

Local Workforce Development Boards and Reemployment Assistance



PURPOSE AND SCOPE

The state workforce development board, known as the CareerSource Florida Board of Directors, is established pursuant to Public Law 113-128, the Workforce Innovation and Opportunity Act, Title I, Section 101. Charged with assisting the Governor with state workforce policy and investments, the state workforce development board establishes and directs the vision for the state workforce system, known as the CareerSource Florida network, to align with strategic partners within workforce investment, education, and economic development systems. The CareerSource Florida network's strategic partners are those described within the federal Workforce Innovation and Opportunity Act (WIOA) and Florida Statutes. The CareerSource Florida network comprises the state workforce development board, the Florida Department of Economic Opportunity, Florida's 24 local workforce development boards, chief local elected officials, local boards of directors, and local career centers.

The state board and local workforce boards must comply with federal and state laws, set clear expectations, and provide quality customer service. The state board and local workforce development boards shall ensure the workforce investment system provides economic opportunity for everyone who wants to work, find a better job, or improve their skills to succeed.

The Florida Department of Economic Opportunity (DEO) serves as the administrative entity for state workforce programs in accordance with Chapter 20.60 and Chapter 445, Florida Statutes. DEO offers technical consultation, comprehensive infrastructure, and compliance support to the state board and CareerSource Florida in accordance with Chapter 445, Florida Statutes.

The purpose of this resource document is to facilitate coordinated support for Reemployment Assistance claimants among all associated parties listed above within the state's workforce system. Also, engaging Reemployment Assistance claimants in a holistic approach helps to promote interest in participating in Florida's workforce programs and services. It is encouraged that the CareerSource Florida network request training directly from DEO's Bureau of Reemployment Assistance to ensure front-line staff are trained on the Reemployment Assistance program, in general, as well as training to help identify potential eligibility issues for referral to adjudication.

SUPPORTING REEMPLOYMENT ASSISTANCE CLAIMANTS:

Customer Service

Every individual should be treated with dignity and respect at all times. Therefore, it is important to recognize that individual needs are as unique and varied as the individuals themselves. Treat all situations fairly. Strive to exceed expectations and ensure that every interaction with a customer is reflective of a high-quality organization. Acknowledge that every experience is an opportunity to ensure a positive outcome. Recognize that customer service is a cornerstone of a culture of excellence defined by quality, inclusiveness, collaboration and cooperation, transparency and accountability, and openness and candor.

No individual should ever be turned away from services due to appearance, race, and/or gender. The role of all CareerSource Florida network partners is to serve Floridians and provide them with opportunities to find a better job, improve their skills, and enhance their livelihood.

Examples Include:

- If a claimant requires assistance beyond the LWDBs capabilities, assist the claimant in facilitating a request to DEO through the Reemployment Assistance Help Center [portal](#).
- Do not send claimants to Legislators or to a DEO facility.
- If an individual needs assistance in meeting the dress code requirement, please offer support services to educate and assist the individual with finding proper business attire. Reemployment Assistance claimants should not be turned away for dress code violations.
- Clearly advertise customer service hours of availability.

General Assistance

Per the state of Florida’s Workforce Innovation and Opportunity Act Unified Plan, local workforce development boards shall provide the following assistance for Reemployment Assistance claimants:

- Provide Reemployment Assistance educational resources, such as general information and frequently asked questions, on their websites and in their career centers.
- Provide technological equipment, such as computers, printers, and scanners, for Reemployment Assistance claimants to use to enable them to file their Reemployment Assistance application.
- Assist claimants with general computer and RA application questions.
- Utilize the information in Employ Florida to match a claimant with a job.
- Reemployment Assistance claimants can complete an online skills assessment, which measures the claimant’s skills, abilities, and career aptitude. The CareerSource Florida network can use the results obtained from the skills assessment to provide a customized and tiered level of service.
- The CareerSource Florida network must accept claimant information and help individuals file a claim for Reemployment Assistance. This includes uploading documentation and completing forms in the Reemployment Assistance Help Center or CONNECT benefits system where no discretion is required to determine the information to be entered.

Reemployment Services and Eligibility Assessment (RESEA)

- The RESEA program addresses reemployment needs of Reemployment Assistance claimants most likely to exhaust benefits and transitioning veterans receiving unemployment for ex-service members (UCX).
- The RESEA program provides specific intensive services to these populations and helps detect and prevent erroneous Unemployment Insurance (UI) payments.
- The RESEA program uses a one-on-one intensive appointment process.
- Consistent with section 443.091, Florida Statutes, failure to appear as directed for reemployment services at the appointed career center may affect a participant’s eligibility for benefits and services.

CONTACTS

Department of Economic Opportunity

media@deo.myflorida.com

(850) 245-7184

CareerSource Florida

vheller@careersourceflorida.com

(850)321-6460