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Strategic Policy

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| Title: | Availability of Services to Floridians |
| Adopted: | September 15, 2021 |
| Effective: | September 21, 2021 |

I. PURPOSE AND SCOPE

The Governor and the state workforce development board recognize the vital role local workforce development boards play in ensuring Floridians have access to the resources and services needed to obtain meaningful employment. To achieve this important goal and realize the vision of the Governor, CareerSource Florida, and the Florida Department of Economic Opportunity for equitable access to exemplary workforce services, local workforce development boards share the responsibility for formulating, leading and communicating this vision for the state's workforce system in support of the customers they serve.

This policy and attached resources describe statewide expectations for local workforce development boards as they develop local policies to enhance customer service, set and publicly post hours of operation for one-stop career centers and reinforce the importance of comprehensive communication. These expectations are critical to achieving the Governor and state workforce development board's vision for the state and assisting Floridians with finding gainful employment while connecting them with businesses that are growing their workforce.

II. BACKGROUND

Public Law 113-128, the federal Workforce Innovation and Opportunity Act (WIOA), was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

Training and Employment Guidance Letter 04-15 was issued August 13, 2015, laying out the vision for the one-stop delivery system under WIOA. This guidance letter states one-stop centers should reflect a welcoming environment to all customer groups who are served by the

one-stop career centers. All one-stop career center staff are expected to be courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the one-stop career centers, either in person or virtually. Moreover, one-stop career center staff are sensitive to the unique needs of individuals with disabilities and individuals with barriers to employment. One-stop career centers are prepared to provide necessary accommodations. Local workforce development boards are expected to ensure meaningful access to all customers. One-stop career centers must be physically and programmatically accessible to all customers.

WIOA requires the Governor to establish and disseminate to local workforce development boards instructions for the submission and approval of local plans that serve as each board's action plan to develop, align, and integrate service delivery strategies and support the state's vision and strategic and operational goals. Local Planning Instructions issued by the Department of Economic Opportunity and the CareerSource Florida professional team require local workforce development boards to identify the days and times when service delivery offices are open to customers. Customers must have access to programs, services and activities during regular business days at a comprehensive one-stop career center.

Each local workforce development board enters into a Grantee-Subgrantee Agreement with the Department of Economic Opportunity. Section 16(g) of the Grantee-Subgrantee Agreement states that annually, before July 1 of each state fiscal year, each local workforce development board shall adopt a schedule of operations for the upcoming state fiscal year. Such schedule of operations shall include, but is not limited to, daily hours of operation of one-stop operators and a holiday closure schedule which adopts either the federal, state, or appropriate county holiday schedule. If the local workforce development board has a career center that is affiliated with a college or university, the college or university schedule may be adopted for those centers. The proposed schedule must be approved by the board and posted on the board's website in a prominent, easily accessible manner. The board must give prior approval to any deviations from the schedule, except in emergency or reasonably unforeseeable circumstances (e.g., an order of the president or Governor, total loss of facilities from a catastrophic natural or man-made disaster, etc.).

If emergency circumstances exist which result or could foreseeably result in a closure, the board shall ensure that DEO and the state workforce development board are informed within 48 hours of such closure or potential closure.

III. POLICIES AND PROCEDURES

a. Customer Service

Customer service is a shared value of the state workforce system and directly influences how the public perceives organizations providing service. Customer service is about learning and understanding what success means to Floridians in search of jobs, career changes, learning new skills, and finding new opportunities. Providing customers with what they need may involve reconfiguring a current service to better serve their needs.

As we work to ensure all job seekers, business customers and other stakeholders are treated with dignity and respect, it is important to recognize that individual needs are as unique and varied as the individuals themselves.

Customer service is a cornerstone of our network and our culture of excellence defined by quality, inclusiveness, collaboration and cooperation, transparency and accountability, openness and candor. The network's one-stop career centers strive to exceed expectations and ensure every interaction with a customer is reflective of a high-quality organization. Every experience is an opportunity to ensure a positive outcome.

b. Dress Code

The state workforce development system's mission is to assist Floridians with finding gainful employment. No individuals shall be turned away from services due to appearance, race, and/or gender. If an individual needs assistance in meeting a dress-code requirement, support services should be offered to assist the individual with finding proper attire.

c. Availability and Hours of Operation

Comprehensive one-stop career centers must be open to the public for walk-up service a minimum of eight hours a day, Monday through Friday. As is common practice across the state, local career centers may establish other service hours or services by appointment at other times to accommodate the schedules of individuals who work during regular business hours. Days and hours of operation should be clearly visible at one-stop career center locations. In addition, days and hours of operation and a holiday closure schedule, which adopts federal, state, or appropriate county holidays shall be posted on the local workforce development board's website in a prominent, easily accessible manner.

d. Importance of Comprehensive Communication

CareerSource Florida, the Department of Economic Opportunity, and all local workforce development boards within the CareerSource Florida network are responsible for communicating the Governor and state workforce development board's vision for the state's workforce system in support of the Floridians they serve. It is important that communication both externally and internally remains comprehensive and organized. Transparency and integrity are two of the most important aspects of being effective communicators. Being effective communicators for the state workforce system supports the work to lead Floridians down a path of economic prosperity to find a better career, job opportunities, or improve their skills to compete in Florida's workforce.

This policy applies to CareerSource Florida, the Department of Economic Opportunity and all 24 local workforce development boards. Local workforce development boards shall address local strategies and their policies on availability of services in their local workforce development board plans. To assist local workforce development boards, customers and stakeholders, CareerSource Florida and the Department of Economic Opportunity provide the attached resources.

IV. AUTHORITIES

[Public Law 113-128, The Workforce Innovation and Opportunity Act \(WIOA\)](#)

[20 CFR 679.500](#)

[Training and Employment Guidance Letter 04-15](#)

[Chapter 445.003 – 445.004, Florida Statutes](#)

[The Grantee-Subgrantee Agreement](#)

[CareerSource Florida Administrative Policy 93 – One-Stop Career Center Certification Requirements](#)

V. RESOURCES

CareerSource Florida and Department of Economic Opportunity Customer Service Resource

CareerSource Florida and Department of Economic Opportunity Local Workforce Development Boards and Reemployment Assistance Resource

CareerSource Florida and Department of Economic Opportunity Communications and External Affairs Strategic Resources