

1. WE ARE STANDING ON THE BRINK OF THE 21ST CENTURY. AND WHILE WE MAY BE INCLINED TO LOOK AHEAD AT THE ENDLESS OPPORTUNITIES OF THE FUTURE, IT IS ALSO AN EXCELLENT TIME TO LOOK BACK AND REVIEW OUR PAST. DECIDE WHAT WE CAN DO DIFFERENTLY. WHAT WE CAN DO BETTER.

2. AS A RESULT OF THIS TYPE OF INTROSPECTIVE SEARCH, ONE THING IS CERTAIN. SOME THINGS NEED TO CHANGE. FOR MANY PEOPLE, THESE CHANGES REPRESENT AN UNDESIRE AND UNNECESSARY THREAT, BUT IT DOES NOT HAVE TO BE THAT WAY.

3. WE ARE BOMBARDED WITH BUZZWORDS AND HOT BUTTON ISSUES LIKE, WELFARE REFORM, JOB CREATION, EMPLOYEE RETRAINING, CORPORATE DOWNSIZING, GOVERNMENT RIGHT SIZING AND ECONOMIC DEVELOPMENT. WHEN WE ADDRESS THESE ISSUES, WE OFTEN VIEW THEM AS COMPLETELY UNRELATED. A CHANGE IN ONE HAS NO EFFECT ON THE OTHERS. THE FACT IS THEY ARE INTERRELATED CONCEPTS. AN ADJUSTMENT OR MODIFICATION TO ONE CAN THROW THE OTHERS OFF COURSE.

4. TAKING THIS INTO ACCOUNT, AND CONSIDERING THE NEED TO DELIVER MORE SERVICES, TO A LARGER NUMBER OF PEOPLE, WITH DIMINISHING RESOURCES, GOVERNOR LAWTON CHILES ISSUED AN EXECUTIVE ORDER DESIGNATING GADSDEN, LEON AND WAKULLA COUNTIES AS A REGION THAT WILL DEVELOP A NEW COMPREHENSIVE WORKFORCE DEVELOPMENT SYSTEM. THE TRI-COUNTY REGION WILL HAVE THE ABILITY TO MAKE CHANGES IN THESE CRITICAL AREAS. CHANGES THAT CAN BE A POSITIVE FORCE, HELPING US

TO CAPITALIZE ON FUTURE OPPORTUNITIES.

**SOUND BITES FROM BUSINESS LEADERS ON NEED FOR THIS PROGRAM**

5. THE WORKFORCE DEVELOPMENT SYSTEM WILL BRING TOGETHER ALL PUBLIC AND MANY PRIVATE EFFORTS IN THE JOBS AND EDUCATION ARENA. THESE EFFORTS WILL BE TRANSFORMED INTO A COMPREHENSIVE AND EFFICIENT DELIVERY SYSTEM.

6. TO ACCOMPLISH THIS, THE WORKFORCE DEVELOPMENT SYSTEM WILL BE: POSITIONED TO RESPOND TO THE UNIQUE CHALLENGES OF THE TRI-COUNTY REGION; AN EFFECTIVE TOOL FOR COORDINATING THE REGION'S ECONOMIC DEVELOPMENT ACTIVITIES; THE CATALYST FOR EDUCATIONAL AND JOB TRAINING PROGRAMS BRINGING EMPLOYERS, CUSTOMERS AND COMMUNITY SERVICES TOGETHER.

**DR. WETHERELL COMMENTS ON TCC AS A LEADER.**

7. COOPERATION AND TECHNOLOGY ARE THE KEYS TO THE SUCCESS OF THIS ENDEAVOR. WITH THE BUSINESS, EDUCATION AND COMMUNITY LEADERS OF THE TRI-COUNTY REGION WORKING TOGETHER TOWARD A COMMON GOAL, AND BY USING INNOVATIVE TECHNOLOGY, WE WILL INCREASE EFFICIENCY, MINIMIZE DUPLICATION AND REDUCE ADMINISTRATIVE COSTS WITHIN THE OVERALL SYSTEM.

**DR. WETHERELL COMMENTS ON WORKING TOGETHER**

**COMMUNITY LEADERS COMMENT ON COOPERATION**

8. THE WORKFORCE DEVELOPMENT SYSTEM IS MADE UP OF FOUR COMPONENTS: THE ONE-STOP CAREER CENTER, SCHOOL-TO-WORK PROGRAMS, WELFARE-TO-WORK PROGRAMS, AND HIGH-SKILL/HIGH WAGE PROGRAMS.

9. BEFORE WE GO ANY FURTHER, LET'S TAKE A BRIEF LOOK AT EACH COMPONENT. THEN WE WILL TAKE A CLOSER LOOK AT THE ONE STOP CAREER CENTER AND AN ADDITIONAL MECHANISM THAT HELPS MAKES THIS WHOLE CONCEPT WORK, THE REGIONAL ECONOMIC DEVELOPMENT CENTER.

10. THE ONE STOP CAREER CENTER IS THE ACCESS POINT THROUGH WHICH THE ENTIRE WORKFORCE DEVELOPMENT SYSTEM IS ENGAGED AND

IMPLEMENTED. 11. THE CAREER CENTER, AND ITS BRANCHES, WILL CONSIST OF A NUMBER OF INFORMATION ACCESS STATIONS-- NETWORKED TO SERVICE PROVIDERS-- AND THE FULL SERVICE FACILITY AT TALLAHASSEE COMMUNITY COLLEGE. IT WILL BE THE FOCAL POINT THROUGH WHICH CUSTOMERS AND THE PUBLIC ARE SERVED.

12. THERE WILL BE "NO WRONG DOORS" FOR CUSTOMERS, EMPLOYERS, COMMUNITY PROVIDERS, OR EVEN FAMILIES OF THE INITIAL CUSTOMER. EACH CENTER WILL BE ELECTRONICALLY LINKED TO THE CENTRAL SYSTEM SO THAT REGARDLESS OF LOCATION, AN INDIVIDUAL HAS ACCESS TO THE ENTIRE SYSTEM.

13. SCHOOL-TO-WORK PROGRAMS ARE DESIGNED TO DEVELOP COLLABORATIVE REGIONAL AND LOCAL PARTNERSHIPS LINKING SCHOOLS AND JOB TRAINING PROGRAMS WITH EMPLOYERS AND COMMUNITY SERVICES. THIS

IS ACCOMPLISHED THROUGH THE INTEGRATION OF SCHOOL BASED, WORK BASED AND CONNECTING ACTIVITIES. IN THE END STUDENTS ARE PREPARED TO ENTER POST SECONDARY EDUCATION PROGRAMS AND THE WORKPLACE.

14. WELFARE TO WORK PROGRAMS ARE INCLUDED BECAUSE WELFARE AS WE KNOW IT IS ABOUT TO DISAPPEAR. THE FOCUS NOW IS ON WELFARE AS A TRANSITIONAL TOOL, NOT A WAY OF LIFE. RECIPIENTS ARE GOING TO BE EXPECTED TO UNDERGO TRAINING AND/OR BE CURRENTLY EMPLOYED TO RECEIVE BENEFITS.

15. HIGH SKILL/HIGH WAGE JOB PROGRAMS ARE INCLUDED TO GIVE NEW AND EXISTING BUSINESSES A CENTRALIZED LOCATION WHEN LOOKING FOR NEW EMPLOYEES.

16. ADDITIONALLY THE SYSTEM WILL RESPOND AND DEVELOP TRAINING PROGRAMS FOR EXISTING EMPLOYEES TO MEET THE GROWING DEMANDS OF NEW TECHNOLOGY IN THE WORKPLACE.

17. THE BOTTOM LINE IS TO TRAIN AND PLACE INDIVIDUALS IN HIGH SKILL/HIGH WAGE POSITIONS.

18. ESSENTIAL TO THE ENTIRE WORKFORCE DEVELOPMENT SYSTEM IS THE ONE STOP CAREER CENTER. THROUGH THE CENTER, THE ENTIRE WORKFORCE DEVELOPMENT SYSTEM WILL COME TO LIFE.

19. THE CENTER IS DESIGNED TO PROVIDE SERVICES FOR EVERYONE. USERS CAN BE AS DIVERSE AS: STUDENTS, HIGH SCHOOL DROP OUTS, INDIVIDUALS WITH DISABILITIES, THE UNEMPLOYED; THOSE SUFFERINGS FROM LAY-OFFS



AND DOWN SIZING, OLDER WORKERS, DISPLACED HOMEMAKERS, VETERANS, THE UNDEREMPLOYED, CURRENT WORKERS NEEDING NEW SKILLS, SINGLE PARENTS, WELFARE RECIPIENTS, BUSINESSES AND INDUSTRY, AND PUBLIC AND PRIVATE AGENCIES.

20. THE SYSTEMS CUSTOMERS WILL BE SEEKING INFORMATION AND ASSISTANCE IN FINDING AND MAINTAINING EMPLOYMENT, IDENTIFYING AND SECURING INFORMATION ON TRAINING OPPORTUNITIES.

21. THE CENTER WILL ALSO SERVE AS A CLEARINGHOUSE FOR SOCIAL SERVICE PROGRAMS SUCH AS UNEMPLOYMENT AND WELFARE. AND FINALLY, THE CENTER WILL BE HOME TO THE REGIONAL ECONOMIC DEVELOPMENT CENTER.

22. AS WAS MENTIONED EARLIER, ALL OF THE RESOURCES OF THE WORKFORCE DEVELOPMENT SYSTEM ARE ACCESSED THROUGH THE ONE STOP CAREER CENTER. 23. THE CENTER CAN PROVIDE THE FOLLOWING CORE SERVICES:

INTAKE AND INITIAL ASSESSMENT; FINANCIAL RESOURCE EVALUATION AND ELIGIBILITY, SUPPORT SERVICES ASSESSMENT, SKILL AND INTEREST SURVEYS AND TESTING, PROGRAM REFERRALS, COUNSELING, AND JOB PLACEMENT.

24. WHILE THE MAIN CENTER WILL BE HOUSED ON THE CAMPUS OF TALLAHASSEE COMMUNITY COLLEGE, THE SUCCESS OF THE PROGRAM IS TIED DIRECTLY TO PLACING MANNED AND UNMANNED SATELLITE CENTERS THROUGHOUT THE TRI-COUNTY REGION AND ELECTRONICALLY LINKING THEM

TO ALL OF THE SERVICES AND PROVIDERS IN THE WORKFORCE DEVELOPMENT SYSTEM.

25. CUSTOMERS WILL BE ENCOURAGED TO ENTER THE SYSTEM AT A LOCATION CLOSE TO THEIR HOME. HERE THEY CAN SCAN JOB LISTINGS, REVIEW TRAINING PROGRAMS AVAILABLE, OR DETERMINE ELIGIBILITY FOR PROGRAMS OFFERED BY PARTICIPATING AGENCIES.
26. TO ILLUSTRATE HOW THIS WORKS, IMAGINE GOING TO AN ACCESS STATION IN YOUR COMMUNITY. USING STATE-OF-THE-ART, TOUCH-SCREEN TECHNOLOGY, YOU PROVIDE BASIC PERSONAL INFORMATION AND ANSWER A SERIES OF QUESTIONS ABOUT YOUR SITUATION.
27. THROUGH THE SYSTEMS INTERACTIVITY, YOUR RESPONSES ARE EXAMINED AND A LIST OF ALL SERVICES AND PROGRAMS YOU MAY BE ELIGIBLE FOR IS PRODUCED. BECAUSE THIS IS ONE-STOP SERVICE, YOU HAVE ALREADY FILLED OUT THE APPLICATION FOR ANY AND ALL SERVICES YOU MAY BE ENTITLED TO.
28. THIS TYPE OF INTERACTION CAN ALSO BE ACCESSED EVEN IF YOU JUST STOPPED IN AT UNEMPLOYMENT OR VOCATIONAL REHABILITATION TO APPLY FOR THOSE SPECIFIC BENEFITS. IN KEEPING WITH THE "NO WRONG DOOR" PHILOSOPHY, REGARDLESS OF WHERE, HOW OR WHO ENTERS THE SYSTEM, NECESSARY INFORMATION MAY BE ACCESSED AT ANY LOCATION.
29. AFTER YOU HAVE IDENTIFIED THE SERVICES OR PROGRAMS YOU ARE

QUALIFIED FOR OR INTERESTED IN YOU WILL BE ASSIGNED A CUSTOMER COORDINATOR. THE COORDINATOR'S ROLE IS TAILORED TO FIT THE NEEDS OF THE CUSTOMER. SOME CUSTOMERS WILL NEED MORE INTENSIVE INVOLVEMENT AS MULTIPLE NEEDS WILL HAVE TO HAVE SERVICES COORDINATED.

30. FOR THOSE CUSTOMERS REFERRED TO AGENCIES FOR SPECIFIC PROGRAMS THERE IS NO NEED TO FILL OUT ADDITIONAL PAPERWORK. THOSE AGENCIES CAN ELECTRONICALLY LINK TO THE MASTER DATABASE AND RETRIEVE THE INFORMATION THEY NEED. THIS ACCESS ELIMINATES WASTED TIME AND DUPLICATED EFFORT.

31. CUSTOMERS WHO WILL BE USING THE EMPLOYMENT CENTER MAY BE SENT IN FOR TESTING AND SKILL ASSESSMENT. THEN THEY MEET WITH THEIR COORDINATOR TO MAP OUT AN INDIVIDUAL WORK PLAN. THE COORDINATOR GOES ON TO WORK OUT THE DETAILS AND THE CUSTOMER BEGINS TO IMPLEMENT THE WORK PLAN.

32. THE CUSTOMERS PROGRESS IS TRACKED THROUGH THE SYSTEM AND PERIODICALLY REVIEWED. ONCE PLACED IN A JOB, THE CUSTOMER IS NOT ABANDONED. THEY WILL CONTINUE TO BE MONITORED AND CAN ALWAYS RETURN TO THE SYSTEM FOR NEW SERVICES AS NEEDED.

33. AN ESSENTIAL SERVICE TO THE SUCCESS OF THE EMPLOYMENT CENTER, AND THE SYSTEM AS A WHOLE, IS THE AVAILABILITY OF AFFORDABLE CHILD CARE AND TRANSPORTATION. BY WORKING IN COOPERATION WITH THE

VARIOUS ORGANIZATIONS AFFORDABLE CHILD CARE CAN BE PROVIDED. THIS COOPERATIVE EFFORT CAN ALSO LEAD TO TRAINING OF EARLY CHILDHOOD EMPLOYEES AND DAY CARE OWNERS.

34. BY PROVIDING AFFORDABLE DAY CARE, HANDS-ON TRAINING, INTERNSHIPS AND WORK-STUDY OPPORTUNITIES, THIS MECHANISM WILL REMOVE EMPLOYMENT BARRIERS, AND ADDITIONAL EMPLOYMENT OPPORTUNITIES MAY BE AVAILABLE.

35. THE ONE-STOP CENTER WILL DO MORE THAN JUST PROVIDE PEOPLE WITH A COORDINATED PLACE TO GO FOR SERVICES, TRAINING AND EMPLOYMENT, IT WILL ALSO BENEFIT THE BUSINESS COMMUNITY. FOR EMPLOYERS AND MANAGERS THE ONE STOP CENTER, AND THE ECONOMIC DEVELOPMENT CENTER, WILL BE MORE THAN JUST A PLACE TO LOOK FOR QUALIFIED EMPLOYEES. BOTH ARE DESIGNED TO BE A PARTNER WITH BUSINESS AND INDUSTRY TO MEET THE ECONOMIC NEEDS OF THE TRI-COUNTY REGION.

36. IN ORDER TO DEAL WITH THE EVER CHANGING BUSINESS ENVIRONMENT, THE REGIONAL ECONOMIC DEVELOPMENT CENTER WILL BE AN INTRINSIC PART OF THE WORKFORCE DEVELOPMENT SYSTEM AND WILL BE HOUSED WITH THE ONE STOP CAREER CENTER. IT WILL BE THE FOCAL POINT FOR ECONOMIC AND WORKFORCE DEVELOPMENT FOR THE REGION.

37. THE ECONOMIC CENTER WILL PROVIDE AN EXTENSIVE RESEARCH DATA BASE THAT IS ELECTRONICALLY CONNECTED TO OTHER MAJOR RESEARCH EFFORTS AROUND THE WORLD IN BUSINESS, INDUSTRY, EMPLOYMENT AND

WORKFORCE DEVELOPMENT. ALTHOUGH THE CENTER IS RESEARCHED BASED, IT WILL BE DESIGNED TO PROVIDE PRACTICAL SOLUTIONS TO EMPLOYER AND MANAGEMENT NEEDS IN THE REGION.

38. THE CENTER CAN: ASSIST EMPLOYERS AND BUSINESSES BY IDENTIFYING OPPORTUNITIES AND BARRIERS TO BUSINESS AND EMPLOYMENT IN THE TRI-COUNTY REGION; IDENTIFY AND APPLY NATIONAL BUSINESS, EMPLOYMENT AND LABOR TRENDS TO THE TRI-COUNTY REGION; CONDUCT MARKET RESEARCH AND MARKET DEVELOPMENT ACTIVITIES; IDENTIFY ELEMENTS FOR BUSINESS RETENTION, EXPANSION AND RELOCATION IN THE REGION; IDENTIFY NEW TECHNOLOGY OR TRAINING REQUIREMENTS TO MEET REGIONAL DEMANDS; AND CONDUCT EMPLOYMENT RESEARCH AND MARKET FORECASTING.

39. THE CENTER WILL ALSO SERVE AS A RESOURCE TOOL FOR THE ECONOMIC DEVELOPMENT ACTIVITIES OF THE REGION.

40. IT WILL PROVIDE BUSINESS AND PRIVATE SECTOR LEADERS THE OPPORTUNITY TO WORK TOGETHER TOWARD SOLUTIONS TO BUSINESS AND EMPLOYMENT ISSUES IN A SETTING THAT FOCUSES ON SERVING THE TRI-COUNTY REGION.

41. ULTIMATELY, THE CENTER WILL SERVE AS THE LEAD RESEARCH CENTER FOR OTHER WORKFORCE DEVELOPMENT REGIONS AROUND THE STATE.

FUNDING FOR THE CENTER WILL BE PROVIDED THROUGH A VARIETY OF PUBLIC AND PRIVATE SECTOR GRANTS. PARTIAL FUNDING FOR THE CENTER AND THE

WORKFORCE DEVELOPMENT SYSTEM MAY DEVELOP THROUGH A PUBLIC-PRIVATE PARTNERSHIP WITH A LARGE EMPLOYER WHO IS RELOCATING OR EXPANDING IN THE TRI-COUNTY REGION. THE PRIVATE BUSINESS CAN OCCUPY OFFICE SPACE IN THE SAME BUILDING HOUSING THE WORKFORCE DEVELOPMENT SYSTEM AND HELP SUPPORT THE ADMINISTRATIVE COSTS OF THE SYSTEM AND THE CENTER.

42. NOW THAT YOU HAVE SEEN WHAT IS ACHIEVABLE, THE BIG QUESTION IS, "HOW DO WE GET THERE?" IRONICALLY GETTING THERE WILL NOT BE THAT HARD. THE REASON IS SIMPLE, WE EITHER WORK TOGETHER TO ACHIEVE MUTUALLY BENEFICIAL GOALS AND OBJECTIVES OR, SOMEONE FROM THE OUTSIDE WILL MANDATE WHAT WE NEED TO DO AND HOW WE WILL DO IT.

43. BASICALLY THERE ARE THREE STEPS THAT NEED TO BE ACHIEVED. STEP ONE: APPROVAL OF INTER-LOCAL AGREEMENTS AMONG THE THREE COUNTIES. WORKING TOGETHER IS THE KEY AND TCC IS READY AND WILLING TO WORK WITH THE VESTED PARTIES.

44. STEP TWO: ADOPTION OF A CHARTER DOCUMENT. BY PROVIDING A CLEAR SET OF GOALS AND OBJECTIVES AND THE STRUCTURE BY WHICH TO ACHIEVE THEM, TOGETHER WE CAN ENSURE THAT EVERYONE BENEFITS FROM THIS COOPERATIVE EFFORT.

45. STEP THREE: APPOINTMENT OF THE WORKPLACE DEVELOPMENT BOARD. APPOINTING AND EMPOWERING THIS INTERAGENCY, MULTI-DISCIPLINARY BOARD WILL ENSURE THAT THE PEOPLE OF THE TRI-COUNTY REGION

DETERMINE WHAT THEIR NEEDS AND WANTS.

46. OKAY NOW HERE'S THE CATCH. TIME IS CRUCIAL. THESE THREE STEPS NEED TO BE COMPLETED BEFORE JULY 1ST.

**LT. GOVERNOR BUDDY McKAY ON TIME FRAME AND IMPORTANCE**

47. HERE IS THE OPPORTUNITY FOR THE TRI-COUNTY REGION TO BE PROACTIVE IN THIS SITUATION. THROUGH A REASONABLE AMOUNT OF WORK AND COOPERATION, ALL OF THE PUBLICLY AND MANY PRIVATELY MANAGED EMPLOYMENT, EDUCATION AND ECONOMIC DEVELOPMENT ACTIVITIES CAN BE BROUGHT TOGETHER IN A CLOSELY COORDINATED SYSTEM WHICH WILL MAXIMIZE RESOURCES, MINIMIZE DUPLICATION OF SERVICES, KEEP THE DELIVERY OF SERVICES SIMPLE AND EASY TO USE, AND KEEP THE CUSTOMER AS THE FOCUS OF ATTENTION AND PURPOSE.

48. THESE CHANGES CAN BE POSITIVE AND THROUGH THE WORKFORCE DEVELOPMENT SYSTEM WE CAN BE ASSURED THAT OUR OPPORTUNITIES ARE MAXIMIZED NOW AND INTO THE 21ST CENTURY.