

I. Process to Request Extension of Designation as One-Stop Career Center Operator:

A RWB that wants to receive an extension to operate as a One-Stop operator or a direct provider of workforce services (other than training services) must formally request the extension to do so and continue to indicate this in its local service delivery plan. RWBs 2, 6, 11, 12, 15, 16, 18, 20, 21, and 24 must submit their request by June 1, 2011 for approval before July 2011. RWBs 4 and 19 must submit their request by November 30, 2011 for approval before January 1, 2012.

The formal process is initiated by the submission of a request for extension stating whether the region wishes to extend its permission to be designated as a One-Stop operator or direct provider of workforce services (other than training services).

The request for extension must include the following information:

1. A review of how the provision of direct services during the original implementation period fit the business model that the RWB proposed in its original request, and any proposed changes in the business model or the particular workforce services the RWB intends to provide during the extension period.
 - a. Region 16 proposed a new business model that would consolidate responsibility for the operation and service delivery in the one-stops under management staff who report directly to the Board's administrative staff. Since implementing this plan, PHWB has seen marked improvement in the MMR (WP and Veterans to be exact). We have also seen the improvement in customer service that we were looking for as well as significant cost savings.
Since implementing this new process, PHWB has been responsible for all programs associated with Wagner Peyser to include the Employed Worker Training Program (WIA), Business Services, Job Hub, Mobile One Stop, Professional Placement Network, Assessment, Resource Room, REA program, the Employment Support Center, all state merit staff and special projects and grants. The EWT program went from ground zero and serving very few employers to assisting local employers with approximately half a million dollars in training assistance. By eliminating the middle man (service provider) we have been able to assist more employers and their staff. At the present time PHWB has a contract with Goodwill-Suncoast to provide WT, WIA and Youth Services. PHWB wishes to reserve the right to procure program services as appropriate. Coordination of services in the local One Stop Centers will continue as described in the original plan with approved modifications as needed.
The Pasco Hernando Workforce Board will maintain continued responsibility for the operational and programmatic functions described above, if approved, on July 1, 2011. PHWB has revised and updated its employment application, personnel policies and job descriptions. There will be no interruption in services during this transitional period.
2. The effective date, not to exceed three years, for when the extension will be in effect.
 - a. July 1, 2011 – June 30, 2014
3. A review of the RWB's stated reasons in its original request why the RWB has decided to directly provide the workforce services, and an explanation of how it is in the best interest of the RWBs customers that the RWB continue to provide these services.
 - a. Having direct oversight and responsibility to provide services allows PHWB to become more involved in the day to day operations of all centers. Providing better customer service, follow-up and implementing new strategies have all played an important role in improved performance at a lower cost. One of the newest additions to the services provided is an Employment Support Center. Staff handles pending referrals, soft exits, e-referrals, phone follow-ups and applicant

search to name a few. We have implemented a “Live Chat” for General Information, WT, WIA and FSET so that our customers have immediate access to a live person through instant messaging. We have also implemented various universal workshops including Resumes, Interviewing Techniques, Business Ethics, Basic Computer and Self-Esteem. More are being developed every day and some are now being filmed so that customers may view online. Our goal is to continue streamlining our processes to provide the best services possible to our customers. We are active in the community and take our Mobile One Stop to remote locations to service our customers as well as to job sites and community events.

4. A review of the effectiveness of the firewall established by the RWB to clearly separate existing roles as oversight body for the region’s workforce delivery system and its role as the operational services directly provided by the RWB, and an explanation of changes to be made to the firewall.
 - a. The Board has maintained its role as a strategy and policy board, with the CEO being the sole point of accountability to the board of directors in the management of local operations. The CEO designated key staff for administrative and fiscal oversight, as well as for day-to-day operations. The Board believes that a streamlined organizational model has adequately segregated policy and administrative functions from facility operation and service delivery. Now that Region 16 has a full Board consisting of quite a few new members, they are very involved in every aspect of the organization. Having Board members that are knowledgeable and willing to get involved has also played a key role in the provision of workforce services.
5. An identification of the grant program(s) that currently fund the workforce service delivery model.
 - a. Grant programs that currently fund the Pasco Hernando Workforce Board’s workforce service deliver model include grants from the Employment and Training Administration, Department of Labor, the Administration for Children and Families-Department of Health and Human Services, the Office of the Assistant Secretary for Veterans’ Employment and Training-Department of Labor , for the execution and implementation of comprehensive job training and employment programs included under the Workforce Investment Act of 1998, Public Law 105-220, 20 USC 9201 (hereinafter referred to as the Workforce Investment Act or WIA) as implemented under Chapter 445 F.S. as amended; the Wagner-Peyser Act of 1933, 48 Stat.113 as amended, Public Law 105-220 (hereinafter referred to as Wagner-Peyser or WP); the Social Security Act, Title IV, Part A, as amended, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, Public Law 104-193, and Balanced Budget Act of 1997, Public Law 105-33 (hereinafter referred to as Temporary Assistance for Needy Families or TANF); the Deficit Reduction Act of 2005, Public Law 109-171, and related Interim Final Rules issued by the United States Department of Health and Human Services on June 28, 2006; the Workforce Innovation Act of 2000; the Servicemen’s Readjustment Act of 1944, Title IV, Section 602, Public Laws 92-502,-540,94-502,-606, 100-323, 102-76 and 102-83; 38 USC 4104 (hereinafter referred to as Local Veterans’ Employment Representative Program or LVER); the Veterans’ Rehabilitation and Education Amendments of 1980, Public Law 96-466, 100-323, 102-83, 102-501, 102-503, Public Law 102-568, 38 USC 4103A (hereinafter referred to as Disabled Veterans’ Outreach Program or DVOP).
6. An analysis of the costs of the services that documents the actual reduction in costs with the RWB providing the services rather than contracting that service to another provider, and an estimate of such costs and savings for the upcoming period.
 - a. In addition to the 19% overhead we originally proposed we began hiring more part time staff. Not only did it allow for coverage during peak times, it also offered cost savings, i.e. benefits, paid time off, holiday pay, etc.

7. A review of any other realized improvement to service delivery and performance outcomes, and description of anticipated improvements.
 - a. As noted previously, our performance has seen drastic improvements with Region 16 as the Direct Services Provider. MMR shows monthly improvement while last years Balanced Scorecard showed some of the best numbers ever. We are currently in the process of creating a “resume garden” aimed to provide the best examples of resumes in many different industries and occupations. From a customer with no real job experience to someone who has just found themselves unemployed after 30 years with the same company, these resumes will assist them in “standing out” amongst other jobseekers.
8. Documentation that the public was provided a meaningful opportunity for review and comment on the proposed extension for a period not less than 10 days. (Include any submitted comments).

Document posted on website for public comments. None received at this time.

9. Documentation that the Chief Elected Official has agreed to the planned extension (Request For Extension, Attachment I).

ATTACHMENT I

REQUEST FOR EXTENSION

RWB Number 16

Contact Name Jerome Salatino, CEO Contact Phone Number (352) 593-2225

This extension is to be effective for the period July 1, 2011 through June 30, 2012.

Note that this extension may be revoked prior to that date based on Federal and State law or policies.

The signatures below certify a request for an extension submitted by the Pasco-Hernando Regional Workforce Board and the assurance that the Regional Workforce Board will operate in accordance with the extension, its service delivery plan, and applicable federal and state laws and regulations.

Regional Workforce Board Chairman

Chief Elected Official

Signature

Signature

Lex Smith
Name (printed or typed)

Name (printed or typed)

Board Chairman
Title

Title

Date

Date