

Building Workforce Success: Why SNAP Participants Need Florida Ready to Work

Monday, September 8, 2025

Agenda

- Florida Ready to Work Overview
- Why Florida Ready to Work?
- Florida Ready to Work for SNAP Participants
- Florida Ready to Work in Action with SNAP Participants
 - Featuring CareerSource Northeast Florida
- Resources to Support Your Success
- CareerSource Florida Network Best Practices
- What's New
- Next Steps

Overview

- State-sponsored **career readiness training** and **credentialing solution**
- Research-based **soft skills, digital skills, and academic employability skills** that underpin all career pathways
- Delivered in partnership with high schools, adult education programs, technical schools, state colleges, **apprenticeship programs, workforce boards,** juvenile justice, corrections, **employers,** and other workforce education partners
- State funded – **FREE** for all implementation partners and students
- Administered by the Florida Department of Commerce
- Managed by WIN Learning, national career readiness solution company

Earning the Credentials

- Online Training
 - Each module takes up to 2 hours, includes pre-test & post test
 - Online Training is **Optional**
 - Supplement to in-person employability skills training you are doing
- Proctored Assessment
 - 1 hour online assessment / scored in real time
Academic Employability Skills is 3 1-hour online assessments
 - Maybe retaken as many times as the candidate needs
 - Virtual options are available

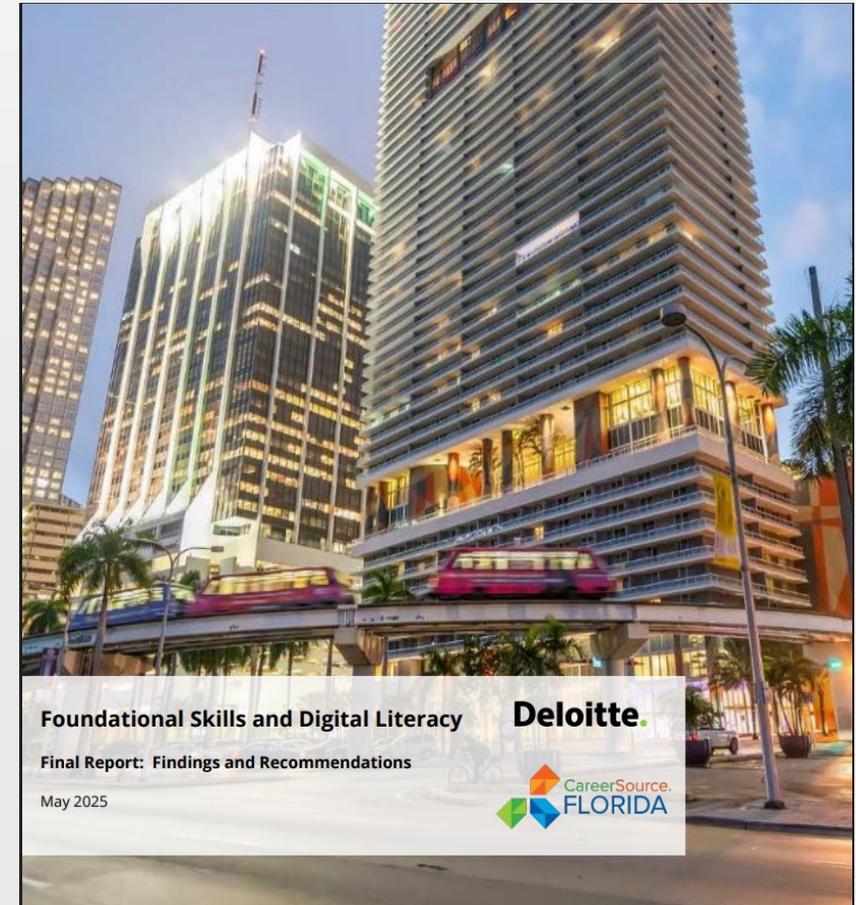
Three Stackable Work Ready Credentials!



Why Florida Ready to Work?

CareerSource Florida Survey – May 2025

- 83% of job listings mention skills related to personal qualities and interpersonal skills, but candidates aren't listing them on resumes
- Teamwork and Working with Others was ranked by both employers & non-employers as the #1 skill in demand.
- Applied Academic Knowledge was cited in 59% of job postings.
- 92% of jobs require digital skills, yet more than a third of workers do not have foundational digital skills needed for today's jobs
- Digital skills gaps are in different populations:
 - Individuals with limited access to broadband
 - Individuals re-entering the workforce
 - Career pivoters
 - GenZ'ers who lack computer operations skills



Florida Ready to Work for SNAP Participants



What is the biggest barrier to employment for your SNAP participants?

Florida Ready to Work for SNAP Participants

- Why Use Florida Ready to Work?
 - Supports skill-building in digital literacy, communication, and problem-solving
 - Prepares participants for success in today's job market
 - Enhances employability and job retention
- Program Benefits
 - Convenient and fully online
 - Self-paced and flexible
- Participant Benefits
 - Earns state-sponsored, nationally endorsed Florida Ready to Work Credential – validating mastery of career readiness skills
 - Add skills to resume to increase chances of finding employment
 - Builds confidence!

Digital Skills

- **Computer Operations** – Digital device types, parts of a computer, operating systems, common software applications, and basic operations.
- **Internet Browsing** – Browser basics, how to search, artificial intelligence (AI), and professional use of the internet.
- **Digital Communication** – Professional use of email, video conferencing, instant / text messaging, and social media and how AI impacts these tools.
- **Digital Documents** – Professional use of word processing, spreadsheets, slide presentations, online forms, and document sharing tools and how AI impacts creation.
- **Digital Security** – Password security, privacy settings, security software, spam and phishing, AI and virtual private network (VPN)

The screenshot shows a digital skills module titled "Computer Operations | Parts of a Computer". The interface includes a top navigation bar with "AUDIO", "REPLAY", "LANGUAGE", and "HELP" icons, and an "EXIT" button. Below the navigation bar, there is a "GLOSSARY" icon. The main content area displays the instruction "Select each card to learn more about common hardware." and four interactive cards: "Monitor", "Keyboard", "Mouse", and "Camera". Each card features an image of the hardware and a green double-up arrow icon. The bottom of the screen shows "Previous" and "Next" navigation arrows and "Page 14 of 39".

The screenshot shows a digital skills module titled "Digital Communication | Artificial Intelligence". The interface includes a top navigation bar with "AUDIO", "REPLAY", "LANGUAGE", and "HELP" icons, and an "EXIT" button. Below the navigation bar, there is a "GLOSSARY" icon. The main content area displays the title "AI Suggestions" and the text "Suggested text is another way AI is used in messaging apps. These suggestions are made based on the patterns in your chat with the other person." Below this, it says "Just like with any machine-made text, read before sending! Click the image to reveal which of the three suggested replies you would not want to send to your boss." To the right, there is an image of a chat interface with a supervisor. A yellow callout box points to a suggested reply that says "This response, while technically appropriate, is probably not the best thing to say to your boss!". The bottom of the screen shows "Previous" and "Next" navigation arrows and "Page 48 of 58".

Digital Skills Credential



- State-sponsored, signed by Governor

Florida Ready to Work Credential - Digital Skills

The credential is based on a proctored career readiness assessment validating mastery of the foundational technology skills commonly required for most jobs according to the U.S. Department of Labor O*NET Job Zone Framework. The holder of this credential has demonstrated work ready skills including:

Computer Operations	Digital Communication	Digital Documents	Digital Security
<ul style="list-style-type: none">• Understand basic computer operations• Identify main parts of a computer• Recognize popular Operating Systems and how to update them• Identify and select common software applications• Understand the parts of the virtual desktop and how to change device settings• Apply best practices for using a company-issued device in the workplace	<ul style="list-style-type: none">• Understand methods of digital communication and define when it is appropriate to use each medium• Recognize basic email providers and functions and understand the distinction between work vs personal email• Identify video conferencing providers and functions and understand general etiquette• Recognize text message and Instant Message providers and functions and understand general etiquette• Identify popular social media platforms and understand general etiquette• Apply best practices for using digital communication in the workplace	<ul style="list-style-type: none">• Recognize common word processing applications and their functions• Recognize common spreadsheet applications and their functions• Recognize common slide presentation applications and their functions• Understand how to complete online documents and forms, such as a fillable PDF or online job application• Understand sharing documents and storing with file-sharing applications• Understand how to collaborate on documents using shared applications• Apply best practices for using documents, spreadsheets, and slide presentations in the workplace	<ul style="list-style-type: none">• Identify security policies and procedures and understand common workplace digital security protocol• Understand password security and strength, using password management tools, and multi-factor authentication• Identify spam and phishing attempts and how to avoid and report them• Understand basic computer and application privacy settings• Identify common security software applications, their functions, and how to prevent or minimize effects of malware and viruses• Recognize Virtual Private Network (VPN) software applications and their functions• Understand the concept of a Digital Footprint• Apply best practices for digital security in the workplace

To learn more about the O*NET Job Zone Framework, visit <https://onetonline.org/help/online/zones>.

This credential is issued by Florida Ready to Work, a research-based foundational career readiness training, assessment, and credentialing program sponsored by the State of Florida; administered by the Florida Department of Commerce (floridajobs.org); and endorsed by the National Work Readiness Council (nwrc.org), an independent national nonprofit workforce development, training, and advocacy organization.

Questions? 1.888.717.9461 Option 3 | customerservice@floridareadytowork.com
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- Digital – may be downloaded, printed and emailed on demand

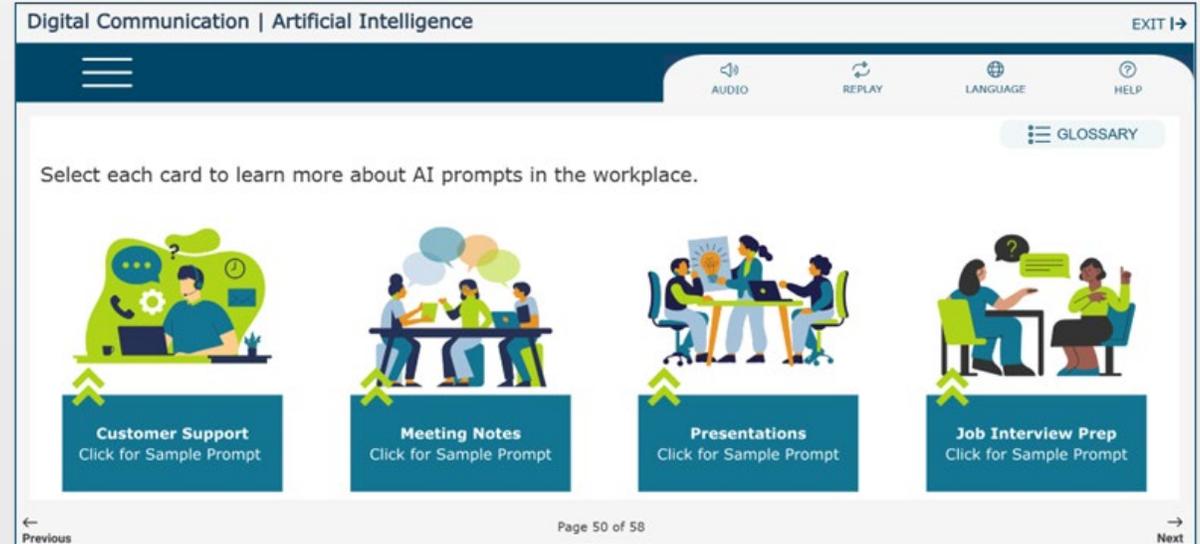
SNAP/WT: When to assign Digital Skills

Participant needs Job Search Training Activities:

- Digital Skills Training can count for 2 – 3 hours
- Digital Skills Assessment can count for 1 hour

Barriers to employment include:

- Never used a computer before
- Incarcerated more than 10 years
- Does not have a digital profile
- Expressed concern with digital literacy



SNAP/WT: Digital Skills Training / Credential

Objective: Pass the corresponding post-test for all five curriculum modules before taking the proctored assessment required to earn the credential.

Training time is dependent on job seeker's education level:

- 3 +/- hours for job seekers with post-secondary education
- 2 - 3 +/- hours for job seekers with a high school diploma or higher or enrolled in GED
- Potentially more for job seekers without a high school diploma / low reading level or who have never had access to a computer
- Curriculum is available in Spanish, though job seekers must take the proctored assessment in English to earn the credential
- 1 +/- hour of testing = 1 proctored assessment required to earn the Florida Ready to Work Digital Skills Credential



Pacing Schedule for Long Term Participants

Florida Ready to Work Solution	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Digital Skills Solution	<p>Test logins, make sure participants can access the program, change passwords, etc.</p> <p>Explain why earning the Florida Ready to Work Credentials are important.</p> <p>Computer Operations</p>	<p>Internet Browsing & Digital Communications</p>	<p>Digital Documents</p>	<p>Digital Security & Review Posttests</p>	<p>Schedule Assessment</p>	<p>Assign Soft Skills and start working through this training.</p>

Pacing Schedule for Short Term Participants

Florida Ready to Work Solution	Day 1	Day 2	Day 3	Day 4	Day 5
<p>Digital Skills Solution</p>	<p>Introduction to Florida Ready to Work; Test logins, make sure participants can access the program, change passwords, etc.</p> <p>Explain why earning the Florida Ready to Work Credentials are important.</p> <p>Digital Skills Pretests: Modules 1 & 2.</p>	<p>Digital Skills Pretests: Modules 3 – 5</p> <p>Ask participants to share their results.</p> <p>Instruct participants to begin with any modules that they scored below 82% on the pretest. Start with the lowest score and move forward from there.</p>	<p>Instruct participants to continue with any Digital Skills modules they scored below 82% on the pretest. Continue with the lowest score and move forward.</p>	<p>Instruct participants to continue with any Digital Skills modules they scored below 82% on the pretest. Continue with the lowest score and move forward.</p>	<p>Have participants take the Digital Skills Assessment. Participants will need at minimum 60 minutes for this assessment so make sure to schedule when they have enough time to complete.</p>

Soft Skills

- **Communicating Effectively** – Verbal and nonverbal communication and listening; use of communication tools including email etiquette and cell phone; networking; resolving conflict
- **Conveying Professionalism** – Dependability, courtesy, attitude, motivation, personal accountability, and time management
- **Promoting Teamwork and Collaboration** – Working with others regardless of personal feelings, benefits of variety and understanding to variances, accepting responsibility, and leadership
- **Thinking Critically and Solving Problems** – Innovation, creativity, flexibility, overcoming adversity, goal setting, and critical thinking strategies

INSTRUCTIONS LANGUAGE x

Communicating Effectively

Pretest

Donna is having a conversation with Michael about a new vacation policy at work. Donna strongly disagrees with most of Michael's opinions.

Which is the **BEST** way for Donna to handle the situation and which is the **WORST** way for Donna to handle the situation?

1. Donna should interrupt Michael often and forcefully present her own point of view.
2. Donna should listen quietly without responding to avoid starting an argument.
3. Donna should pay careful attention to Michael and then ask a follow up question.
4. Donna should make mental notes of how she will disagree when Michael stops talking.

Which is the **BEST** way to handle the situation?

Option 1
 Option 2
 Option 3
 Option 4

Which is the **WORST** way to handle the situation?

Option 1
 Option 2
 Option 3
 Option 4

Submit

Question 3 of 20

Soft Skills Credential



- Digital – may be downloaded, printed and emailed on demand

- State-sponsored, signed by Governor

Florida Ready to Work Credential - Soft Skills

The credential is based on a proctored career readiness assessment validating mastery of the foundational work habits and situational judgement skills commonly required for most jobs according to the U.S. Department of Labor O*NET Job Zone Framework. The holder of this credential has demonstrated work ready skills including:

- Communicating Effectively**
 - Understand the elements of effective listening, speaking, and writing
 - Consider the purpose, audience, and medium of communication, including email etiquette, texting, and social media
 - Understand the role of the customer and develop positive customer relationships
 - Adopt a growth mindset and become an active learner
 - Demonstrate strategies for conflict resolution
- Promoting Teamwork and Collaboration**
 - Recognize the characteristics of an effective team member
 - Develop leadership skills
 - Recognize, celebrate, and incorporate individual diversity and differences in the workplace
- Conveying Professionalism**
 - Build trust through punctuality, dependability, and accountability
 - Demonstrate integrity, initiative, and a strong work ethic
 - Represent the organization in the workplace and beyond with pride and professionalism
 - Develop organizational skills and effective work habits
 - Manage time effectively and prioritize tasks
 - Use common technology and choose tools to fit tasks
 - Develop basic business acumen
- Thinking Critically and Solving Problems**
 - Adapt to new information and circumstances
 - Make decisions with logic and reason
 - Demonstrate awareness of systems and design for improvement
 - Use a cycle of inquiry to investigate a problem
 - Evaluate and interpret data sources and visual displays

For information about the O*NET Job Zone Framework, visit <https://onetonline.org/help/online/zones>.

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floridareadytowork.com

SNAP/WT: When to assign Soft Skills

Participant needs Job Search Training activities:

- Soft Skills Training can count for 10-14 hours
- Soft Skills Assessment can count for 1 hour

Barriers to employment include:

- Has had trouble keeping a job
- Trouble communicating verbally / written
- Returning to the community

Other reasons to assign Soft Skills:

- Asked to explore work-based learning opportunities
- Expressed interest in making a career pivot

[INSTRUCTIONS](#) [LANGUAGE](#) [x](#)

Communicating Effectively

Pretest

Donna is having a conversation with Michael about a new vacation policy at work. Donna strongly disagrees with most of Michael's opinions.

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Which is the **BEST** way to handle the situation? Which is the **WORST** way to handle the situation?

Option 1 Option 1

Option 2 Option 2

Option 3 Option 3

Option 4 Option 4

[Submit](#)

Question 3 of 20

SNAP/WT: Soft Skills Training / Credential

Objective: Pass the corresponding post-test for all four curriculum modules before taking the proctored assessment required to earn the credential.

Training time is dependent on job seeker's education level:

- 14 +/- hours for job seekers with post-secondary education
- 10-14 +/- hours for job seekers with a high school diploma or higher or enrolled in GED
- Potentially more for job seekers without a high school diploma / low reading level or who have never had access to a computer
- Curriculum is available in Spanish, though job seekers must take the proctored assessment in English to earn the credential
- 1 +/- hour of testing = 1 proctored assessment required to earn the Florida Ready to Work Soft Skills Credential



Pacing Schedule for Long Term Participants

Florida Ready to Work Solution	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Soft Skills Solution	<p>Introduction to Florida Ready to Work; Test logins, make sure participants can access the program, change passwords, etc.</p> <p>Explain why earning the Florida Ready to Work Credentials are important.</p> <p>Communicating Effectively</p>	<p>Conveying Professionalism</p>	<p>Promoting Teamwork & Collaboration</p>	<p>Thinking Critically & Solving Problems</p>	<p>Finish any modules that haven't been completed & Review Posttests</p>	<p>Schedule Assessment.</p>

Pacing Schedule for Short Term Participants

Florida Ready to Work Solution	Day 1	Day 2	Day 3	Day 4	Day 5
Soft Skills Solution	<p>Introduction to Florida Ready to Work; Test logins, make sure participants can access the program, change passwords, etc.</p> <p>Explain why earning the Florida Ready to Work Credentials are important.</p> <p>Soft Skills Pretests</p>	<p>Ask participants to share their pre-tests results.</p> <p>Instruct participants to begin with any modules that they scored below 82% on the pretest. Start with the lowest score and move forward from there.</p>	<p>Instruct participants to continue with any Soft Skills modules they scored below 82% on the pretest. Continue with the lowest score and move forward.</p>	<p>Instruct participants to continue with any Soft Skills modules they scored below 82% on the pretest. Continue with the lowest score and move forward.</p>	<p>Have participants take the Soft Skills Assessment. Participants will need at minimum 60 minutes for this assessment so make sure to schedule when they have enough time to complete.</p>

Academic Employability Skills

- **Work Ready Math** – Work-related mathematical problem solving such as calculating costs or percentages, measurement, and verifying accuracy of transactions
- **Work Ready Reading** – Reading comprehension and decision-making using work-related documents such as memos, letters, directions, signs, notices, policies, and regulations
- **Work Ready Data** – Understanding and using sources of work-related data such as spreadsheets, charts, graphs, tables, flowcharts, diagrams, and maps

The screenshot displays the 'Work Ready Math' digital interface for Lesson 1.7.1. The interface includes a navigation bar with 'AUDIO', 'REPLAY', 'LANGUAGE', and 'HELP' options, and utility buttons for 'FORMULA SHEET', 'CALCULATOR', and 'GLOSSARY'. The main content area is titled 'Measuring Volume' and contains the following text:

Volume is how much space a 3-dimensional object takes up. In other words, it's a measure of the space inside the exterior surface of the object. Because of this, it's also called capacity, or how much a container can hold.

Remember the flower pot we just measured? We found its length, width, and height. The next step is to find out how much dirt we need to fill the flower pot. The space inside is the volume!

Volume is written as cubic units (units)³. For example, centimeters are written as cm³, meters are written as m³, inches are in³ and feet are ft³. (There are others like litres we'll get to later!)

The interface also features an illustration of a rectangular flower pot with dimensions labeled 'Width', 'Height', and 'Length', and a bag of soil with a shovel. A dashed arrow labeled 'Volume' points from the soil bag to the flower pot.

Navigation controls at the bottom include 'Previous', 'Page 2', and 'Next' buttons.

United States Department of Labor

Florida Ready to Work Levels = O*NET Job Zones

Florida Ready to Work Levels and O*NET Job Zones	Job Preparation Needed
Achievement Level 1 = Job Zone 1 Jobs may require a high school diploma or GED.	Little or no preparation is needed Example: Dishwasher, landscaper
Achievement Level 2 = Job Zone 2 Jobs usually require a high school diploma.	Some preparation needed Example: Customer service, bank teller
Achievement Level 3 = Job Zone 3 Jobs require training via a technical school, related to on-the-job experience or an associate's degree.	Medium preparation needed Example: Electrician, medical assistant
Achievement Level 4 = Job Zone 4 Jobs usually require a four-year bachelor's degree.	Considerable preparation is needed Example: Graphic designer, manager
Achievement Level 5 = Job Zone 5 Jobs require graduate school. Some may require a master's degree or advanced degree.	Extensive preparation is needed Example: Doctor, lawyer

Academic Employability Skills Credential



- Digital – may be downloaded, printed and emailed on demand

- State-sponsored, signed by Governor

Florida Ready to Work Credential - Academic Employability Skills

The credential is based on three proctored career readiness assessments validating mastery of the foundational academic employability skills (math, reading, and data) commonly required for most jobs according to the U.S. Department of Labor O'NET Job Zone Framework. The holder of this **Achievement Level 3** credential has demonstrated **Job Zone 3** work ready skills including:

Work Ready Math Skills for Level 3	Work Ready Reading Skills for Level 3	Work Ready Data Skills for Level 5
<p>A participant who has earned an Achievement Level 3 in Work Ready Math has the foundational math skills to succeed in preparatory programs for O'NET Job Zone 3 career pathways. Participants can solve multi-step, complex mathematical operations using multiple pieces of data, and determine relevant information for how to solve the problem. For example, participants have demonstrated the ability to:</p> <ul style="list-style-type: none">• Understand how to solve multi-step, multi-operation problems, such as determining assembly line production rates.• Solve problems involving unit conversion, such as units of weight or time.• Solve multi-step problems to calculate product information, such as unit cost or percent discount.• Solve single-step division problems with integers.• Calculate product dimensions, such as circumference of a tire or the number of square feet of tiles needed to cover an area.	<p>A participant who has earned an Achievement Level 3 in Work Ready Reading has the foundational literacy skills to succeed in preparatory programs for O'NET Job Zone 3 career pathways. Participants can read and understand moderately complex workplace documents, such as detailed operation manuals or procedures. For example, participants have demonstrated the ability to:</p> <ul style="list-style-type: none">• Use common reading strategies to understand key vocabulary in moderately complex informational text.• Identify the purpose, main idea, and implicit details provided in moderately complex informational text.• Generalize knowledge gained from a moderately complex procedural document.• Draw conclusions based on implicit details in an informational document, such as an article about flexible employment schedules.	<p>A participant who has earned an Achievement Level 5 in Work Ready Data has the foundational data literacy skills to succeed in preparatory programs for O'NET Job Zone 5 career pathways. Participants can identify trends and make predictions based on data within and across multiple sources such as complex graphs and charts. For example, participants have demonstrated the ability to:</p> <ul style="list-style-type: none">• Interpret sales, marketing, or industry conditions and make predictions based on trends represented in complex graphs.

There are four possible Achievement Levels (2-5). The Achievement Level is a composite work ready indicator based on the lowest passing score across all three assessments required to earn the credential. For information about the correlation between Achievement Level and O'NET Job Zone, visit <https://onetonline.org/help/online/zones>.

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SNAP/WT: When to assign Academic Employability Skills

Participant needs Education Activities:

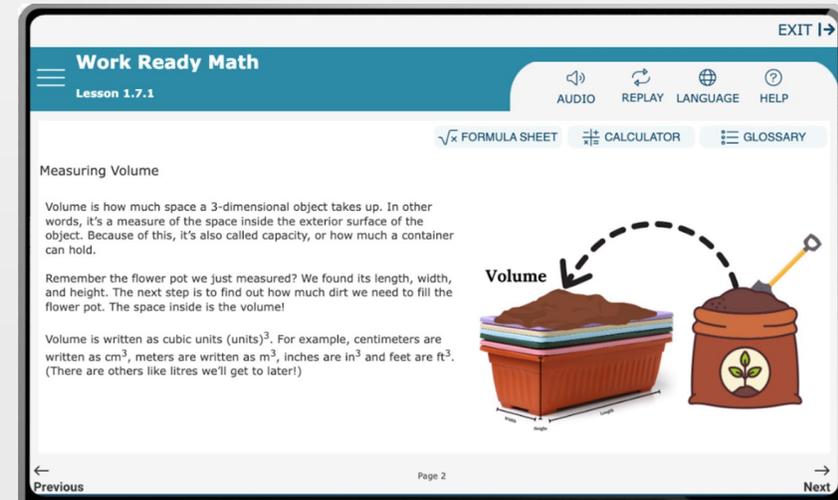
- Work Ready Math training can count for up to 35.5 hours
- Work Ready Reading training can count for 27.5 hours
- Work Ready Data training can count for 27 hours
- Each Work Ready Assessment counts for 1 hour / 3 hours total

Barriers to employment include:

- No high school diploma
- Basic skills deficiencies
- Returning to the community

Other reasons to assign Academic Employability Skills:

- Started process for applying for technical training programs
- Expressed interest in making a career pivot



SNAP/WT: Academic Employability Skills Training / Credential

Objective: Pass the corresponding placement test for each module or the curriculum post-test for each module at Level 3 (minimum) or Level 4 or higher (ideally) before taking the proctored assessments required to earn the credential.

The curriculum is 'leveled' – 5 levels for each module. The placement test is a quasi-adaptive self-directed assessment that indicates 'starting work ready level' and therefore provides a benchmark for approximately how many levels of curriculum (time) the job seeker might need to complete before taking the proctored assessments required to earn the credential.

Training time is dependent on job seeker's education level:

- 5 +/- hour (placement test + minimal content refresher) for job seekers with post-secondary education
- 50 +/- hours for job seekers with a high school diploma or higher
- 89 +/- hours for job seekers without a high school diploma or GED
- Significantly more for job seekers who are basic skills deficient. For these job seekers, 'Work Ready Basics' – a 'pre-curriculum' of sorts provides basic skills instruction. For example, one function math, counting money, telling time, etc.
- 3 +/- hour of testing = 3 proctored assessments required to earn the Florida Ready to Work Academic Employability Skills Credential



Academic Employability Skills Basics

- Work Ready Basics is a foundational work readiness training tool designed to build learners' fundamental skills in preparation for AE training.
- **Ideal for:** GED preparation, participants with basic skills deficiencies, and ESOL learners.

Work Ready Math Basics: Skills like telling time and counting money.

In-Person Learning: Take into account scheduling at least 1 hour per lesson.

Work Ready Reading Basics: Reading comprehension at an elementary/middle school level.

Online Only Training: Each module takes up to 4 hours

Work Ready Data Basics:
Understanding simple charts and graphs.

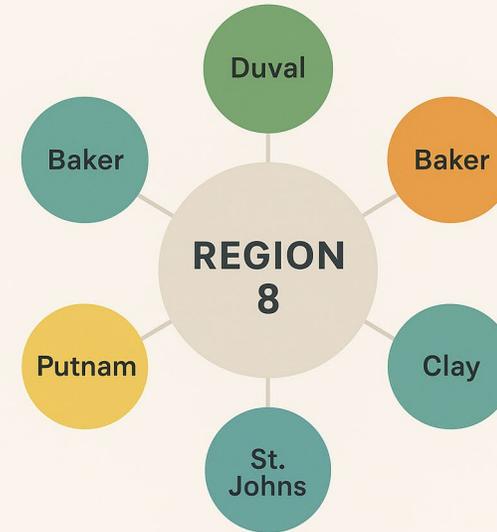
Pacing Schedule for Long Term Participants

Florida Ready to Work Solution	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Academic Employability Skills Solution	<p>Introduction to Florida Ready to Work; Test logins, make sure participants can access the program, change passwords, etc.</p> <p>Explain why earning the Florida Ready to Work Credentials are important.</p> <p>Placement tests for all 3 modules.</p>	<p>Work Ready Math</p>	<p>Work Ready Reading</p>	<p>Work Ready Data</p>	<p>Review post tests and schedule 1 of 3 assessments</p>	<p>Schedule remaining 2 assessments.</p>

Florida Ready to Work for SNAP in Action

Featuring Best Practices from CareerSource Northeast Florida

**Kory Sillerud, Assistant
Director WT and SNAP
E&T CareerSource
Northeast Florida**



STEP-BY-STEP GUIDE FOR ASSIGNING FLORIDA READY TO WORK



Step 1 – Review assessment with customer to identify barriers and determine what skills are needed to become more self-sufficient



Step 2 – Introduce all available activities and give a synopsis of each one



Step 3 – Customer selects the activity or combination of activities



Step 4 – Issue a username/password, orient the customer to the Florida Ready to Work site



Step 5 – Wrap up, ask if they have questions, encourage them to do great things

Success Story

Matched Study Time – SNAP State Plan 2025

Details	Basic/Foundational Skills Instruction (includes High School Equivalency Programs) (EPB)
Description of the component	<p>Basic education services are defined as academic instruction and education services below the postsecondary level that <u>increase the mandatory participants ability to:</u></p> <ul style="list-style-type: none"> • Read, write, and speak English; • Perform math or other activities necessary for the attainment of a secondary school diploma or equivalent; • Transition to post-secondary education and training; and • <u>Obtain employment</u> (WIOA Title II sec. 203). <p>Allowable education activities may include, but are not limited to:</p> <ul style="list-style-type: none"> • Adult basic education; • Remedial education; • High school completion or General Educational Development; and • English lessons for speakers of other languages. <p>The LWDB staff do not directly provide these services but rather refer individuals to community partners who specialize in education activities. <u>Mandatory participants assigned to education components, to include online classes, may be allowed one hour of study time for each hour of class time completed, as long as verification is provided for the actual class time spent.</u></p>

BEST PRACTICES FOR ENGAGING CUSTOMERS



- Ask the customer lots of questions.
- Listen and show an interest in their goals.
- Find out how you can help guide your customer into being the hero in their own story.
- Explain the consequences of not completing the activity but follow that with the positive outcomes of completing the activities timely.
- Encourage them.
- Let them know you are looking forward to seeing their progress.
- Follow up on this by sending a short email once you see that they have started the module.

I see you started the Communicating Effectively module. Great job! Let me know if you have any questions and keep up the good work!
- When they earn a badge or credential, invite them in to work on their resume 1:1 or ask them to send you a copy for review and send up to 3 tips to help improve their resume.

Resources to Support Your Success

Resources to Support Your Success

- **Initial Customer Meeting Support**
 - Tools to guide conversations and introduce the program effectively
- **Introduction Materials**
 - Ready-to-use script for introducing Florida Ready to Work
 - Email templates and handouts for participant outreach
- **Reporting Time Guide**
 - Step-by-step instructions for job seekers to track and report training hours
- **Follow-Up Support**
 - Email templates and scripts to encourage training completion
- **We Want Your Input!**
 - What other materials would help you support participants?

Resources



Introducing Florida Ready to Work

I want to introduce you to a program that can help you enhance your skills as you search for a job: Florida Ready to Work. It's designed to help you develop the essential workplace skills that employers value—things like communication, problem-solving, and teamwork.

Through this free program, you can earn career readiness credentials that show employers you're prepared for success. These credentials can make a big difference, especially if you're looking to stand out and secure stable employment.

The time you spend in this training will also count towards your monthly participation hours so that you can continue to receive your SNAP benefits.

CareerSource Florida Network Best Practices

CareerSource Florida Network – Celebrations!

CareerSource Capital Region

Training is self-directed, self-paced, and accessible from any computer or tablet.

THREE DIFFERENT CERTIFICATIONS

-  SOFT SKILLS
-  ACADEMIC EMPLOYABILITY SKILLS
-  DIGITAL SKILLS

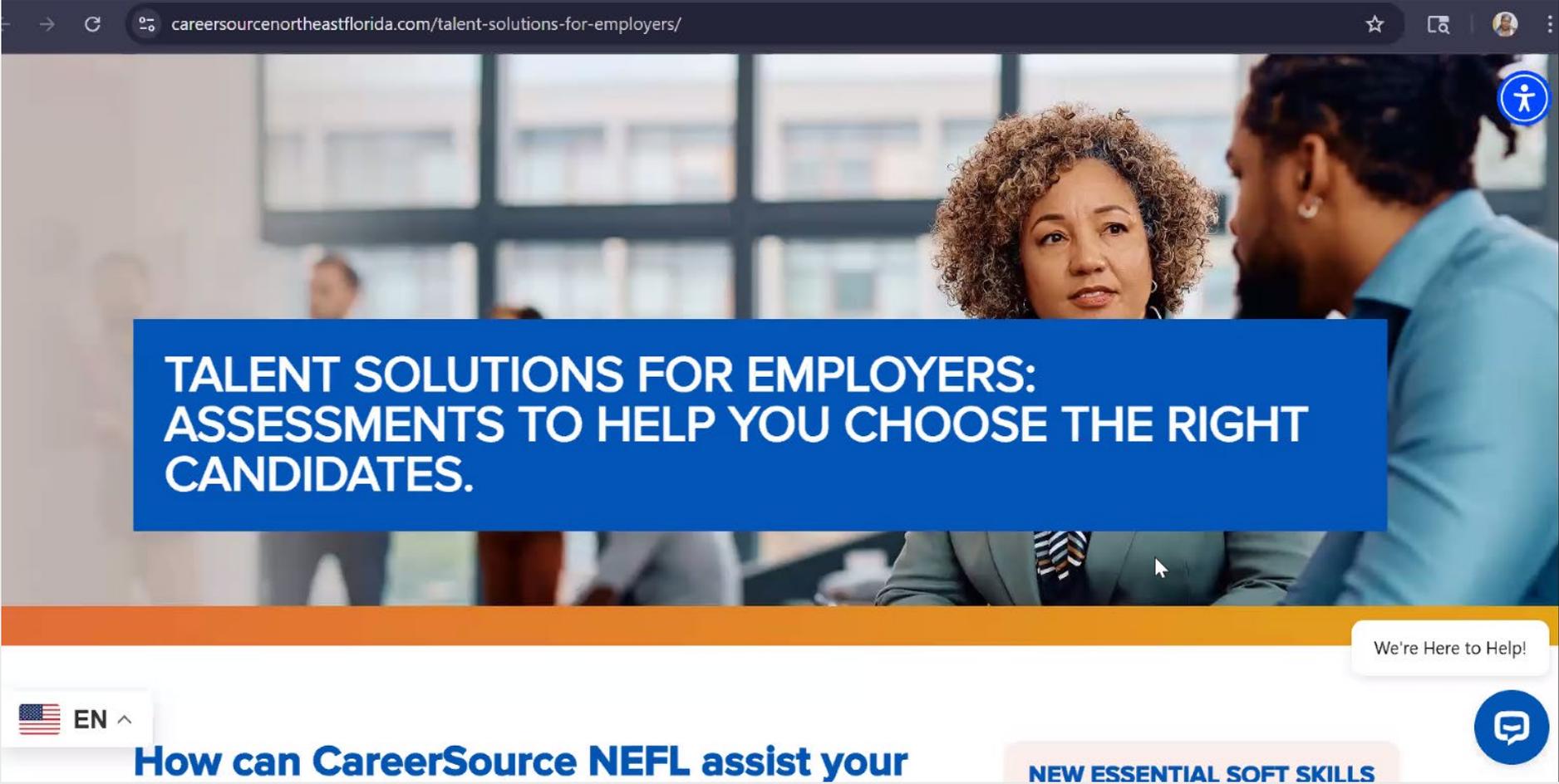
[Learn more](#)

EMPOWER YOUR FUTURE:
Build Skills, Build Your Career

CareerSource Florida Network – Celebrations!

CareerSource North East FL



The screenshot shows a web browser window with the URL careersourcenortheastflorida.com/talent-solutions-for-employers/. The main content area features a blue banner with the text: **TALENT SOLUTIONS FOR EMPLOYERS: ASSESSMENTS TO HELP YOU CHOOSE THE RIGHT CANDIDATES.** Below the banner is an orange bar with the text **We're Here to Help!** and a chat icon. At the bottom, there is a navigation bar with a language selector (EN ^), the text **How can CareerSource NEFL assist your**, and a button labeled **NEW ESSENTIAL SOFT SKILLS**.

What is FLORIDA ready to work All About?

Introduction
Webinar

Workplace Skills Training
Digital Skills Credentials

Hosted by:



REGISTER NOW - WWW.CAREERSOURCECF.COM



Second Wednesday of every Month at 10 AM

- Your Future Starts Now.
- **Free** Career Readiness Training & Credentialing **FOR YOU!**

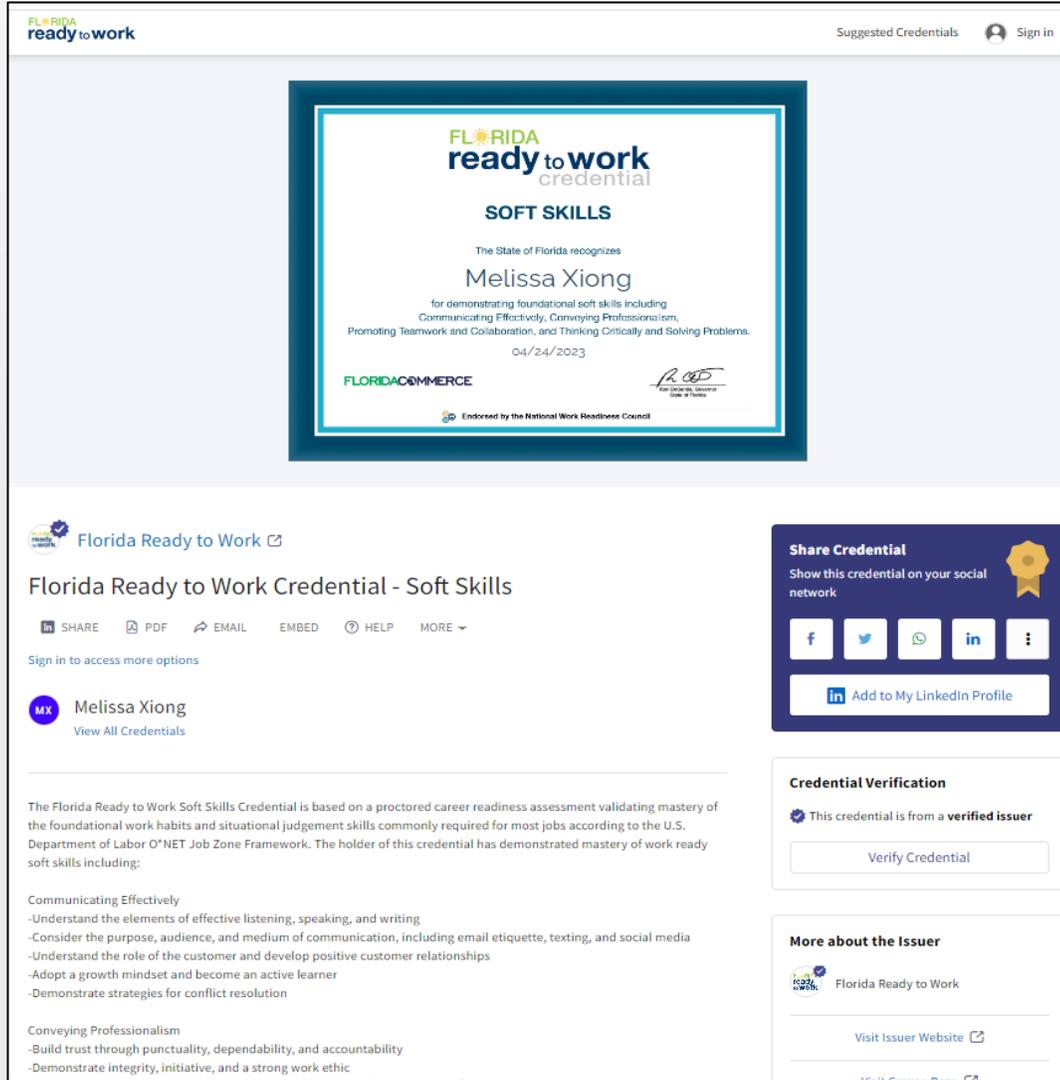
Hosted by our partner:



Benefits for Job Seekers

- **Earn nationally recognized, state-endorsed credentials** that validate essential workplace skills.
- **Stand out to employers** by confidently navigating today's tech-driven workforce.
- **Master digital communication and document creation** for professional environments.
- **Explore the internet responsibly** with a focus on workplace relevance and safety.
- **Protect workplace devices and data** by understanding cybersecurity best practices.
- **Gain hands-on experience with AI tools** in web browsing, communication, and productivity — learning how AI can boost job performance and be applied professionally.

Best Practice - Share Their Achievements!



The screenshot displays the Florida Ready to Work Credential website. At the top, there is a navigation bar with the logo and a 'Sign in' button. The main content area features a large digital badge for Melissa Xiong, a 'SOFT SKILLS' credential issued by the State of Florida on 04/24/2023. The badge includes the Florida Ready to Work logo, the recipient's name, and a list of skills: Communicating Effectively, Conveying Professionalism, Promoting Teamwork and Collaboration, and Thinking Critically and Solving Problems. Below the badge, there are social media sharing options (LinkedIn, PDF, Email, Embed, Help, More) and a 'Share Credential' section with icons for Facebook, Twitter, WhatsApp, and LinkedIn, along with an 'Add to My LinkedIn Profile' button. A 'Credential Verification' section includes a 'Verify Credential' button. The 'More about the Issuer' section provides information about Florida Ready to Work and a 'Visit Issuer Website' button. The bottom of the page lists the foundational work habits and situational judgement skills required for most jobs according to the U.S. Department of Labor O*NET Job Zone Framework.

- Share Florida Ready to Work Achievements electronically & on social media
- Employers can verify learners' achievements in real time
- By providing an email address you will be able to access digital badging
- Visit FloridaReadytoWork.com/digital-badges for more information



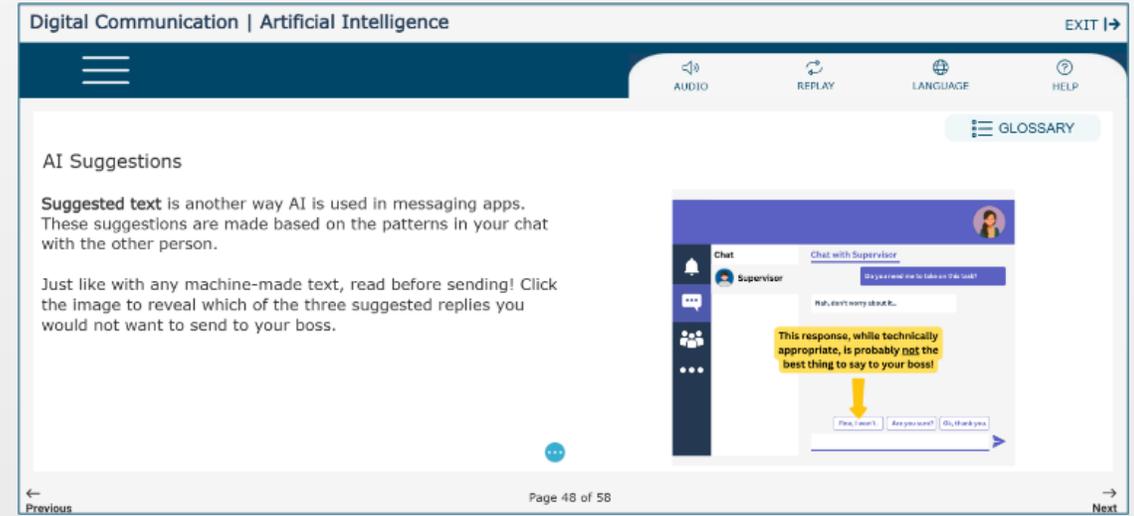
Florida Ready to Work is for All Job Seekers

- WIOA
- Summer Youth Programs
- Apprenticeships
- Hope Florida Participants
- MORE

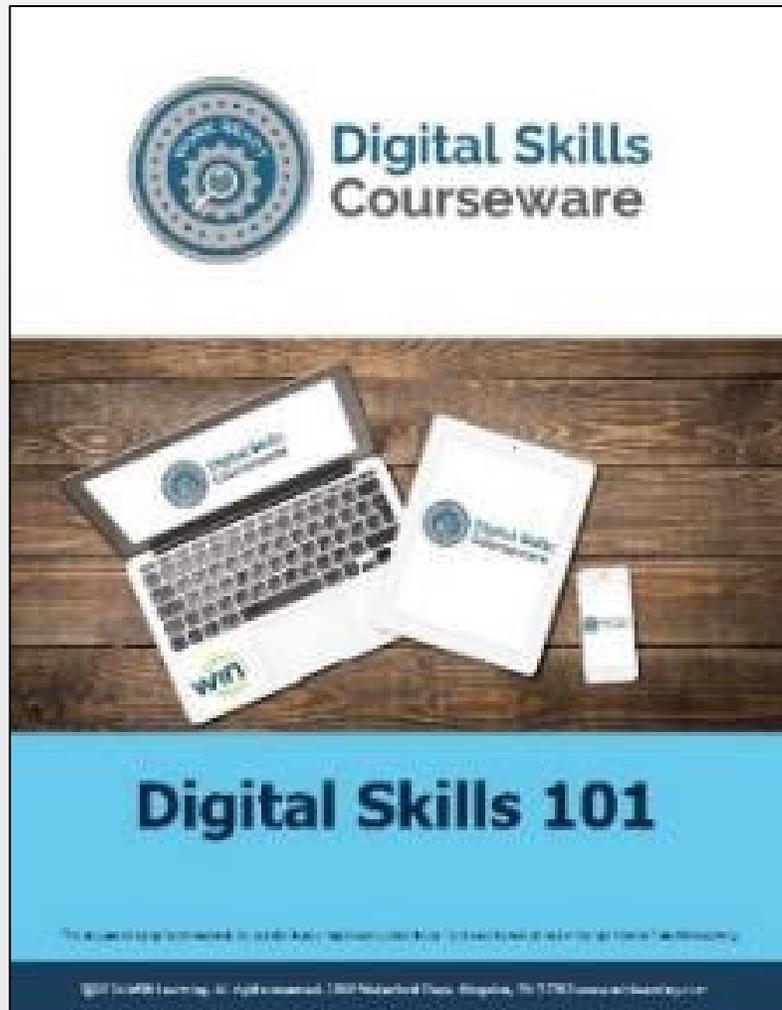
Exciting New Features Refreshed & Ready for the 2025-2026 Program Year

What's New in Digital Skills

- Artificial Intelligence (AI) Instruction
- Introductory videos
- Enhanced interactive elements
- More approachable content
- Improved mobile experience



Don't Forget - Digital Skills 101 Offline Guide



Digital Skills Courseware

Computer Operations

The Mouse

The mouse is an important tool for communicating with computers. Another name for a mouse is a pointing device; it lets you point to objects on the screen and click on them, such as a [hyperlink](#). Files and applications require a double click to open, which is two quick left clicks on the mouse or trackpad.

- Left Click
- Scroll Wheel
- Right Click
- Palm rest or body



Hover: the act of moving the mouse cursor over a clickable object. When hovering over links on a page, the link will change color.

1. Place your thumb on the desk/tabletop on the left side of the mouse.
2. Your index finger should rest on the left button of the mouse.
3. Place the middle finger on the right button of the mouse.
4. Your ring finger and little finger should rest on the right side of the mouse.
5. Your palm should cup the end of the mouse gently.
6. The base of your wrist should rest on the desk.

Alternatives to a mouse:

1. **Trackball** - this device has a ball that rotates freely. You roll the ball with your thumb to move the pointer.
2. **Touchpad** - also known as a trackpad, a sensitive pad that allows you to control the pointer by making motions with your finger (more common on laptop computers).



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Available September 10

Assignment Manager – Refreshed and Improved

Dashboard
See a summary of your progress

MY ASSIGNMENTS GO →

- Math Level 1 0% 0% Complete
- Computer Operations 0% 0% Complete
- AM Testing 6.5 0% 0% Complete

COURSEWARE GO →

Academic Skills Courseware

- Work Ready Math 0% Not Started

ASSESSMENT GO →

Academic Skills Assessments

- Work Ready Math 0% Not Taken

WIN career readiness system Home Dashboard Assignments Reports Resources Products Admin Logout

Assignment Library

Create assignments, assign to users, share with colleagues. + Create

Assignments	Actions	Name	Tasks	Estimated Time
All		Fall 25 Week 1 CE	7	5h 15m
Active		Fall 25 Week 3 PTC	5	3h 45m
Archived		Communicating Effectively	7	5h 15m
All Templates		Soft Skills Week 1 - Template	9	5h 15m
My Templates		Work Ready Math Level 2 - Template	8	7h 45m
Shared With Me				
Archived				

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CareerSource Florida Network - Housekeeping

- **Hope Florida Participants** – Scan QR code for link to updated Resources page

Scroll to 'Guides.'

- Monthly Implementation Webinars
 - October 22 – Assignment Manager
 - November 26 – Office Hours
 - December 17 – Reports
- CareerSource Florida Monthly Introduction / Training Webinar
September 24, 2025 at 11 a.m.

Add New User

User must change password at next logon

Custom Field Information

Hope Florida Participant: Select...

Employ Florida State ID Number: [Text Field]

CareerSource WIOA Eligible: Select...

DOB: MM/DD/YYYY [Calendar Icon] [Error Icon]

No Response

Race Ethnicity: Select...

Gender: Select...

Grade: Select...

Cancel Save

Customer Service Team

888-717-9461, Option 3
customerservice@floridareadytowork.com



Reentry, Reintegration, and Results:

A Bold Approach to Workforce Development



Florida Hires is
proving that
talent knows
no boundaries.

09.09.2025

Starting At 2:00pm

Location: | Oceans 9 Conference Room

**SEE YOU
THERE!**



<https://workforcesummit.net/home-2025>

Help Your Job Seekers Earn Credentials that Matter

Resources



 facebook.com/FlaReadytoWork

 x.com/FlaReadytoWork

 linkedin.com/company/florida-ready-to-work

Customer Service

customerservice@floridareadytowork.com

888-717-9461 option 3

floridareadytowork.com/contact