centers. The one-stop system integrates WT/TANF, SNAP E&T, Vocational Rehabilitation, Adult Education and Family Literacy Act, Wagner Peyser and WIOA programs. Further, CSPBC integrates a number of discretionary grant programs as awarded by the state and/or federal government, such as disability programs awarded through the Social Security Administration, as well as a variety of grants awarded by the USDOL. All these initiatives expand the universe of options available to our TANF and SNAP E&T job-seeker customers. Our resource rooms, workshops, computers, telephones and fax equipment are available during the hours the centers are open. Within the center, space is dedicated to TANF and SNAP E&T program specific "labs," along with dedicated staff who provide employment-related coaching and customer-specific job development and job fair/recruitment activities and events. CSPBC also provides support services, such as assistance with transportation and interview and work attire. If a customer is a domestic violence victim, they are referred to our local expert in domestic violence, Women in Distress (WID). WID works with the customer to develop a safety plan, which is kept confidential for the protection of the customer and informs CSPBC that a plan is in place.

In alignment with CareerSource Florida's goal to reduce welfare dependence, CSPBC has also incorporated the following goal into its strategic plan:

*Reduce welfare dependency and increase economic self-sufficiency for Palm Beach County residents by focusing on community collaboration between workforce, education, industry, and other partners to break down community silos and maximize the effectiveness of workforce development efforts.*

Objectives related to the above goal include:

- Once customers find employment, follow-up and transitional services are offered to stabilize and support continued employment and to reduce recidivism.
- Educate DCF Service Centers regarding CSPBC roles & responsibilities to ensure better co-management of WTP/SNAP clients. CSPBC will complete three (3) in-person visits of each DCF Service Center in Palm Beach County by 06/30/2025 to ensure communication about CSPBC services and processes are current and accurate.

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## PERFORMANCE & EFFECTIVENESS

The local workforce plan must include:

- (1) The local levels of performance negotiated with the Governor and chief local elected official(s) with WIOA § 116(c), to be used to measure the performance of the local area and to be used by the LWDB for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B, and the one-stop delivery system in the local area. (WIOA §108(b)(17) and 20 CFR 679.560(16)(b))

CSPBC will work with the Florida Department of Commerce (FloridaCommerce) and CareerSource Florida to negotiate primary indicators of performance levels for the coming program years 2024 and 2025. Negotiations will be based on the five primary measures within the WIOA Youth, Adult and Dislocated Worker Programs, as well as the three primary measures within the Wagner-Peyser program. The negotiations will be based on current performance, a review of current economic conditions, and participant characteristics. In addition, continuous improvement will be considered.

The primary measures include:

- Unsubsidized employment in the 2nd quarter after program exit
- Unsubsidized employment in the 4th quarter after program exit
- Median Earnings
- Credential Attainment
- Measurable Skills Gain

At the time this plan was published, performance measures for program years 2024 and 2025 had not yet been finalized. Once FloridaCommerce and CareerSource Florida completes the negotiation process with CSPBC, CSPBC will update the plan to include the agreed-upon primary indicators of performance.

- (2) Actions the LWDB will take toward becoming or remaining a high- performing board, consistent with the factors developed by the state board pursuant to WIOA §101(d)(6).

CSPBC is committed to remaining a high-performing board, utilizing funds under its direction in the most efficient and transparent fashion possible while assuring a sound return on investment for Palm Beach County career seekers and businesses. Sound investments in our community means facilitating a trained, competitive workforce that contributes to business growth, economic mobility, and a diverse local economy.

CSPBC is committed to continuously enhancing our workforce service delivery for employers, career seekers, and partner organizations. An emphasis on seeking out and utilizing customer feedback ensures we are hearing the voice of our customers and considering their input at the forefront of our service-delivery design. CSPBC will seek to identify and implement the most promising practices in workforce from across the nation through annual attendance of workforce conferences held by the Southeastern Employment and Training Association (SETA), the National Association of Workforce Boards (NAWB), National Association of Workforce Professionals (NAWDP), and the National Association of State Workforce Agencies (NASWA).

The CSPBC LWDB and its Council of Elected Officials ensures the success of achieving

organizational goals on an on-going and annual basis using a broad array of performance indicators. Such indicators include:

- State annual program and fiscal reviews.
- Annual external audit.
- Multiple yearly external fiscal monitorings.
- Multiple external program monitorings each year.
- Monthly internal programmatic monitorings.
- Performance reports covering all funding streams.
- Financial Reports.

(3) How the LWDB considered feedback from one-stop career center customers when evaluating the effectiveness of its one-stop career centers.

CSPBC receives feedback from one-stop career center customers using the following methods:

- Surveys using survey software.
- Customer experience comments, notes, and suggestions.
- Social Media.
- Success stories from customers and staff.
- Complaints received by customers along with the resolution.

(4) Actions the LWDB took to implement and assess the use and effectiveness of the following WIOA waiver(s) in effect for Florida, if applicable.

(a) Waiver associated with the requirement at WIOA § 129(a)(4)(A) and 20 CFR 681.410 that State and local areas expend 75 percent of local formula youth funds on out-of-school youth. The response should include programmatic outcomes including the increase of:

- a. Youth that attained a measurable skill gain;
- b. Youth that attended post-secondary education;
- c. Youth that participated in occupational skills training;
- d. ISY who participated in work experience opportunities; and
- e. Youth that earned an industry-recognized credential.

(b) Waiver of 20 CFR 681.550 to allow WIOA individual training accounts (ITAs) for in-school youth (ISY). The response should include programmatic outcomes including:

- a. Improved response of the LWDB and youth providers' to the workforce needs of ISY;
- b. Increased number of youth that utilized an ITA to pursue an industry-recognized post-secondary credential;
- c. Increased access to and engagement of ISY in need of post-secondary education, training and support to succeed in the labor market; and
- d. Increased number of prepared youth candidates who are ready to fill high growth industry demand in the State and local area.

On March 9, 2023, the U.S. Department of Labor Employment and Training Agency (DOL ETA) approved a waiver associated with the requirement at WIOA Section 129(a)(4)(A) and 20 CFR 681.410 that local areas expend 75 percent of local formula youth funds on out-of-school youth (OSY) and 20 CFR 681.550 to allow WIOA individual training accounts (ITAs) for in-school youth (ISY). On May 24, 2023, the Florida Department of Commerce (FloridaCommerce) communicated guidance regarding the waiver to CSPBC via Memorandum.

CSPBC has evaluated the waiver and instituted changes to ensure this increased flexibility is utilized to empower ISY in Palm Beach County. We are currently engaging with the School Board of Palm Beach County to explore the feasibility of placing a part time navigator within the school district to refer students into the program who are at risk. Our outcomes (shown below) have shown decline, not due to the waiver, but rather due to reductions in overall programmatic funding (CSPBC's training budget was \$80k PY23 and \$1M PY22). However, the waiver will empower CSPBC to create a responsive system for Youth in Palm Beach County and to maximize our funding to effect the greatest impact for youth, specifically those ISY who are at risk.

Programmatic Outcomes (Youth Funding)			
Program Year 2022		Program Year 2023	
Youth that attained an MSG	67.1%	Youth that attained an MSG	71.2%
Youth that attended post-secondary education	134	Youth that attended post-secondary education	106
Youth that participated in occupational skills training	158	Youth that participated in occupational skills training	114
ISY who participated in work experience opportunities	45	ISY who participated in work experience opportunities	31
Youth that earned an industry-recognized credential	93.8%	Youth that earned an industry-recognized credential	90.6%

Performance Outcomes (ITA Waiver)	PY 2022	PY 2023
Improved response of the LWDB and youth providers' to the workforce needs of ISY;	Florida's receipt of the Waiver of 20 CFR 681.550, enhanced CSPBC's ability to meet the workforce needs of ISY. By enabling ISY to access ITAs, the LWDB can now offer targeted training opportunities that align with the county's high-growth sectors, such as Information Technology, Healthcare, Trades, and Manufacturing. This will better equip students with the skills needed to transition seamlessly into the workforce, addressing skill gaps and boosting employment outcomes.	
Increased number of youth that utilized an ITA to pursue an industry-recognized post-secondary credential;	28	14
Increased access to and engagement of ISY in need of post-secondary education, training and support to succeed in the labor market; and	37	29
Increased number of prepared youth candidates who are ready to fill high growth industry demand in the State and local area.	171	160

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## REGIONAL PLAN REQUIREMENTS

LWDBs in an identified planning region will have to work together to formulate a regional plan as an addendum to each of their local plans. Once identified, planning regions will remain in effect if federal and state requirements for planning regions continue to be met. With each submission of the regional plan to the state, the respective LWDBs and chief local elected official(s) will certify that the requirements to be identified as a planning region continue to be met. The regional plan must include:

(1) **Names of the LWDAs that comprise the planning area.** ([Administrative Policy 123: Regional Planning Area Identification and Requirements](#))

CareerSource Research Coast and CareerSource Palm Beach County comprise the Palm Beach-Treasure Coast Regional Planning Area (RPA).

(2) **Description of how the planning region shares a single labor market, shares a common economic development area, and possesses federal and non-federal resources, including appropriate education and training institutions, to administer activities under WIOA, subtitle B.** ([Administrative Policy 123: Regional Planning Area Identification and Requirements](#))

**Shared labor market:** Below is a table of the most recent US Bureau of Labor Statistics' defined metropolitan statistical areas that are incorporated within the four counties in the RPA.

County	LWDB	Metropolitan Statistical Area
Indian River	Research Coast	Sebastian-Vero Beach
Martin	Research Coast	Port St. Lucie
Palm Beach County	Palm Beach County	Miami-Fort Lauderdale-Pompano Beach (AND West Palm Beach-Boca Raton-Boynton Beach Metropolitan Division)
St. Lucie	Research Coast	Port St. Lucie

CareerSource Research Coast includes Port St. Lucie and the Sebastian-Vero Beach MSA. Palm Beach County is a part of the Miami-Fort Lauderdale-Pompano Beach MSA but also includes the West Palm Beach-Boca Raton-Boynton Beach Metropolitan Division – which is the northernmost portion of the Miami MSA.

While the RPA includes multiple MSAs, there are further relationships evidenced by economic development areas, similar industrial composition, commuting patterns, and other features that evidence an Atlantic coast region capable of planning and leveraging similar experiences to amplify workforce development efforts. For the sake of regional planning, this RPA encapsulates a shared labor market.

**Common economic development area:** Below is a table of selection of economic development organizations that are represented amongst the four counties of the two LWDAs in the RPA. The table includes information on the Enterprise Florida Region of each county, the US Economic Development Administration (EDA) Economic Development District (EDDs), and three columns of additional economic development organizations (EDOs) that are located within the two LWDAs. While Enterprise Florida is currently transitioning as an organization (SelectFlorida was formed in 2023 as Direct Support Organization for FloridaCommerce to promote international trade and investment), the regional geographies remain unchanged in the transition from Enterprise Florida to SelectFlorida.

County	LWDB	SelectFlorida Region	EDA/EDDs	Additional EDO	Second Additional EDO	Third Additional EDO
Indian River	Research Coast	Southeast	Treasure Coast Regional Planning Council	Indian River County Chamber of Commerce		
Martin	Research Coast	Southeast	Treasure Coast Regional Planning Council	Business Development Board of Martin County		
Palm Beach	Palm Beach County	Southeast	Treasure Coast Regional Planning Council	Business Development Board of Palm Beach County	Palm Beach County Department of Housing and Economic Development	Economic Council of Palm Beach County, Inc.
St. Lucie	Research Coast	Southeast	Treasure Coast Regional Planning Council	St. Lucie County Economic Development Council		

All four counties in the RPA across the two local workforce development boards are located within the same SelectFlorida region (Southeast). The Treasure Coast Regional Planning Council covers Indian River, Martin, Palm Beach, and St. Lucie Counties exclusively as a regional planning and economic development body. The RPA each has an appointed individual on this Council, the CEO of LWDB 21 CareerSource Palm Beach County and the CEO of LWDB 20 CareerSource Research Coast. In addition to the regional economic development lens showcasing a common economic development area, each county also has the local economic development capacity to focus on local projects and priorities.

During our first planning session held on May 21, the RPA collaborated to determine the regional in-demand sectors, which are:

- Targeted Industries: Healthcare, Skilled Trades (Construction)
- Emerging Sectors: Manufacturing (Marine), Logistics/Distribution

The recommended sectors were based upon labor market information (LMI) from the Community Economic Development's report and the aforementioned information, as well as insight garnered from both LWDA's business engagement teams.

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**Federal and non-federal education and training providers to administer programs under WIOA subtitle B:**

The below table encapsulates the LWDAs' most recently publicly posted local eligible training provider list. The CareerSource Florida State Board of Directors recently approved FloridaCommerce Administrative Policy "Eligible Training Providers List Requirements" (page 116 of the September 19, 2023, Board Meeting). This admin policy directs that moving forward, the local ETPLs will be a subset of the state level ETPL – with a recognition that LWDBs have the discretion to add additional requirements for training providers except for registered apprenticeship programs moving forward. This list showcases ample coverage of training providers within the RPA.

<b>LWDB</b>	<b>Provider</b>
Research Coast	Fortis
Research Coast	Indian River State College
Research Coast	Keiser University
Research Coast	PC Professor
Research Coast	Treasure Coast Technical College
Research Coast	Treasure Coast Medical Institute
Research Coast	CareerSource Research Coast
Research Coast	CVS Health
Research Coast	Florida Behavioral Health Association
Research Coast	Florida East Coast Electrical JATC
Research Coast	Florida Training Services
Research Coast	Learning Alliance Corporation Apprenticeship, GNJ
Research Coast	Machining Solutions
Research Coast	OpenClassrooms
Research Coast	Palm Beach County Ironworkers JATC
Research Coast	Pipe U Registered Apprenticeship
Research Coast	Piper Aircraft
Research Coast	Society for Human Resource Management Foundation

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Palm Beach County	Academy for Nursing and Health
Palm Beach County	Barry University
Palm Beach County	Brainstation Education
Palm Beach County	Cambridge College of Healthcare and Technology
Palm Beach County	Capscare Academy for Healthcare Education
Palm Beach County	Care Hope College
Palm Beach County	Chancellor Institute
Palm Beach County	College of Health and Allied Development
Palm Beach County	Connecticut School of Broadcasting
Palm Beach County	DATS of Florida
Palm Beach County	Dentrilogy Academy
Palm Beach County	Emergency Educational Institute
Palm Beach County	Florida Atlantic University
Palm Beach County	HCI College
Palm Beach County	International College of Health Sciences
Palm Beach County	ITech Technical
Palm Beach County	Jose Maria Vargas University
Palm Beach County	Keiser University
Palm Beach County	LiveIT Academy
Palm Beach County	Medical Career Academy
Palm Beach County	Medical Institute of Palm Beach
Palm Beach County	Palm Beach Code School
Palm Beach County	Palm Beach County School Board
Palm Beach County	Palm Beach State College
Palm Beach County	DC Professor
Palm Beach County	QM Career Institute
Palm Beach County	Ruby's Academy for Health Occupations
Palm Beach County	South Florida Academy of Air Conditioning
Palm Beach County	South Florida Healthcare Institute
Palm Beach County	Southeastern College
Palm Beach County	Suncoast Trucking Academy
Palm Beach County	The Academy - Ft Lauderdale
Palm Beach County	The CDL School

**(3) Analysis of regional and local population centers, commuting patterns, industrial composition, location quotients, labor force conditions, and geographic boundaries. [\(Administrative Policy 123: Regional Planning Area Identification and Requirements\)](#)**

**Population centers and changes:** The following table showcase total population in 2017, total population in 2022, the change in that total population from that period, and the percentage growth. The next table after that showcases the same data but restricted only to the working age population of 25–65-year-old residents. This data is sourced from the US Census Bureau American Community Survey and is presented on a county level. Following the tables is a brief narrative showcasing trends throughout the RPA.

County	LWDB	2017 Total	2022 Total	2017-2022 Change	2017-2022 Growth
		Population	Population		
Indian River	Research Coast	147,981	160,986	13,005	8.8%
Martin	Research Coast	155,719	159,399	3,680	2.4%
Palm Beach County	Palm Beach County	1,426,772	1,494,805	68,033	4.8%
St. Lucie	Research Coast	298,763	334,682	35,919	12.0%

County	LWDB	2017 Working Age Population (25-65)	2022 Working Age (25-65) Population	2017-2022 Working Age Change	2017-2022 Working Age Growth
Indian River	Research Coast	66,989	71,349	4,360	6.5%
Martin	Research Coast	73,246	73,180	-66	-0.1%
Palm Beach County	Palm Beach County	708,643	734,394	25,751	3.6%
St. Lucie	Research Coast	146,320	163,215	16,895	11.5%

All four counties in the RPA experienced population growth. St. Lucie County grew the most in relation to relative population, with a 12% increase in population from 2017 to 2022. Palm Beach County added the greatest number of total residents with a population increase of nearly 70,000 people during the period. Palm Beach County would be the population center of this Local Workforce Development Area (LWDA), with nearly 1.5 million residents living in the county in 2022. Nearly ¾ of a million of those residents are between the ages of 25-65. There are more than 2.1 million residents living within the four counties of the RPA.

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## CareerSource Research Coast

The commuting patterns are split by “Work” and “Home” destinations. The “Home” destination reports showcase where workers live who are employed within the LWDB. The “Work” destination reports showcase where workers are employed who live within the borders of the LWDB.

### Home Destination - Full LWDB

#### Total All Jobs

2021		
	Count	Share
Total All Jobs	206,242	100.0%

### Work Destination - Full LWDB

#### Total All Jobs

2021		
	Count	Share
Total All Jobs	251,748	100.0%

### Jobs Counts by Counties Where Workers Live - All Jobs

	2021	
	Count	Share
St. Lucie County, FL	75,711	36.7%
Indian River County, FL	36,818	17.9%
Martin County, FL	30,979	15.0%
Palm Beach County, FL	14,321	6.9%

### Jobs Counts by Counties Where Workers are Employed - All Jobs

	2021	
	Count	Share
St. Lucie County, FL	58,601	23.3%
Martin County, FL	48,220	19.2%
Palm Beach County, FL	37,166	14.8%
Indian River County, FL	36,687	14.6%

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## **CareerSource Palm Beach County**

The commuting patterns are split by “Work” and “Home” destinations. The “Home” destination reports showcase where workers live who are employed within the LWDB. The “Work” destination reports showcase where workers are employed who live within the borders of the LWDB.

### **Home Destination - Full LWDB**

#### **Total All Jobs**

**2021**

	<b>Count</b>	<b>Share</b>
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Total All Jobs	612,502	100.0%
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### **Work Destination - Full LWDB**

#### **Total All Jobs**

**2021**

	<b>Count</b>	<b>Share</b>
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Total All Jobs	586,130	100.0%
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### **Jobs Counts by Counties Where Workers Live - All Jobs**

	<b>2021</b>	
	<b>Count</b>	<b>Share</b>
Palm Beach County, FL	394,018	64.3%
Broward County, FL	76,890	12.6%
Miami-Dade County, FL	31,315	5.1%
St. Lucie County, FL	18,141	3.0%
Martin County, FL	15,267	2.5%
Orange County, FL	7,703	1.3%
Hillsborough County, FL	7,422	1.2%
Lee County, FL	6,356	1.0%

### **Jobs Counts by Counties Where Workers are Employed - All Jobs**

	<b>2021</b>	
	<b>Count</b>	<b>Share</b>
Palm Beach County, FL	394,018	67.2%
Broward County, FL	82,014	14.0%
Miami-Dade County, FL	34,406	5.9%
Orange County, FL	9,402	1.6%
Martin County, FL	8,080	1.4%
Hillsborough County, FL	7,635	1.3%
Lee County, FL	4,705	0.8%
St. Lucie County, FL	4,695	0.8%

**Industrial composition and location quotients:** Included is a county level breakdown of location quotients (LQs) for each of the counties included in the initially requested RPAs. LQs measures the counties industrial specialization relative to the entire US based off population and the number of jobs. An LQ of 1 indicates an average concentration of that industry while an LQ greater than 1 indicates a specialization and less than 1 a lack of industry concentration. The data included are at a 2-digit NAICS level for 2022. Following the table is a brief narrative highlighting similar industry strengths amongst counties represented in the RPA. These values are sourced from Lightcast.

County	LWDB	Agriculture, Forestry, Fishing and Hunting	Mining, Quarrying and Oil and Gas Extraction	Utilities	Construction	Manufacturing	Wholesale Trade	Retail Trade	Transportation and Warehousing	Information	Finance and Insurance	Real Estate and Rental and Leasing	Professional, Scientific, and Technical Services	Management of Companies and Enterprises	Administrative and Support and Waste Management and Remediation Services	Educational Services	Health Care and Social Assistance	Arts, Entertainment, and Recreation	Accommodation and Food Services	Other Services (except Public Administration)	Government	Unclassified Industry
Indian River	Research Coast	1.61	0.08	0.82	1.48	0.50	0.57	1.50	0.42	0.33	0.72	1.55	0.77	0.35	1.05	0.64	1.28	2.65	1.14	1.73	0.57	0.66
Martin	Research Coast	0.80	0.17	1.16	1.54	0.55	0.80	1.25	0.49	0.47	0.68	1.17	0.79	0.22	1.43	0.38	1.44	1.87	1.21	1.65	0.51	0.67
Palm Beach County	Palm Beach County	1.04	0.08	0.87	1.18	0.38	0.85	1.15	0.60	0.75	1.01	1.83	1.18	0.94	1.37	0.81	1.03	1.92	1.17	1.64	0.61	0.87
St. Lucie	Research Coast	0.71	0.02	1.73	1.48	0.63	0.82	1.41	1.05	0.32	0.41	1.15	0.71	0.15	1.15	0.71	1.06	1.12	1.20	1.20	1.01	0.80

Location quotients are a measure of the concentration of industry employment in a given geography relative to total population. For the sake of the analysis, the LQs are broken down on a county level and at the highest NAICS level (2 digits). The primary portion of this analysis will highlight industry strengths for each county. The secondary portion will highlight shared industry strengths to capitalize moving forward.

- **Indian River County** (CareerSource Research Coast) has an LQ greater than 1 for Agriculture/Forestry/Fishing (1.61), Construction (1.48), Retail Trade (1.50), Real Estate (1.55), Administrative Support (1.05), Healthcare (1.28), Recreation/Entertainment (2.65), and Accommodation/Food (1.14).
- **Martin County** (CareerSource Research Coast) has an LQ greater than 1 for Utilities (1.16), Construction (1.54), Retail Trade (1.25), Real Estate (1.17), Administrative Support (1.43), Healthcare (1.44), Recreation/Entertainment (1.87), and Accommodation/Food (1.21).
- **Palm Beach County** (CareerSource Palm Beach County) has an LQ greater than 1 for Agriculture/Forestry/Fishing (1.04), Construction (1.18), Retail Trade (1.15), Finance and Insurance (1.01), Real Estate (1.83), Professional Services (1.18), Administrative Support (1.37), Healthcare (1.03), Recreation/Entertainment (1.92), and Accommodation/Food (1.17).
- **St. Lucie County** (CareerSource Research Coast) has an LQ greater than 1 for Utilities (1.73), Construction (1.48), Retail Trade (1.41), Transportation and Warehousing (1.05), Real Estate (1.15), Administrative Support (1.15), Healthcare (1.06), Recreation/Entertainment (1.12), Accommodation/Food Services (1.20), and Government (1.01).

The secondary portion of this analysis will highlight common industry strengths within the RPA.

- **Construction, Real Estate, and Utilities:** All four counties have an LQ in construction greater than 1.1, indicating strong employment within that sector for the region. In addition, each county exhibits a strong level of employment within Real Estate. Martin and St. Lucie counties also have an elevated number of jobs in the Utilities industry. These related industries support continued development and expansion in growing LDWAs – and all four counties are experiencing population growth.
- **Administrative Support/Back Office:** All four counties in the RPA have an elevated level of employment in administrative support and back- office industries, indicating a strength to place potential jobseekers in entry level positions.
- **Healthcare:** As populations continue to age throughout the country, but also in the RPA, healthcare services will continue to grow in demand. All four counties have elevated levels of employment within the healthcare industry.
- **Recreation/Entertainment and Accommodation/Food Services:** As the region, continues to grow as a tourist destination with access to beaches, these industries that support tourism have the potential to grow.
- **Agriculture/Forestry/Fishing:** Palm Beach County and Indian River County both have LQs that are greater than 1 for Agriculture/Forestry/Fishing. The western portion of Palm Beach County is rural and heavily reliant upon this industry. As the RPA continues to plan for collaborative strategies, this may be a future industry of interest shared across the two LWDA

**Labor force conditions:** The next three tables display 2017-2022 labor force size and unemployment rate (US BLS) on a county level, 2017-2022 earnings for full time workers and 2022 earnings disaggregated by select education levels, the labor force participation rate for ages 20-64, unemployment rate disaggregated by race, the total population below the poverty line, and educational attainment rates. Following the tables will be a brief narrative highlighting similarities amongst the counties included in the RPA that could inform future planning.

County	LWDB	2017				2022			
		Labor Force	Employed	Unemp.	Unemp. Rate	Labor Force	Employed	Unemp.	Unemp. Rate
Indian River	Research Coast	63,455	60,211	3,244	5.1	67,947	65,644	2,303	3.4
Martin	Research Coast	71,501	68,459	3,042	4.3	76,101	74,049	2,052	2.7
Palm Beach County	Palm Beach County	716,528	686,091	30,437	4.2	763,006	740,847	22,159	2.9
St. Lucie	Research Coast	138,130	130,882	7,248	5.2	155,564	150,258	5,306	3.4

County	LWDB	Earnings					
		2017 Earnings (Median earnings (dollars) for full-time, year- round workers with earnings)	2022 Earnings (Median earnings (dollars) for full-time, year- round workers with earnings)	2017-2022 Change in Earnings (Median for full- time)	2017-2022 Growth (Median for full- time)	2022 Median Earnings Less than High School	2022 Earnings Some College / Associates
Indian River	Research Coast	\$36,546	\$48,750	\$12,204	33.4%	\$29,969	\$37,500
Martin	Research Coast	\$43,930	\$56,566	\$12,636	28.8%	\$28,148	\$39,131
Palm Beach County	Palm Beach County	\$42,079	\$53,946	\$11,867	28.2%	\$27,808	\$41,691
St. Lucie	Research Coast	\$36,361	\$46,078	\$9,717	26.7%	\$31,383	\$39,893

County	LWDB	Labor force conditions				Total below poverty line	Education		
		LFPR 20- 64 (2022)	Unemployment Rate - White Alone - 2022	Unemployment Rate - Black Alone 2022	Unemployment Rate - Hispanic Alone 2022		Pop 25- 64 w/out high school	Pop 25-64 with only high school	Pop 25-64 with some college and above
Indian River	Research Coast	72.9%	5.6%	12.3%	3.7%	9,878	7,355	18,329	25,684
Martin	Research Coast	73.3%	4.0%	8.9%	5.0%	7,995	6,209	17,583	23,792
Palm Beach County	Palm Beach County	79.9%	5.0%	8.3%	5.4%	80,917	84,636	167,127	251,763
St. Lucie	Research Coast	76.1%	5.3%	8.2%	5.9%	19,817	17,591	50,570	33,268

This portion of the analysis will consider unemployment rates, labor force participation rates, median earnings, poverty, and educational attainment for the counties within the RPA.

*Unemployment conditions:* Compared to 2017, the unemployment rate for all of the counties within the RPA has diminished. For example, in 2017 St. Lucie County had an unemployment rate of 5.2% with more than 7,200 unemployed workers looking for jobs. In 2022, that rate has dropped to 3.4% with 5,300 workers looking for jobs – despite adding more than 12,000 total people to the workforce in that same period. The counties within the RPA all exhibit labor force growth and the ability to grow the jobs base to support that growth in a tight labor market.

*Labor force participation rates:* The counties within the RPA all have strong labor force participation rates, with Palm Beach County nearing a very high 80% labor force

participation rate. For comparison's sake, the US average labor force participation rate as of November 2023 was just over 62%. The high labor force participation rate, coupled with the low unemployment rate, signifies a wealth of opportunities for job seekers within the RPA. However, with this opportunity comes a challenge for employers within the RPA. There is an opportunity for the two local workforce development boards to co-develop creative strategies to continue to assist employers in need of talent within the two LWDAs.

*Median earnings:* All four counties experienced an increase in their median earnings for full time workers from 2017 to 2022. Besides St. Lucie County, each of the counties experienced a more than \$10,000 increase in median earnings for full time workers (St. Lucie County just missed the \$10,000 mark with a \$9,717 increase). All four counties exhibited strong growth rates ranging from 26.7% to 33.4% growth.

*Poverty and educational attainment:* Each of the counties represented in the RPA have populations in poverty. While this data set doesn't capture the qualitative nature of that poverty, there are opportunities for the LWDBs in the RPA to develop strategies to reduce the thousands of people that live in poverty. A strong method to lift people out of poverty is to couple training with employment opportunities. Each county has a significant portion of the population without a high school degree or with only a high school degree.

**Relevant geographic boundaries:** The section denotes any major geographic boundaries, waterways, and ports that offer economic opportunity to the region and that may be shared amongst the LWDAs. This is a non-exhaustive list:

- All four counties boast strong access to the Atlantic coast as well as roadways to a large portion of Florida's population (Indian River is within 3 hours drive of 90% of Florida's population).
- The Indian River spans from Indian River County south through St. Lucie, Martin, and Palm Beach Counties.
- Martin and Palm Beach County border Lake Okeechobee in Central Florida. Palm Beach County's western communities are considered to be part of Florida's rural Heartland.

**(4) Description of the established regional service strategies using cooperative service delivery agreements that include but are not limited to:**

**(a) Consistent eligibility standards and enrollment processes.**

The RPA has identified all local eligibility policies and procedures and agreed to conduct joint reviews to explore the feasibility of developing regional policies related to WIOA Title I, Wagner-Peyser, and Jobs for Veterans State Grant (JVSG) eligibility and enrollment.

Currently, each LWDA has a separate enrollment process for WIOA Title I Adult participants. The RPA has agreed to explore the use of Geographic Solutions Eligibility Explorer® tool as a means of standardizing the enrollment process across both LWDAs. CSPBC has modified the tool, in coordination with Geographic Solutions, for the primary use of WIOA Adult eligibility and enrollment. CSPBC will share enrollment procedures with CSRC and identify if the RPA could benefit from an aligned enrollment process utilizing Eligibility Explorer.

**(b) Common training and coordination of supportive service offerings, as appropriate.**

Supportive service awards for WIOA Title I participants are intended to enable enrolled individuals to participate in workforce-funded programs and activities to secure and retain employment. Based on individual assessment and availability of funds, supportive services such as transportation, childcare, dependent care, and needs-related payments, may be awarded to eligible participants on an as-needed basis according to the administering local area's administrative policies. Although it was determined that the supportive service offerings in each LWDA remain unique to the needs of each area's community, the RAP agreed to explore the creation of a unified RPA supportive services policy to align how supportive services are administered.

**(c) Common technology tools and sharing of data within tools outside of Employ Florida.**

The RPA currently utilizes the following tools/systems:

- Smartsheet
- CASAS assessment tool
- Microsoft SQL
- VOSGreeter®
- Microsoft Business Intelligence

CSPBC successfully negotiated an RPA-based contract for use of Geographic Solutions VOSGreeter® career center intake software. Geographic Solutions agreed to charge a single rate for both LWDAs for use of the system. Alignment in the use of this software will promote a consistent customer experience for jobseekers checking into local career centers.

In addition to VOSGreeter®, Geographic Solutions agreed to a reduced price to convert CSRC files into the Employ Florida document management system. This will bring both LWDAs into alignment and realize a cost savings for CSRC moving forward.

CSPBC will share Microsoft Business Intelligence (BI) dashboards with CSRC to help identify performance trends and the demographics and barriers of clients. Additionally, CSPBC will make data queries through Microsoft SQL queries available to CSRC, as needed.

**(5) Description of sector strategies for existing and emerging in-demand sectors or occupations. (20 CFR 679.560(a)(1)(ii)**

**(a) How will the planning region convene or support the convening of regional employers, foundations, institutions, and other stakeholders to create or maintain sector partnerships?**

The RPA determined the regional in-demand sectors, which are:

- Targeted Industries: Healthcare, Skilled Trades (Construction)
- Emerging Sectors: Manufacturing (Marine), Logistics/Distribution

The RPA will co-develop a Regional Employer Engagement Plan. Ideas to be included in the plan are:

- Providing one another with the quarterly report from their respective Education and

Industry Consortiums and conduct joint analysis to identify shared, critical in-demand occupational needs in key sectors. The RPA will consider the information obtained from each consortium to determine the most effective ways to grow, retain, and attract talent to the RPA.

- Staff from the RPA will identify economic agencies that are coordinating currently. If no coordination is in place, staff will see how we can get agencies to communicate.
- Staff from the RPA will explore the feasibility of regionally addressing incoming companies based upon LMI commuting patterns with the economic development agencies.
- The RPA will apply for a joint regional state Incumbent Worker Training (IWT)/Quick Response Training (QRT) grants for employers of the targeted/emerging sector(s), where applicable that have locations in each local area or have a significant number of employees who commute across local area lines.
- The RPA will facilitate quarterly meetings with business development staff across the LWDAs.

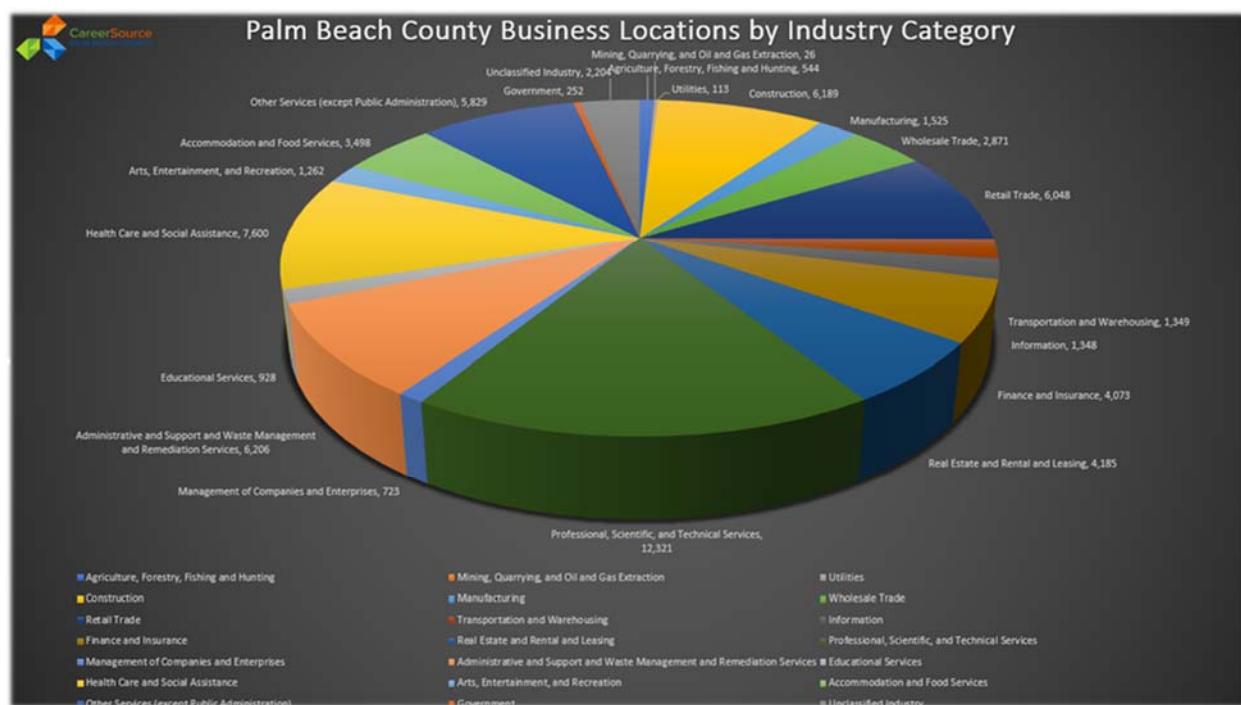
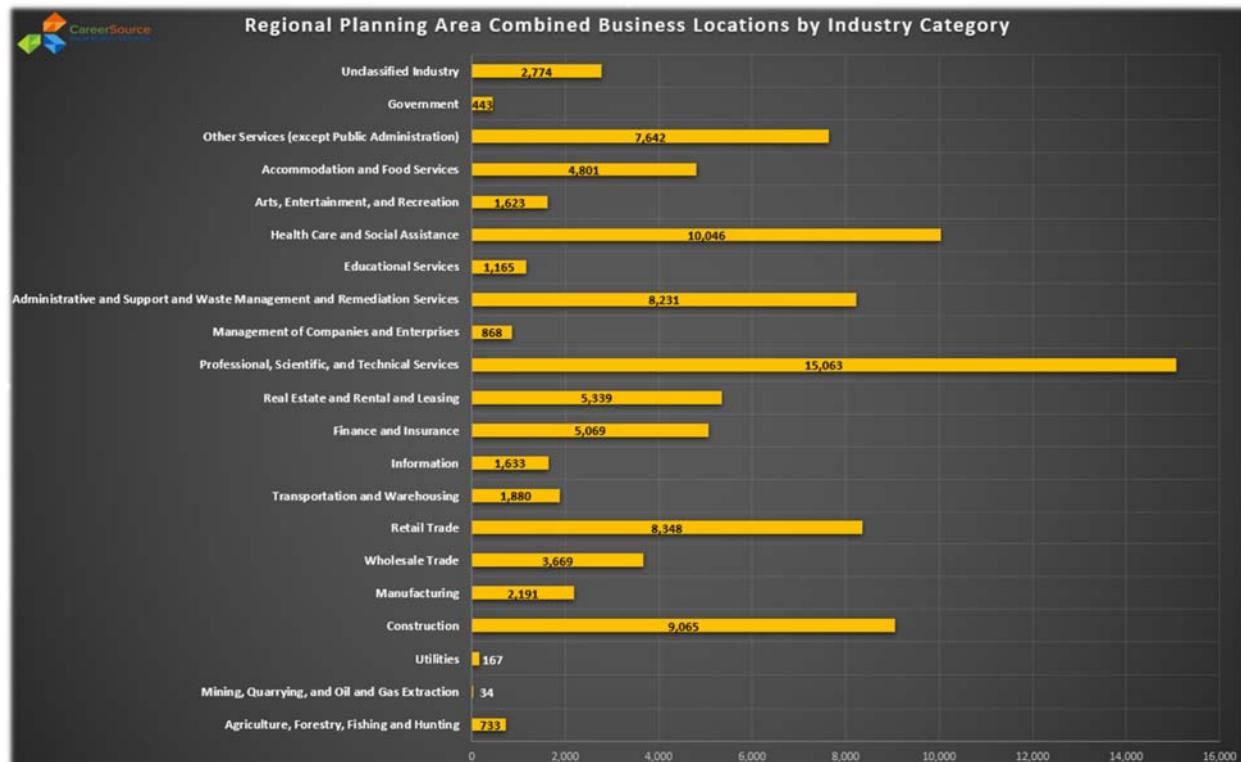
**(b)** Identify and describe the established and active sector partnerships in the planning region.

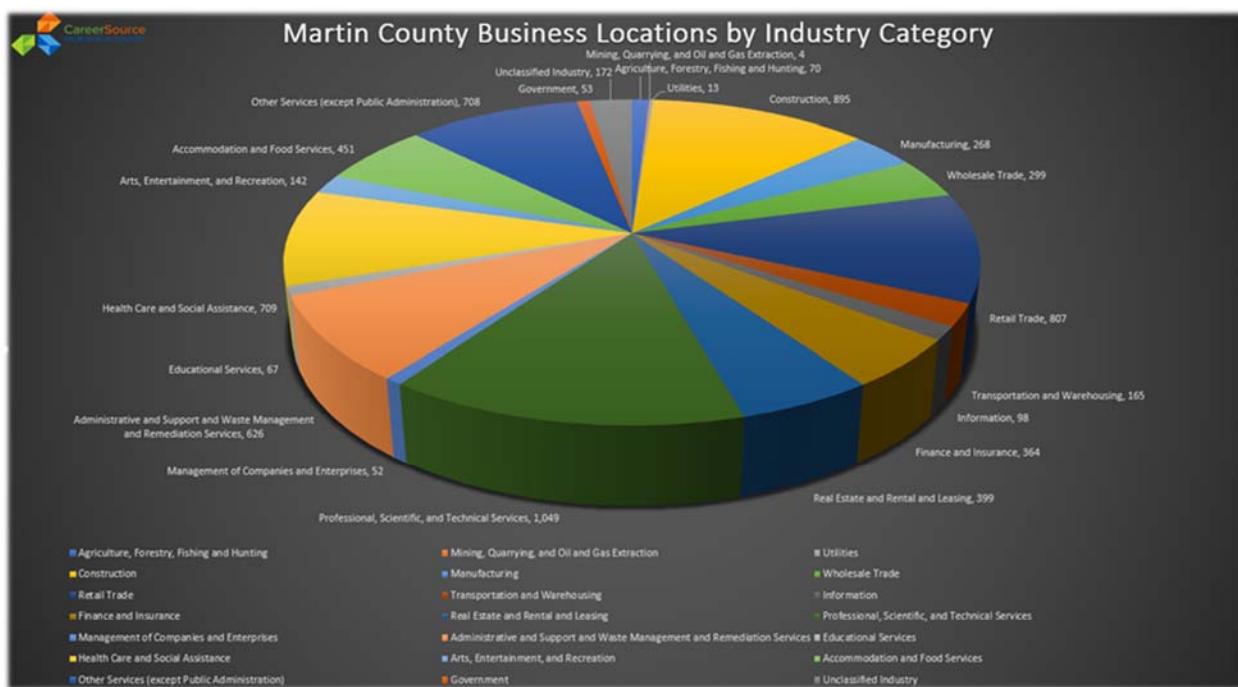
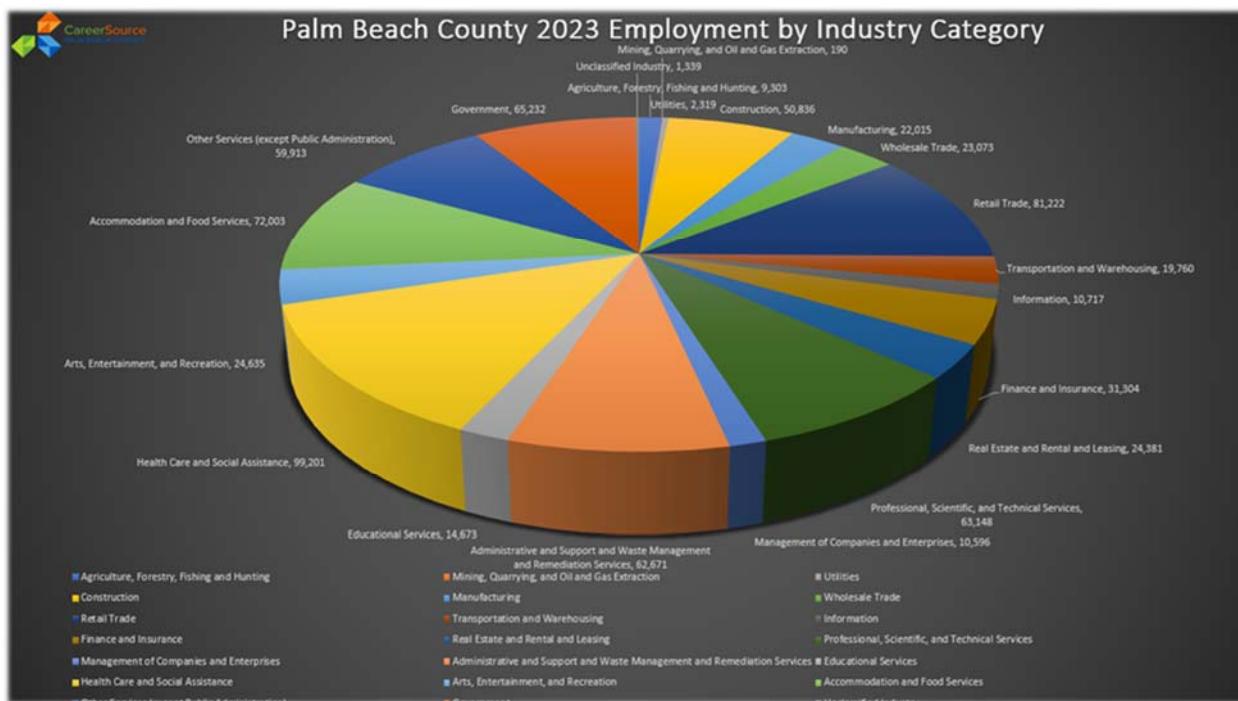
Treasure Coast Regional Planning Council (Composition/Description): All four counties in the RPA across the two local workforce development boards are located within the same SelectFlorida region (Southeast). The Treasure Coast Regional Planning Council covers Indian River, Martin, Palm Beach, and St. Lucie Counties exclusively as a regional planning and economic development body. Palm Beach County has one appointed individual on this Council, the CEO of LWDB 21 CareerSource Palm Beach County. Indian River, Martin, and St. Lucie counties are represented by the CEO of CareerSource Research Coast. In addition to the regional economic development lens showcasing a common economic development area, each county also has the local economic development capacity to focus on local projects and priorities.

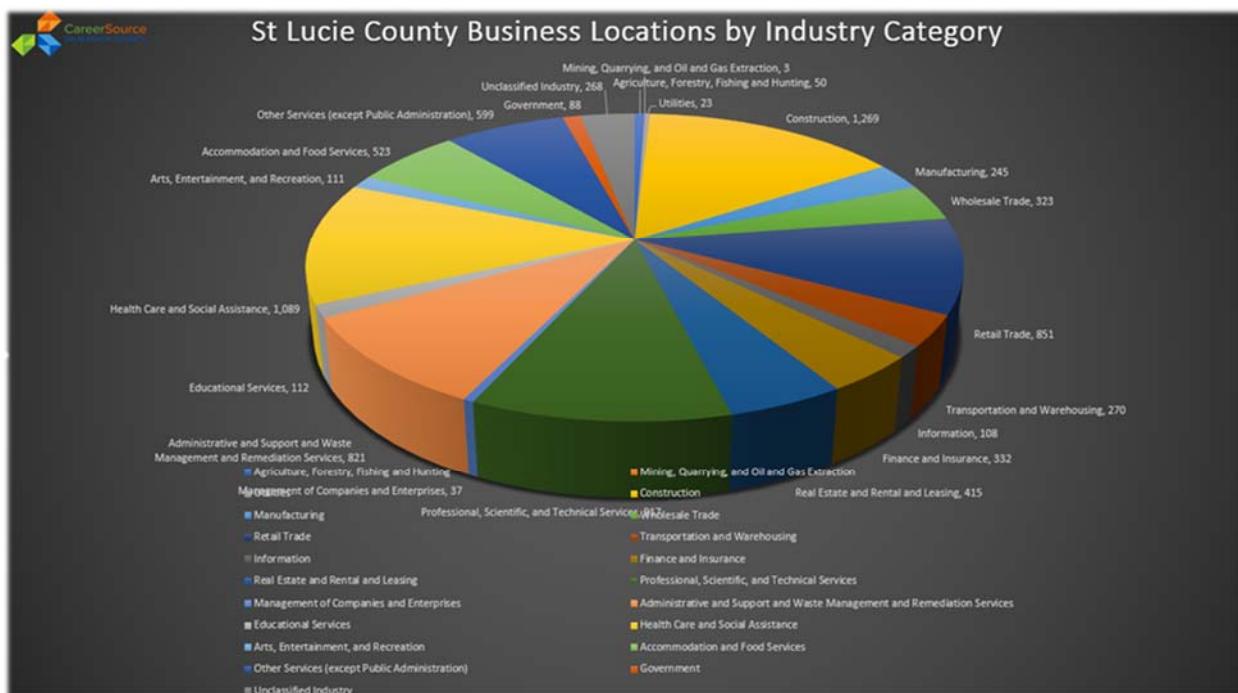
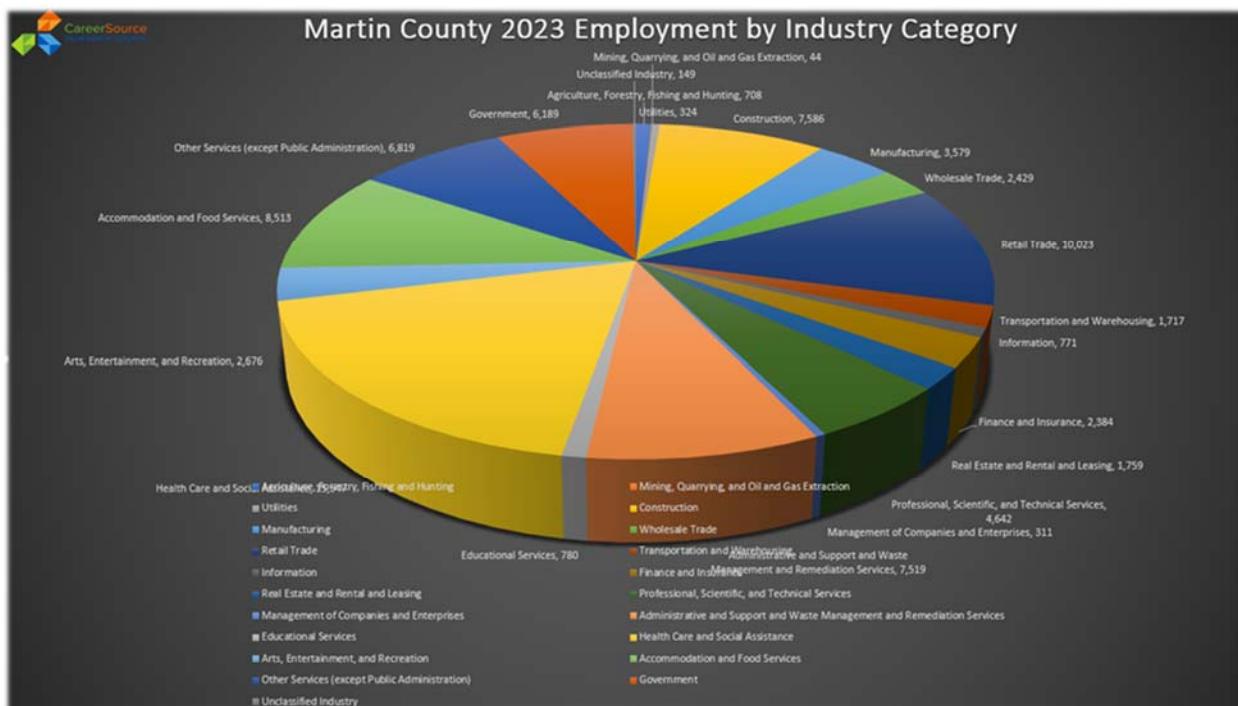
**(6) Description of the collection and analysis of regional labor market data (in conjunction with the state).**

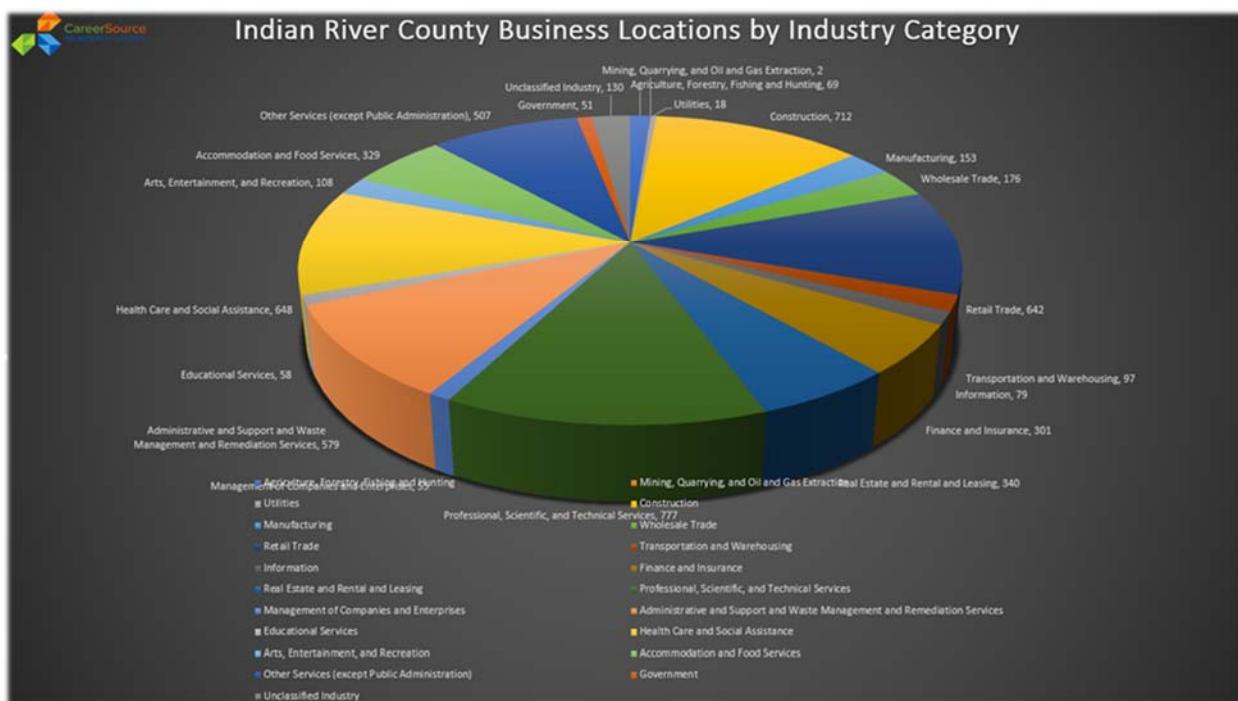
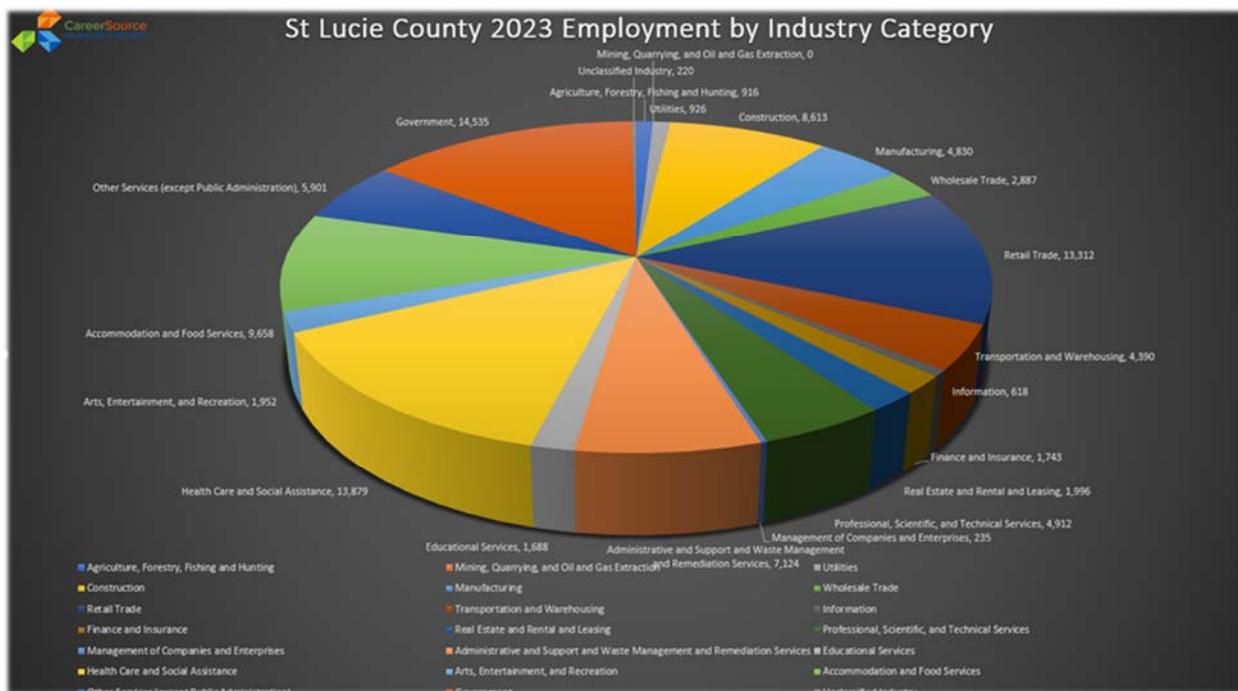
The following charts represent the regional labor market data obtained from Lightcast.

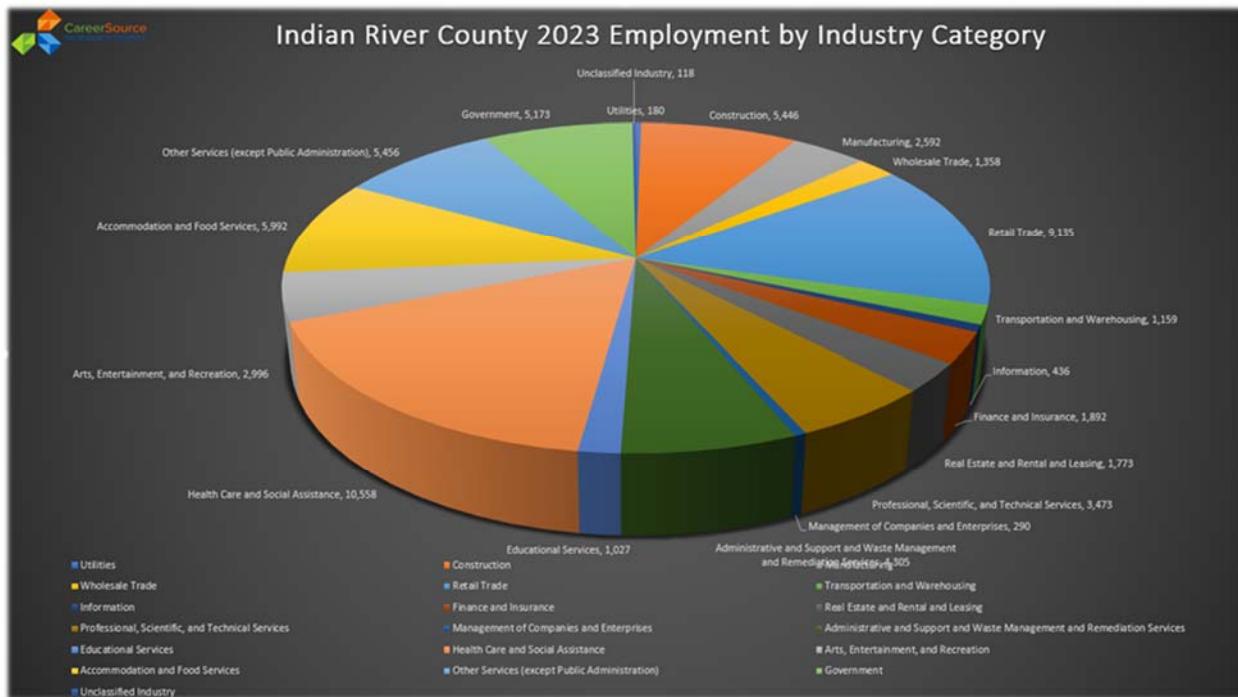
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**(7) Description of the planning region's coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate.**

20 CFR 679.510(a)(1)(v) states that LWDBs and Chief Elected Officials (CEOs) within an identified planning region must coordinate administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate. Currently, the CEOs in each LWDB and the workforce development boards do not consider it appropriate to pool administrative resources as separation allows each area to respond to the unique requirements of the job seekers and employers in the respective areas.

However, the RPA met on 06/12/2024 to discuss the feasibility of future coordination of certain administrative costs. The RPA identified costs that FloridaCommerce and the state workforce board should address at a state level, and areas that the RPA will address to potentially reduce costs and align customer experience. The areas identified during that planning session are outlined in the tables below.

**Client Tracking and Document Management**

CSPBC engaged Geographic Solutions to negotiate an RPA rate for VOSGreeter that would reduce overall costs across both LWDBs. Additionally, CSPBC requested a reduced cost to convert CSRC's current document files into the Employ Florida document management system. Geographic Solutions agreed to provide both LWDBs access to their client tracking software VOSGreeter for the price of a single LWDB (a cost savings of \$25,000) and reduced the cost of the document management conversion by over \$6,000 to support the state's goal of regionalism. With additional support from CareerSource Florida, the RPA was able to realize a long-term cost savings for CSRC, align customer experience within our career centers, and improve transparency with regards to monitoring and data validation.

Identified Costs for FloridaCommerce & State Workforce Board to Address		
Vendor Name	Description	Impact
Abilla/MIP	Accounting software for managing financial transactions and reporting.	Improved financial management and accountability with consistent reporting standards and enhanced support across the state.
Gazelle	Voucher tracking system for monitoring and managing training vouchers and reimbursements.	Enhanced accuracy and efficiency in voucher processing, ensuring statewide consistency in financial tracking and reporting.
InsideTrack	Coaching development and training program designed to train workforce coaches to improve client service delivery and outcomes.	Enhances coaching effectiveness and consistency across LWDAs and the state, leading to a standardized customer service model. This results in improved client interactions, service quality, and overall client satisfaction.
Lightcast	Labor market information platform providing data and analytics on employment trends and workforce planning.	Better-informed workforce strategies and policy decisions with consistent access to comprehensive labor market data statewide.
Microix	Payroll and timesheet management software for automating payroll processes and tracking employee hours.	Streamlined payroll operations and accurate timesheet tracking, providing uniformity in payroll management and support across the LWDAs.
Smartsheet	Project management and strategic initiative tracking platform for planning, tracking, and reporting projects.	Enhanced project management and strategic planning capabilities with consistent reporting and support for all workforce initiatives statewide.
VosGreeter	Client tracking system for managing and monitoring client interactions and services at one-stop centers.	Improved client service delivery and tracking, ensuring uniform client management practices and support throughout the state.

RPA Identified Costs for Reduction & Customer Experience Alignment		
Vendor Name	Description	Impact
GoDaddy	Website services and hosting.	Enhanced online presence and reliability for improved customer interaction and service delivery.
KnowBe4	IT training tracker.	Strengthened IT security awareness and training, reducing vulnerabilities and enhancing data protection.
N-Able Cove	Data protection software.	Improved data security and compliance measures, reducing risks and ensuring client confidentiality.
Taylor, Hall, Miller, and Parker	Internal programmatic and fiscal monitoring services.	Enhanced program efficiency and fiscal oversight, ensuring compliance and cost-effectiveness.
James Moore and Co	Auditing and tax services.	Enhanced financial transparency and compliance, optimizing resource allocation.
DocuPhase	Document management software.	Streamlined document processes, improving operational efficiency and reducing administrative costs.
Docusign Inc	Electronic signature software.	Accelerated document signing processes, enhancing customer service and operational efficiency.
Indeed	Job search and recruitment platform.	Improved job matching and recruitment efficiency, reducing hiring costs and enhancing employer-employee matches.
Indeed Recruiter	Recruiting services.	Enhanced recruitment strategies and candidate sourcing, improving workforce quality and retention.
Constant Contact	Email marketing and communication platform.	Improved customer engagement and retention through targeted marketing campaigns.
CASAS	CASAS eTests.	Enhanced assessment capabilities, ensuring accurate skill evaluation and program alignment.
Aztec Software	Tutoring and remediation software.	Improved educational outcomes through personalized learning solutions.
Rosetta Stone	Language learning software.	Improved language proficiency and communication skills among clients, enhancing service delivery.
Cyber Security Insurance	Insurance coverage for cyber security risks.	Mitigated financial losses and reputational damage from cyber incidents, ensuring business continuity.

RPA Identified Costs for Reduction & Customer Experience Alignment		
Vendor Name	Description	Impact
Manpower Staffing	Workforce staffing services.	Improved workforce management and staffing flexibility, optimizing operational efficiency.
Microsoft 365 E5	Cloud-based productivity suite.	Enhanced collaboration and productivity through integrated software solutions.
Interpretive Services	Language and cultural interpretation services.	Improved accessibility and inclusivity for diverse client populations.
Rise Vision	Digital signage and display solutions.	Enhanced communication and engagement through dynamic visual displays.
ConnectWise	Remote connection software.	Improved IT support and customer service through efficient remote assistance.

**(8) Description of the planning region's coordination of transportation and other supportive services, as appropriate.**

The RPA will establish coordinated spending caps and similar priority of service policies, and align key sector initiatives (i.e., industry partnerships, community-based grants, sector partnership grants, and other regionally awarded grants), where appropriate, to promote consistency and provide systemic stability.

**(a) What regional organizations currently provide or could provide supportive services?**

- Explore the feasibility of partnering on a grant opportunity to provide ride-share (Lyft, Uber, etc.) for clients traveling from Martin County to Palm Beach County.
- 211 Palm Beach and Treasure Coast covers the entire RPA and is used to assist customers with finding the appropriate support/wrap-around service that they need.
- The RPA was an early implementor of the HOPE FL program. CSPBC designed the referral tracking system and dashboard, which was shared with CSRC.
- The RPA will contact the Lighthouse for the Blind, United Way and the VA about the availability of cross-county services and develop relationships with the agencies providing these services.

**(b) What policies and procedures will be established to promote coordination of supportive services delivery?**

The RPA agrees to document supportive services within the state Management Information System (MIS), Employ Florida to ensure no duplication of service. CSRC and CSPBC will develop applicable regional policies and procedures after reviewing current content.

**(9) Description of the planning region's coordination of services with regional economic development services and providers.**

The RPA will explore the feasibility of regionally addressing incoming companies based upon LMI commuting patterns with the economic development agencies. They will also apply for a joint regional state IWT/QRT grant for targeted/emerging sector employers, where applicable.

**(10) Description of the planning region's establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with FloridaCommerce on local levels of performance for, and report on, the performance accountability measures described in WIOA Sec. 116(c) for local areas or the planning region.**

The local workforce development areas (LWDAs) of the RPA will work collaboratively with each other prior to the negotiation process with FloridaCommerce. As part of this collaborative work, the LWDAs will conduct joint analysis of regional economic data from FloridaCommerce, and performance forecast models from Employ Florida. This helps to serve as a baseline for understanding the threshold of performance goals and the economic conditions which will weigh heavily on the ability to meet negotiated performance. Following collective research and regional leaders' discussions, FloridaCommerce will negotiate individually with each LWDA to set the performance.

**(11) Description of the planning region's strategy to prepare an educated and skilled workforce (including youth and individuals with barriers to employment) to meet the needs of the employers.**

The RPA will prepare an educated and skilled workforce by aligning and integrating partner programs, and through the implementation of regional sector strategies. This alignment will include programs that focus on employer needs for a skilled workforce while working to improve access to sector-based education and training services to those facing barriers to employment. The region will use a diverse array of models to achieve training goals such as focusing on career pathways for the RPA's targeted sectors, expanding apprenticeships and other earn and learn opportunities, and developing technology that provides access to career exploration for sectors that are high demand and high growth throughout the RPA.

When program participants find their path to self-sufficiency and success, our RPA and state also prosper. Through targeted training opportunities that allow our customers to update or learn new skills based on real, in-demand jobs in the local area, it produces a mutually beneficial situation for both the program participant and our business customers. As these workers find new jobs, our area's employers benefit from hiring workers with up-to-date skills that are now in demand. The RPA will ensure that our programming helps to serve a critical need for Florida's job seekers and also aids employers by providing pool of experienced workers to meet future labor needs.

The RPA will continue to find ways to reduce administrative burden and create a no-wrong-door system in alignment with the REACH Act by ensuring eligibility policies are in alignment with Training and Employment Guidance Letters 10-23, and 23, as well as exploring the design of a new web-based intake system that transcribes the career seeker's information directly into Employ Florida through an application programming interface (API). Lastly, the RPA will continue to leverage our partnership with the Florida Department of Children and Families Hope Florida program to provide holistic support to youth and career seekers with barriers to employment.

**(12) Description of the local strategies, policies and improvements to enhance consistency and coordination within the planning region and help streamline experiences for job seekers, workers and businesses, allowing a more agile workforce system to better adapt to changing marketplace and consumer expectations.**

The RPA is looking to implement the following to enhance consistency and coordination within the planning region:

- Explore the feasibility of implementing a functional service delivery model to streamline the customer experience.
- The RPA is currently testing Employ Florida's Eligibility Explorer in order to streamline the customer experience.
- Both LDWAs are waiting for the state to implement standardized contracts, e.g., OJT agreements, ITA contracts, etc.
- Explore the feasibility of regionally addressing incoming companies based on LMI and commuting patterns in collaboration with economic development agencies.
- Facilitate quarterly meetings with business development staff across LWDAs.
- Develop a regional employer engagement plan.
- Cross-pollinate information from the Education and Industry Consortium(s).

**(13) Description of the steps that will be taken to support the state's efforts to align and integrate education, workforce, and economic development, including:**

**(a) Fostering the improvement and expansion of employer-driven regional sector partnerships to increase the focus on critical in-demand occupations in key sectors that are the engine of economic growth for the state and its planning region.**

As a result of the REACH Act, 445.007, F.S. requires each local workforce development board to create an education and industry consortium composed of representatives of educational entities and businesses in the designated service delivery area. Each consortium is required to provide quarterly reports to the applicable local board that provide community-based information related to educational programs and industry needs to assist the local board in making decisions on programs, services, and partnerships in the service delivery area. The RPA will provide one another with the quarterly report from their respective education and industry consortium(s) and conduct joint analysis to identify shared, critical in-demand occupational needs in key sectors. The planning region will consider the information obtained from each consortium to determine the most effective ways to grow, retain, and attract talent to the RPA.

In addition, the information from the Quarterly Business Service Meetings will be shared with program staff to drive program design.

**(b)** Expanding career pathway opportunities through more accelerated and work-based training and aligning and integrate programs of study leading to industry-recognized credentials and improved employment and earnings.

- The RPA will explore opportunities for shared development of customized training policies targeted to small, minority, women, and veteran-owned businesses.
- Master Credentials List – reference use of to align with state priorities.

**(c)** Expanding career services and opportunities for populations facing multiple barriers to educational attainment and economic advancement.

The RPA has collaborated on the following projects:

- Hope Florida.
- Ticket to Work.

The RPA is looking at the possibility of collaborating on the following projects:

- Families Ascent to Economic Security (FATES) expansion.
- CSRC expanding their barriers for the adult program to mirror CSPBC; including reentry as a targeted population.

Additionally, CSPBC is in the process of designing a virtual career exploration tool that focuses on high-demand, high-growth sectors. The tool will allow career seekers to identify credentials of value using labor market information, alongside scholarship opportunities offered through WIOA. The tool will be made available to both local areas of the RPA. This tool, alongside our RPA's push towards increased access to virtual services will be vital to engaging individuals facing multiple barriers by meeting them where they are.

**END OF LOCAL AND REGIONAL PLAN INSTRUCTIONS**