

## GOAL 1 STRATEGIES:

**A.** Engage Employers and Seek Continuous Feedback

**B.** Ensure all service providers and Career Centers implement employer engagement in their operations

**C.** Partner with Economic Development to Assist Targeted Industries

**D.** Emphasize work-based learning and training

**E.** Close the Digital Skills Gap

**GOAL 1**  
Build a Demand-Driven System with Employer Engagement

## INITIATIVES:

Develop a “no contact” policy that would reduce multiple engagements of the same employer by competitive centers with a set time frame.

Develop and implement a satisfaction index/rating policy to grade Providers.

Develop and implement a targeted outreach plan

Require all contracted Providers to submit a Business Services Plan on an annual basis.

Develop an incentive package to provide partner organizations awareness of CSSF services.

Develop sector based strategies for work based learning i.e., apprenticeships, OJT, Paid Work Experience

Increase investments in technology through the implementation of the TechHire Initiatives i.e., Coding Bootcamps, TechHire Centers

### Collaborative Partners:

- CareerSource Florida
- Department of Economic Opportunity
- Business Leaders
- Local Chambers of Commerce
- Beacon Council
- SFWIB Business Services Unit
- SFWIB Unit Managers
- OCOG Target Industry Committees
- Industry Associations
- Trade Associations
- Economic Development entities
- CSSF Service/Training Partners
- Colleges, Universities, and School Boards

## GOAL 2 STRATEGIES:

**A.** Develop Integrated Business Service Teams

**B.** Maximize use of the Employ Florida Marketplace (EFM) Among Workforce System Partners

**C.** Strengthen the Partnership with WIOA Required Partners

**D.** Seek excellence in customer service

**E.** Conduct an analyses of Career Centers

**GOAL 2**  
Strengthen the One-Stop Delivery System and Increase Integrated Service Delivery

## INITIATIVES:

Require professional certification for Center and Partner staff based on specific job function i.e., Economic Development, Business Development

Pilot an integrated a uniform workforce system in partnership with CareerSource Florida(CSF), Department of Economic Opportunity (DEO), local community colleges

Require MOUs with all WIOA Core partners

Require site visits for all partners (e.g., VOC Rehab, Division of Blind Services, Adult Education)

Increase automation throughout the workforce services system

Develop uniform customer service standards with a focus on mystery shoppers

Improve efficiency through time and motion study

Require contracted Providers to submit and abide by current standards of operation procedures

### Collaborative Partners:

- Service and Training Providers
- Local Small Businesses
- SFWIB Business Services
- Staffing Agencies
- Community Based Partners
- WIOA Required Partners
- Human Resources Associations

## GOAL 3 STRATEGIES:

**A.** Develop specific programs and initiatives

**B.** Improve Employment Outcomes

**C.** Ensure compliance with WIOA Section 188

**GOAL 3**  
Improve Services for Individuals with Barriers

## INITIATIVES:

Increase placements in hard to serve populations by developing annual benchmarks over the next four years based on trends

Adopt a plan to increase the number of companies willing to hire participants with barriers to employment i.e., individuals with disabilities, offenders, homeless, foster care, mental health

Expand partnerships with agencies that specialize in serving individuals with barriers i.e., mental health population

### Collaborative Partners:

- WIOA Required Partners
- Light House for the Blind
- Mental Health Agencies
- Florida Department of Law Enforcement Office
- Department of Corrections
- Community Based Organizations
- Faith Based Organizations
- Service and Training Providers
- Business Community
- U.S. Southern Command

# STRATEGIC GOALS OPERATIONAL PLAN (continued)

## GOAL 4 STRATEGIES:

**A. Expand Career Exploration and Pathways Programs**

**B. Joint Contribution for Youth Career Pathway Models**

**C. Youth Entrepreneurial Skills Training Programs**

**D. Improve Service Delivery and Outcomes**

**GOAL 4**  
**Dedicated Commitment to Youth Participation**

### INITIATIVES:

Require inter-agency collaboration among current Youth Providers to establish benchmarks for the hard to serve

Develop a work based learning program that will provide remote services to youth

Promote partnerships with community youth organizations

Align all WIOA Youth programs with career pathway models with an emphasis on high growth careers

Pursue grant funding opportunities to increase youth exposure to entrepreneurial careers

Require performance based contracts for Youth Providers

Establish uniform assessment guidelines

Ascertain skills and competencies required by businesses to ensure youth training are in alignment

Evaluate the effectiveness of training programs

### Collaborative Partners:

- CareerSource Florida
- Department of Economic Opportunity
- Youth Service Providers
- Community and Faith Based Organizations
- Miami-Dade and Monroe Counties Public Schools
- Colleges and Universities
- Post-Secondary Education Institutions
- Training Providers
- Business Community
- Local and State Government Agencies

## GOAL 5 STRATEGIES:

**A. Enhance CSSF Performance System**

**B. Improve Credential Outcomes for Job Seekers**

**C. Provide Technical Assistance to Service Providers**

**GOAL 5**  
**High ROI Through Continuous Improvement**

### INITIATIVES:

System and performance enhancement through the use of technology tools

Revise the ITA Policy to include credentials

Increase the certification attainment rate of job seekers based on industry demand in lieu of the traditional college degrees

Analyze time and motion study results to enhance efficiency

Utilize mystery shopper results to improve customer satisfaction ratings

### Collaborative Partners:

- US Department of Labor
- CareerSource Florida
- Department of Economic Opportunity
- Service and Training Providers
- Economic Development Agencies
- Community Based Organizations

## GOAL 6 STRATEGIES:

**A. National Leader in an ROI-Focused Enterprise**

**B. Use LMI Data for Policy Development**

**C. Maximizing Collaborative Partnerships**

**D. Strengthen Workforce System Accountability**

**E. Enhance Board Leadership**

**GOAL 6**  
**Strong Workforce System Leadership**

### INITIATIVES:

Expand performance based contracts across programs

Automate council and board meetings processes through use of technology (i.e., electronic agendas)

Monitor LMI data for trends to craft, enhance and/or revise policy

Expand use of staggered training funds based on the four categories derived from LMI to obtain a larger ROI

Partner with business leaders engaged by Board members in OCOG and State targeted industries

Establish a sponsorship policy that will ensure ROI

Establish SFWIB Council ownership for collaborative partner relationships

Develop and execute targeted industries MOUs that share strategic outcomes

Provide new Board member orientation packages as part of the onboarding process

Provide continuous learning opportunities for Board members through trainings and orientations

Implement Board surveys and assessments to enhance participation

Enhance portal to include Board relevant content (i.e., tutorials, briefings, calendars, and collaborative partnerships)

### Collaborative Partners:

- CareerSource Florida
- Department of Economic Opportunity
- Chambers of Commerce
- Beacon Council
- The School Board
- Business Leaders