



## 2020 Unified Strategic Plan

### Executive Summary

#### Background:

Every four years, CSCF submits a Unified Strategic Plan to CareerSource Florida through the Department of Economic Opportunity (DEO). As part of the requirement to validate performance of the talent solutions delivery model, CSCF submits an annual program status and operating model report to DEO for approval to continue providing talent solutions to career seekers and businesses. This executive summary contains key highlights of the plan.

#### HIGHLIGHTS

##### Strategic Alignment:

CSCF is focused on igniting the potential of area residents and businesses through innovative talent solutions that support in-demand career opportunities, which based **on 2024 projections**, the region will have an estimated 1,519,600 jobs (*EMSI, Q4 2019*). Dedicated to connecting Central Floridians to sustainable careers and developing skilled talent for businesses, the organization's core competencies are strategically important to its success and were developed as part of the strategic planning process. Not only do they support the mission by intentionally positioning services to deliver the talent needs of the region, but they enable CSCF to approach its work with passion and earn the trust of its stakeholders.

This is accomplished by:

- Aligning to the **North Star** vision;
  - Moving from transactional to **transformational**
- Implementing the **Board of Directors priorities**:
  - **Diversify revenue streams** to adjust for variables in federal funding
  - Deliver talent solutions to **ignite potential**
  - **Deliver talent acquisition strategies** for businesses in six **high growth industries**
- Upholding its core competencies of:
  - Delivering a high-quality customer experience supported by a diverse workforce – 'CareerSourcers'
  - Building and managing relationships with community stakeholders
  - Financial stewardship and management of funds dedicated to talent solutions for individuals and businesses
- Pursuing the **Governor's Sterling Award** in its efforts to provide the highest level of service; and using the **Sterling Framework** to improve the organization



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CSCF is focused on demand occupations in the following high growth industries with starting salaries of \$15 per hour or more: Healthcare, IT & Finance, Hospitality & Tourism, Advanced Manufacturing, Logistics, Warehousing & Transportation, and Utilities & Construction.

- CSCF has made adjustment to the **industry clusters** based on common skills and industry hiring patterns and has improved its engagement with these industries that has led to:
  - increased partnership with apprenticeships; construction grew 3x, launched 2 new apprenticeships **I-Build** and **The Hartford**
  - changing training options from basic-level training to more specialized, **middle skill-middle career level training**; with the **niche** customer in mind, also created efficiencies in the Eligible Training Provider List offerings reducing them from over **400 to 259** by evolving the process to continue to better evaluate offerings
  - **increased wages** for those placed in employment after training; and
  - better understanding of **industry needs** and work with **strategic partners** to develop relevant talent solutions
- CSCF has worked to capture data of client **enrollments, investments, and outcomes** by industry cluster to better tell the story of its mission

#### Embracing innovation and technology

- Using **innovative opportunities** to meet/address this growing demand including: **Customized Based** training such as On the Job training, Incumbent Worker training, virtual services, Apprenticeship, Internships, work based trainings, entrepreneurship, targeted sector/industry focus with a skills-based approach using data to guide its work
- Actively pursuing strategic partnerships and additional resources help fund these innovative collaborations
- Examples of innovation include:
  - The five **Career Centers** are designed for conversation with a menu of options tailored to the candidate, the businesses, or even the entrepreneurs' current and future needs; the career centers are strategically located throughout the five-county region
  - An **innovative contact center** provides frontline services and easy access
  - Understanding the significance of accessibility, the organization plans to launch services **virtually** (at your fingertips) to provide additional support to a larger demographic of candidates and businesses in the region



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- Stronger, intentional partnerships with **WIOA core** and mandatory partners focused on collaboration and coordination; strategic collaboration/partnerships to move career seekers forward in their career goals
- Coordinated resources, **Co-located** on college campuses, career centers and partner sites such as Adult education and literacy programs are in place with the organization continuing to develop and enhance these relationships
- **Prosperity agenda**, how does CSCF better serve/support the **Asset Limited, Income Constrained, Employed (ALICE)** population to drive value and create community impact
- **Leveraging** TANF dollars and public/private partnerships to support **Youth**
- Seeking opportunities to better serve populations of interest, disability, TANF, Reentry, Opioid through **grants**, sponsorships, resources, programs and pushing the current standard
- Serving as 1 of 17 Florida Local Workforce Development Boards to support **Ticket to Work**; designed to support individuals with disabilities receiving Social Security Benefits (SSI and/or SSDI) with training and employment services without affecting their benefits
- **Initiating an enhanced Youth service model by Leveraging** TANF dollars and public/private partnerships to support **Youth** and offering three unique summer tracks and year-round services. Opportunities are focused on career pathways in high growth sectors through
  - Career Source Central Florida Youth Program (year round)
  - Experience
  - Explore
  - Accelerate

The **Businesses services** approach is targeted based on our current talent pool we are supporting; beginning with our training completers and data of talent actively pursuing new careers.

- CSCF drills down to the skills and specific job titles and match them to prospective businesses and then uses this data to target the companies in our region that align with these candidates' credentials, skills, career pursuits
- Being intentional and leading what workforce looks like now and in the future, five years and beyond
- Career Consultants/Business Consultants collaborate to support these efforts through regular communication, talent connection events, and regional industry/sector meetings with the goal of matching our region's top talent to their career goals
- Bringing talent into new industries, aligning skills-based strategies with our existing sectors approach
- Industry focused consulting team, supply and demand