

Strategic Policy and Performance Council Meeting Agenda

SEPT. 18, 2023 • 10 A.M. – 12 P.M. ET

ROSEN SHINGLE CREEK

9939 UNIVERSAL BLVD., ORLANDO

MEETING ROOM: GATLIN B

Chair's Welcome and Remarks *Sophia Eccleston*

Workforce Program Development Initiatives Update *Dan McGrew*

Consent Item *Sophia Eccleston*

- June 6, 2023, Meeting Minutes

Action Items *Dan McGrew*

1. Regional Planning Areas Strategic Policy *Warren Davis*
2. Education and Industry Consortiums Strategic Policy *Dehryl McCall*
3. Eligible Training Providers List Administrative Policy *Keantha Moore*
Deputy Chief, Bureau of One-Stop and Program Support
FloridaCommerce

Pillar II, System-wide Improvements: Statewide Procurement Strategy *Dan McGrew*

Floridians with Disabilities: Part of the Talent Pipeline Solution *Allison Chase*
President, The Able Trust

Statewide Labor Market & Program Performance Update *Jimmy Heckman*
Chief, Bureau of Workforce Statistics and Economic Research
FloridaCommerce

Kristy Farina
Economic Research and Analysis Administrator
FloridaCommerce

Open Discussion/Public Comment

Chair's Closing Remarks *Sophia Eccleston*

UPCOMING MEETINGS

Finance Council Meeting
Sept. 18, 2023

Board of Directors Meeting
Sept. 19, 2023

Executive Committee Meeting
Oct. 12, 2023 (Virtual)

Board of Directors and Council Meetings
Dec. 11-12, 2023 (Virtual)

Information Items

Consent Item 1

Approved _____

Disapproved _____

Consent Item 1

June 6, 2023, MEETING MINUTES

In accordance with Article VII, Section 7.3 of the approved bylaws, the corporation is required to keep correct and complete books and records of accounts and shall keep minutes on the proceedings of the board of directors.

FOR CONSIDERATION

- **Approval of June 6, 2023, Meeting Minutes, to include any modifications or changes noted by the council.**

CareerSource Florida
Strategic Policy and Performance Council Meeting Minutes
June 6, 2023

I. Call to Order

Chair Sophia Eccleston called the meeting to order at 9 a.m. on June 6, 2023.

II. Roll Call

Chair Eccleston introduced Executive Assistant Kay Clement and invited her to conduct a roll call. The following members were present:

Sophia Eccleston
Abe Alangadan
Kiley Damone
Robert Doyle
Eric Hall
Shevaun Harris
Tim Hinson
Laurie Sallarulo
Patsy Sanchez

III. Business and Workforce Strategies Unit Initiatives Update

CareerSource Florida Business and Workforce Strategies Senior Vice President Dan McGrew gave an update on Florida Credentials Review Committee activities and local workforce development board letter grades, including case-level data reports and plans to include Workforce Innovation and Opportunity Act (WIOA) Title II and Title IV in extra credit metrics for next year.

He invited the Business and Workforce Strategies team to share updates on 2022-2023 Program Year initiatives:

- Senior Director Adam Briggs, Ph. D., gave an overview of the Career Ladder Identifier and Financial Forecaster (CLIFF) tools suite: CLIFF Snapshot, CLIFF Financial Planner and CLIFF Dashboard.
- Director Susan Bosse shared an update on apprenticeship expansion, noting Senate Bill 240, effective July 1, 2023, further clarifies which businesses can become registered apprenticeship sponsors among other streamlined support.
- Senior Director Dehryl McCall delivered an update on CareerSource Florida's collaboration with the Florida Chamber Foundation to conduct employer focus groups for the Workforce Needs Study 2.0 to provide recommendations for the Master Credentials List to the Credentials Review Committee.
- Director Carmen Hilbert shared an update on the Incumbent Worker Training and Quick Response Training grant programs.

IV. Consent Agenda

Chair Eccleston called for a motion to approve the consent agenda:

1. Feb. 22, 2023, Meeting Minutes.
2. Sunset Reobligation and Deobligation of Temporary Assistance for Needy Families (TANF) Funds Strategic Policy.

Motion: Robert Doyle
Second: Laurie Sallarulo

The consent agenda passed unanimously.

V. Florida Workforce System Transformation

McGrew presented the Florida Workforce System Transformation Plan, outlining the three pillars: (Pillar I) alignment and consolidation, (Pillar II) system-wide improvements and (Pillar III) regional planning. On May 17, Governor Ron DeSantis affirmed the alignment and consolidation recommendation plan which represents the first major structural changes to Florida's local workforce development board services delivery system in nearly 30 years.

VI. Action Items

McGrew informed the council there will be several action items relating to the Florida Workforce System Transformation to follow at the present and future meetings. Action Item 1 called for three revisions to the board governance and leadership strategic policy:

- The requirement that local workforce development board composition appropriately and equitably includes representation from all counties in a designated local workforce development area;
- The requirement that local workforce development boards implement a regular review process for Chief Executive Officers/Executive Directors to include performance on state and federal programs administered by the local workforce development board in the local workforce development area and performance on state letter grades; and
- Inclusion of new requirements for local workforce development board chairs to appoint members to an education and industry consortium for the local workforce development area.

1. Board Governance and Leadership Strategic Policy Revision.

Chair Eccleston called for a vote to approve the action item.

Motion: Laurie Sallarulo

Second: Eric Hall

The action item passed unanimously.

McGrew presented Action Item 2, proposing revisions to CareerSource Florida Strategic Policy 2008.08.15.8D – Chartering of Local Workforce Development Boards, noting the revisions directly support Pillar I in the Florida Workforce System Transformation Plan. Specifically, the revisions include:

- The requirement that local workforce development board composition appropriately and equitably includes representation from all counties in the designated local workforce development area.
- The requirement that business representatives on the local workforce development board reflect the industry sectors of focus identified in the local area WIOA plan.

2. Revision to Certification of Local Workforce Development Areas and Local Workforce Development Boards Strategic Policy

Chair Eccleston called for a vote to approve the action item.

Motion: Eric Hall

Second: Laurie Sallarulo

The action item passed unanimously.

McGrew stated CareerSource Florida developed the Florida Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard tool to allow one-stop center staff to assist Floridians in visualizing how returning to work or upskilling to a higher-paying occupation could impact their future earnings and public benefits as their household progresses along the path to self-sufficiency.

Falling under Pillar II and pursuant to CareerSource Florida Strategic Policy 2021.2.09.A.1 – Comprehensive Employment, Education and Training Strategy, McGrew said Action Item 3 provides that the Florida CLIFF Dashboard and associated suite of CLIFF tools shall be leveraged by local workforce development board leadership and staff and made available to extended partners and stakeholders to prioritize employment, emphasize education and training, reduce welfare dependency, increase economic self-sufficiency, and meet employer needs.

3. Florida Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard Strategic Policy

Chair Eccleston called for a vote to approve the action item.

Motion: Robert Doyle

Second: Abe Alangadan

The action item passed unanimously.

VII. Statewide Labor Market & Program Performance Update

Florida Department of Economic Opportunity (DEO) Workforce Statistics and Economic Research Bureau Chief Jimmy Heckman and DEO Economic Research and Analysis Administrator Kristy Farina gave an update on the statewide labor market and program performance update.

Heckman provided information on the counties with the highest and lowest unemployment rates, as well as a detailed analysis of employment trends by industry over the year. Heckman shared labor force statistics focused on youth, women and adults with a high school education or less. He also mentioned that many Floridians are involuntary part-time workers and further pointed out that a significant number of WIOA recipients are already employed prior to seeking assistance from career centers.

Farina gave an overview of recent program performance metrics, sharing a breakdown of WIOA adult, WIOA youth, WIOA dislocated worker and Wagner-Peyser outcomes.

VIII. Open Discussion/Public Comment

Chair Eccleston asked if any council members or members of the public wished to comment.

Council members expressed gratitude for learning about the issues faced by discouraged job seekers and the impact disenchanted workers have on the labor force. They also showed interest in expanding their knowledge of veteran services provided at career centers and partnership opportunities to better serve youth and individuals with disabilities. McGrew offered to share examples of statewide partnerships.

There were no public comments.

IX. Chair's Closing Remarks

Chair Eccleston reminded everyone of the upcoming meetings and adjourned the meeting at 10:25 a.m.

Approved _____
Disapproved _____

Action Item 1

CAREERSOURCE FLORIDA STRATEGIC POLICY REGIONAL PLANNING AREAS

Public Law 113 – 128, The Workforce Innovation and Opportunity Act (WIOA), requires the state workforce development board to assist the Governor in developing, implementing and modifying a State Workforce Development Plan. Florida’s WIOA State Plan describes Florida’s strategy for supporting the publicly funded workforce system. WIOA Section 106 describes the process by which the Governor designates local workforce development areas within the state. Local areas are designated consistent with labor market areas in the state; are consistent with regional economic development areas in the state; and have available the federal and non-federal resources necessary to effectively administer WIOA activities including whether the areas have the appropriate education and training providers such as institutions of higher education and career and technical education schools.

The Reimagining Education and Career Help (REACH) Act was signed into law in June 2021. The REACH Act addresses the evolving needs of Florida’s economy by increasing the level of collaboration and cooperation among state businesses and education communities while improving training within and access to a more integrated workforce and education system for all Floridians. The law takes an integrated, collaborative approach to strengthen partnerships and enhance access to education, training and employment opportunities within and across key workforce, education and support services systems that are the backbone of Florida’s comprehensive workforce development ecosystem.

In December 2021, the CareerSource Florida Board of Directors approved CareerSource Florida Policy 2021.12.09.A.1 – Comprehensive Employment, Education and Training Strategy. This strategic policy encourages local workforce development boards to use all allowable resources and to collaborate with all partners to develop innovative strategies that create simplified access to and provide excellent customer service for Florida’s workforce; focus on continuous improvement, strengthen partnerships to leverage shared resources and eliminate duplication of services; align programs and resources to meet local market demand in occupations that lead to self-sustaining jobs; and, implement data-driven accountability measures and quantifiable outcomes related to training programs, employment and services to Florida businesses.

The REACH Act amended Chapter 445, Florida Statutes. One key change introduced by the REACH Act was the creation of Section 445.006(4), Florida Statutes, which authorized FloridaCommerce to prepare a federal waiver to be submitted by the Governor to the U.S. Department of Labor that allows the CareerSource Florida Board of Directors to fulfill the roles

and responsibilities of local workforce development boards or reduce the number of local workforce development boards based on population size and commuting patterns in order to:

- Eliminate multiple layers of administrative entities to improve coordination of the workforce development system.
- Establish consistent eligibility standards across the state to improve the accountability of workforce-related programs.
- Provide greater flexibility in the allocation of resources to maximize the funds directed to training and business services.

Revisions to the REACH Act in Senate Bill 240, signed into law by the Governor on May 15, 2023, further require Regional Planning Areas to establish administrative cost arrangements.

On Feb. 23, 2023, the CareerSource Florida Board of Directors approved the Florida Workforce System Transformation Plan, a three-pillar plan for accomplishing the REACH Act charge to reduce the number of local workforce development boards while allowing the CareerSource Florida network to modernize and better position the system to be more customer-centered, cost effective and responsive to meet workforce talent demands. The plan focuses on:

- Alignment and consolidation for local workforce development boards.
- System-wide improvements for improved customer consistency and better leveraging of public funds.
- Regional planning to further promote workforce system alignment with education and economic development and optimize opportunities for regional growth.

This Regional Planning Area Strategic Policy defines the goals for Regional Planning Areas to include but not be limited to:

- Aligning workforce strategies to address the needs of shared industry sectors, employers, and significant populations of job seekers.
- Addressing common labor shortages and worker skill gaps with aligned service strategies.
- Realizing system efficiencies through reducing resource costs (monetary, time, or other).

Additionally, the policy defines the requirements for Regional Planning Areas in Florida.

FOR CONSIDERATION

- **Approve CareerSource Florida Strategic Policy – Regional Planning Areas, implementing the requirements for Regional Planning Areas.**



Strategic Policy

Title:	Regional Planning Areas Strategic Policy
Adopted:	
Effective:	

I. PURPOSE AND SCOPE

A Regional Planning Area is made up of two or more local workforce development areas to improve workforce system alignment within larger economic development areas to support economic mobility, growth and prosperity.

The intended goals of establishing Regional Planning Areas across neighboring local workforce development areas include but are not limited to:

- Aligning workforce strategies to address the needs of shared industry sectors, employers and significant populations of job seekers.
- Addressing common labor shortages and worker skills gaps with aligned service strategies.
- Realizing system efficiencies through reducing resource costs (monetary, time or other).

Beyond establishing formal Regional Planning Areas as defined in this policy, local workforce development areas are encouraged to engage in other partnership opportunities with the broader CareerSource Florida network that achieves these goals.

II. BACKGROUND

Public Law 113 – 128, The Workforce Innovation and Opportunity Act (WIOA), requires the state workforce development board to assist the Governor in developing, implementing and modifying a State Workforce Development Plan. Florida’s WIOA State Plan describes Florida’s strategy for supporting the publicly funded workforce system. WIOA Section 106 describes the process by which the Governor designates local workforce development areas within the state. Local areas are designated consistent with labor market areas in the state;

are consistent with regional economic development areas in the state; and have available the federal and non-federal resources necessary to effectively administer WIOA activities including whether the areas have the appropriate education and training providers such as institutions of higher education and area career and technical education schools.

The Reimagining Education and Career Help (REACH) Act was signed into law in June 2021. The REACH Act addresses the evolving needs of Florida's economy by increasing the level of collaboration and cooperation among state businesses and education communities while improving training within and access to a more integrated workforce and education system for all Floridians. The law takes an integrated, collaborative approach to strengthen partnerships and enhance access to education, training and employment opportunities within and across key workforce, education and support services systems that are the backbone of Florida's comprehensive workforce development ecosystem.

In December 2021, the CareerSource Florida Board of Directors approved CareerSource Florida Policy 2021.12.09.A.1 – Comprehensive Employment, Education and Training Strategy. This strategic policy encourages local workforce development boards to use all allowable resources and to collaborate with all partners to develop innovative strategies that create simplified access to Florida's workforce system and provide excellent customer service for Florida's job seekers and businesses; focus on continuous improvement, strengthen partnerships to leverage shared resources and eliminate duplication of services; align programs and resources to meet local market demand in occupations that lead to self-sustaining jobs; and, implement data-driven accountability measures and quantifiable outcomes related to training programs, employment and services to Florida businesses.

On Feb. 23, 2023, the CareerSource Florida Board of Directors approved the Florida Workforce System Transformation Plan, a three-pillar plan directing the CareerSource Florida network to modernize the local workforce development board governance structure in the nation's third-largest state and better position the system to be more customer-centered, cost effective and responsive to meet workforce talent demands. The plan focuses on:

- Alignment and consolidation for local workforce development boards.
- System-wide improvements for improved customer consistency and better leveraging of public funds; and
- Regional planning to further promote workforce system alignment with education and economic development and optimize opportunities for regional growth.

The Governor subsequently affirmed the CareerSource Florida Board of Directors' recommendation to realign and consolidate local workforce development areas as outlined in the Florida Workforce System Transformation Plan.

III. POLICIES AND PROCEDURES

The Florida Workforce System Transformation Plan directs the CareerSource Florida network to establish Regional Planning Areas. The requirements for Regional Planning Areas in this policy are established by WIOA, Florida law, and actions by the CareerSource Florida Board of Directors.

CareerSource Florida, in collaboration with the Governor's REACH Office, FloridaCommerce and local workforce development boards, shall develop recommendations to the Governor and state workforce development board for the designation of Regional Planning Areas for the state. Local workforce development boards may request designation as a Regional Planning Area by submitting the request and supporting documentation to the state workforce development board for consideration.

The state, after consultation with local workforce development boards and chief local elected officials for the Regional Planning Area, shall require the local workforce development boards and chief local elected officials within a planning region to include the shared Regional Planning Area objectives, activities, and performance elements as a regional addendum to each local workforce development board's WIOA local plan. The state shall provide technical assistance and labor market data, as requested by local areas, to assist with such regional planning and subsequent service delivery efforts.

Regional Planning Area and local WIOA plans must align with Florida's WIOA Statewide Plan.

Requirements for Regional Planning Areas:

- Each local workforce development area must be part of a Regional Planning Area.
- Regional Planning Areas must include, at a minimum, two contiguous local workforce development areas within Florida.
- Regional Planning Areas shall have relevant relationships as evidenced by population centers, commuting patterns, industrial composition, location quotients, labor force conditions and geographic boundaries.
- Regional Planning Areas shall establish a shared regional service strategy with a defined goal.
- Regional planning areas shall establish administrative cost arrangements across local workforce development areas. Acceptable examples of administrative cost arrangements include but are not limited to shared staff, technology systems, or back-end administrative support tools.
- Chief Local Elected Officials in a new regional planning area **MUST** participate in the regional planning process that results in the inclusion of the shared regional objectives and initiatives as an addendum to each local workforce development board's WIOA plan.
- The regional plan must include a description of activities that result in the following items:
 - Establishment of regional service strategies using cooperative service delivery agreements that include but are not limited to:
 - Consistent eligibility standards and enrollment processes.
 - Common training and coordination of supportive service offerings.
 - Common technology tools and sharing of data within tools outside of Employ Florida.
 - Development and implementation of sector strategies for in-demand sectors or occupations.

- Collection and analysis of regional labor market data.
- Coordination of supportive services.
- Coordination of services with regional economic development services and providers.
- Establishment of agreement concerning how the regional planning area will collectively negotiate performance for the local workforce development areas or the planning region.

IV. AUTHORITIES

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

[Chapter 445.003 – 445.007, Florida Statutes](#)

[Chapter 2021-164, Laws of Florida, The Reimagining Education and Career Help Act](#)

[CareerSource Florida Strategic Policy 2000.08.15.I.8D -- Certification of Local Workforce Development Boards](#)

[CareerSource Florida Strategic Policy 2020.02.20.A.1 – Board Governance and Leadership](#)

[CareerSource Florida Administrative Policy 094 – Local Workforce Development Area Designation](#)

[Consolidated Action Item – Reimagining Florida’s Workforce System](#)

V. RESOURCES

[Reimagining Florida’s Workforce System: A Three-Pillar Plan for Transformation](#)

[Future State Options Report](#)

[Background Research and Analysis Report](#)

Approved _____
Disapproved _____

Action Item 2

CAREERSOURCE FLORIDA STRATEGIC POLICY EDUCATION AND INDUSTRY CONSORTIUMS

Signed into law May 15, 2023, Senate Bill 240, an act relating to education, amended Section 445.007, Florida Statutes, requiring each local workforce development board to create an education and industry consortium composed of representatives of educational entities and businesses in the designated service delivery area.

CareerSource Florida surveyed local workforce development boards and education institutions to determine what ongoing activities existed and obtain information and recommendations from local education and industry stakeholders about the availability of education, employment and training opportunities available to businesses and job seekers in local workforce development areas.

A workgroup was convened to develop a collaborative strategic policy that meets statutory requirements of Senate Bill 240 and aligns all relevant federal, state and local laws and policies. The workgroup, which included stakeholders from education, business, state government and local workforce development boards, met six times and made recommendations informing the strategic policy elements listed below.

This policy requires each local workforce development board to create an education and industry consortium composed of representatives of educational entities and businesses in the designated service delivery area. The chair of the local workforce development board shall appoint the consortium members from a list of criteria described in the policy.

Local education and industry consortiums will meet quarterly to discuss both the needs of local businesses and the associated educational offerings in the local areas. The consortium will provide a quarterly report to the local workforce development board to inform the local board on programs, services and partnerships in the service delivery area.

Local education and industry consortium reports will be published on local workforce development board websites and made available to the public.

The policy defines the requirements for consortium membership and quarterly reporting.

FOR CONSIDERATION

- **Approve CareerSource Florida Strategic Policy – Education and Industry Consortiums, implementing the requirements established in Senate Bill 240, signed into law May 15, 2023.**



Title:	Education and Industry Consortiums
Adopted:	
Effective:	

I. PURPOSE AND SCOPE

Section 445.007(15), Florida Statutes, requires each local workforce development board to create an education and industry consortium composed of representatives of educational entities and businesses in the designated workforce service delivery area.

This policy requires local workforce development boards to appoint education and industry consortiums composed of local leaders who provide independent information from stakeholders in their local area. Local workforce development boards shall consider this information in creating strategies and local plans that describe efforts to provide educational and workforce opportunities to businesses and job seekers. The goal is to align educational programming with industry needs at the local level.

This policy applies to local education and industry consortiums and the local workforce development boards that appoint them. Education and industry consortiums act as independent advisory groups. Members do not have any direct or implied authority over local workforce development boards, their membership or employees.

II. BACKGROUND

Signed into law May 15, 2023, Senate Bill 240, an act relating to education, amended section 445.007(15), Florida Statutes, requiring each local workforce development board to create an education and industry consortium composed of representatives of educational entities and businesses in the designated service delivery area.

CareerSource Florida surveyed local workforce development boards and education institutions to determine what ongoing activities existed and obtain information and recommendations from local education and industry stakeholders about the availability of education, employment and

training opportunities available to businesses and job seekers in local workforce development areas.

A workgroup was convened to develop a collaborative strategic policy that meets statutory requirements of Senate Bill 240 and aligns all relevant federal, state and local laws and policies. The goal for these consortia is for the local workforce development board to obtain local community-based information related to educational programs and industry needs and provide that information to local workforce development boards to inform programs, services and partnerships in the service delivery area. This approach ensures local workforce development boards are informed about the current workforce and talent needs of their targeted industries and existing educational and training offerings. This approach also affords businesses the opportunity to closely collaborate with workforce and education stakeholders to eliminate barriers and identify innovative talent pipeline opportunities like work-based learning experiences, internships, preapprenticeship, registered apprenticeship, on-the-job training, customized training, Incumbent Worker Training and other training opportunities.

The workgroup, which included stakeholders from education, business, state government and local workforce development boards, met six times and made recommendations informing the strategic policy elements listed below.

III. POLICY

Required Membership

Each local workforce development board shall create an education and industry consortium composed of representatives of educational entities and businesses in the designated service delivery area. The chair of the local workforce development board shall appoint the consortium members. A member of a local workforce development board shall not serve as a member of the consortium. Consortium members shall be appointed for two-year terms beginning on Jan. 1 of the year of the appointment, and any vacancy on the consortium must be filled for the remainder of the unexpired term in the same manner as the original appointment.

The membership of the education and industry consortium must meet the following requirements:

Industry Representative Requirements:

- Chief Executive Officers or presidents or other executive level staff from the top public and private employers in the local area.
- Industry representatives should reflect the priority industries in the local area.

Education Representative Requirements:

- Superintendents, presidents, or other leadership staff from education institutions in the local area that represent both public and private education entities in:
 - K-12 education
 - District Technical Colleges
 - State Colleges
 - Universities
 - Other degree or credential granting institutions in the local area

If a member of the education and industry consortium is unable to attend a meeting, a designee from the members' executive team may attend.

Meetings

Each education and industry consortium composed of representatives of educational entities and businesses in the designated service delivery area must meet at least quarterly. The local workforce development board will ensure that administrative support is provided to the consortium as needed and will be specifically responsible for the following:

- Maintaining a roster of consortium members and posting the current roster on the local workforce development board website.
- Posting scheduled consortium meetings on the local workforce development board website.
- Posting the quarterly reports from each meeting on the local workforce development website.

It is not required that consortium meetings be separately conducted from existing, similar meetings in the local area. Consortium meetings' discussions need only focus on the local labor market needs including:

1. Industry representatives sharing their specific talent development needs or observations on talent in the local area.
2. Education representatives sharing what specific education offerings are available in the local area.

Reports

Education and industry consortiums in each local area shall provide quarterly reports to the applicable local workforce development board (and locally designated areas) which provide community-based information related to educational programs and industry needs to inform the local workforce development board on programs, services, and partnerships in the service delivery area.

Quarterly reports shall include:

- A record of the consortium members in attendance.
- A summary analysis of the local labor market based on industry representative needs and education offerings.
- Information on priority industry sectors and occupations for the local area.
- Information on the status of existing talent pipelines for in-demand occupations and the need to expand or leverage existing and/or new resources.

Local workforce development boards are encouraged to consider information obtained from the education and industry consortium to determine effective ways to grow, retain and attract talent to the service delivery area.

As noted above, quarterly education and industry consortium reports shall be published on the local workforce development board's website. Links to education and industry consortium reports and rosters shall be included in each local workforce development board's Workforce Innovation and Opportunity Act local plan.

IV. AUTHORITY

[Public Law 113-128, Workforce Innovation and Opportunity Act \(2014\)](#)

[Chapter 445.004, Florida Statutes](#)

[Chapter 445.007, Florida Statutes](#)

V. ATTACHMENTS

Consortium Member Appointment Letter Template

Consortium Roster Matrix Template

Quarterly Report Template

Board Logo

Board Chair

*President & CEO/
Executive Director*

[Date]

[Appointee name]

[Position]

[Organization]

[Address]

Dear [appointee name]:

Thank you for volunteering to serve on the [name of education and industry consortium].

Section 445.007, Florida Statutes, requires each local workforce development board to create an education and industry consortium composed of representatives of educational entities and businesses in the designated workforce service delivery area. Local consortiums are required to meet quarterly and provide reports to the local workforce development board that includes community-based information related to educational programs and industry needs. Consortium reports inform the local workforce development board and staff on programs, services and partnerships in the service delivery area.

The relationship between industry and education is vital to the state and local workforce development system. I am confident your representation on this consortium will enhance communication and help ensure the local workforce development board has access to independent and actionable information to enhance workforce opportunities to businesses and job seekers in our local area.

Information about the role of education and industry consortiums is available in the statewide strategic policy [insert link].

Your appointment to the consortium is effective [Jan. 1 or other date if interim appointment is made] and concludes on Dec. 31, [2025]. Thank you again for offering your time, talent and energy to this important initiative. If you have any questions, please do not hesitate to contact [insert local contact].

Sincerely,

[Name]

[Chair]

[Local workforce development board]

cc: [President/CEO, local workforce development board]
[Senior staff responsible for maintaining consortium rosters]

[Add LWDB Footer]

[Local Workforce Development Board] [NAME OF EDUCATION AND INDUSTRY CONSORTIUM] ROSTER

GENERAL INFORMATION

Section 445.007 (15), Florida Statutes, requires each local workforce development board to create an education and industry consortium composed of representatives of educational entities and businesses in the designated workforce service delivery area.

The chair of the local workforce development board shall appoint the consortium members. A member of a local workforce development board shall not serve as a member of the consortium. Consortium members shall be appointed for two-year terms beginning on Jan. 1 of the year of the appointment, and any vacancy on the consortium must be filled for the remainder of the unexpired term in the same manner as the original appointment.

The membership of the education and industry consortium must meet the following requirements:

Industry Representative Requirements:

- Chief Executive Officers or presidents or other executive level staff from the top public and private employers in the local area.
- Industry representatives should reflect the priority industries in the local area.

Education Representative Requirements:

- Superintendents, presidents, or other leadership staff from education institutions in the local area that represent both public and private education entities in:
 - K-12 education
 - District technical colleges
 - State colleges
 - Universities
 - Other degree or credential granting institutions in the local area

If a member of the education and industry consortium is unable to attend a meeting, a designee from the members' executive team may attend.

Chair of consortium: _____

Contact information: _____

Report prepared by: _____

Board contact: _____

Date: _____

CONSORTIUM ROSTER

NAME	TITLE	ORGANIZATION NAME	INDUSTRY (For Business Partners Only)	PHONE NUMBER	EMAIL ADDRESS	TERM START DATE	TERM END DATE	CONSORTIUM SEAT FILLED

NAME	TITLE	ORGANIZATION NAME	INDUSTRY (For Business Partners Only)	PHONE NUMBER	EMAIL ADDRESS	TERM START DATE	TERM END DATE	CONSORTIUM SEAT FILLED

[Local Workforce Development Board] [Name of EDUCATION AND INDUSTRY CONSORTIUM] QUARTERLY REPORT

A. GENERAL INFORMATION

Report quarter: _____

Date of meeting: _____

Report prepared by: _____

Local workforce development board contact: _____ Date: _____

B. ATTENDANCE

Name	Organization	Industry or Education Organization	Contact Information

B. SUMMARY REPORT

1. Summary analysis of the local labor market based on the industry representative needs and education offerings. (Provide summary)
2. Information on priority industry sectors and occupations for the local area. (Provide summary)
3. Information on the status of existing talent pipelines for in-demand occupations. (Provide summary)

Approved _____
Disapproved _____

Action Item 3

CAREERSOURCE FLORIDA ADMINISTRATIVE POLICY – ELIGIBLE TRAINING PROVIDERS LIST

Public Law 113-128, the Workforce Innovation and Opportunity Act (WIOA), Section 122, requires the Governor, through the state workforce development board, to establish criteria, information requirements and procedures to determine the eligibility of providers of training services in the state. The workforce development system established under WIOA emphasizes informed consumer choices, job-driven training, provider performance and continuous improvement.

The Reimagining Education and Career Help (REACH) Act charges FloridaCommerce with establishing WIOA eligible training provider criteria focused on participant outcomes. The quality and selection of providers and training services programs is vital to achieving these core principles.

The CareerSource Florida Administrative Policy 090 – WIOA Eligible Training Providers List provides guidance to local workforce development boards about the Eligible Training Providers List and related federal and state requirements, performance standards, data reporting, and procedures for determining initial and continued eligibility of training providers, including in-state and out-of-local-area and out-of-state providers and programs of study.

This policy describes the state policy on enforcement of Eligible Training Providers including denials, deactivation, removal, loss of eligibility, re-application, and the appeals process for local workforce development boards and providers.

This policy is being revised to conform to requirements established by the U.S. Department of Labor, the REACH Act, and to implement a critical system-wide improvement as part of the Florida Workforce System Transformation Plan approved by the CareerSource Florida Board of Directors in February 2023.

FOR CONSIDERATION

- **Approve revisions to CareerSource Florida Administrative Policy 090 – Eligible Training Providers List.**



**POLICY
NUMBER
090**

Administrative Policy

Title:	Eligible Training Providers List Requirements		
Program:	Workforce Innovation and Opportunity Act		
Effective:	3/1/2016	Revised:	TBD

I. PURPOSE AND SCOPE

The purpose of this policy is to provide guidance to local workforce development boards (LWDBs) on the Eligible Training Provider List (ETPL) and related federal and state requirements, performance standards, data reporting, and procedures for determining initial and continued eligibility of training providers and programs of study.

II. BACKGROUND

Workforce Innovation and Opportunity Act (WIOA) Title I training can be provided through a variety of contract mechanisms, or it may be funded through an Individual Training Account (ITA) that is used to purchase training from an Eligible Training Provider (ETP). ETPs are postsecondary providers of training services that are eligible to receive funds from LWDBs as prescribed in Section 133(b) of WIOA. The ETPL is mandated by Section 122 of WIOA, which requires the Governor, through the state workforce development board, CareerSource Florida, Inc., to establish criteria, information requirements, and procedures on the eligibility of training providers of training services in the state. Additionally, Florida's 2021 Reimagining Education and Career Help (REACH) Act charges the Florida Department of Commerce (FloridaCommerce) with establishing ETP criteria focused on participant outcomes.

The workforce development system established under WIOA emphasizes informed consumer choices, job-driven training, provider performance, and continuous improvement. The quality and selection of training providers and programs of study are vital to achieving these core principles.

III. AUTHORITY

Workforce Innovation and Opportunity Act of 2014, Public Law 113-128

20 Code of Federal Regulations (CFR) 680.400 et seq., Subpart D – Eligible Training Providers

Training and Employment Guidance Letter (TEGL) No. 8-19 and TEGL No. 8-19, Change 1

TEGL No. 13-16

TEGL No. 3-18

TEGL No. 21-22

Section 445.003(7)(b), Florida Statutes (F.S.)

Section 445.004(4)(h), F.S.

Section 1005.21, F.S.

Section 1008.39, F.S.

IV. POLICIES AND PROCEDURES

An ITA may be used to pay for any allowable type of training if the program of training services (also referred to as a “program of study”) is on the ETPL. ETPs are entities that are eligible to receive WIOA Title I-B funds for adult and dislocated worker participants who enroll in training programs, through ITAs. ITAs may also be used for WIOA Title I Youth funds to provide training to older, out-of-school youth, ages 18-24, and in-school youth, ages 16-21.

WIOA requires that each state ensure qualified providers offering a variety of job-driven training programs are available. A training provider must provide a program of study to be included on the ETPL.

A. STATE AND LOCAL ETPL

FloridaCommerce and the LWDBs must work together to identify ETPs to be included on the state ETPL. LWDBs must select approved training providers from the state ETPL. In addition to the criteria outlined in this policy, LWDBs may add additional requirements for training providers, except registered apprenticeship programs (RAPs), that supplement the criteria and information requirements for an ETP or program of study. This will result in training providers that are on the state

ETPL that may not be eligible for inclusion on the local ETPL; therefore, the local ETPL will be a subset of the state ETPL. LWDBs that do not establish additional requirements through local policy must include all state ETPs on its local ETPL. Note: All ETPs on a local ETPL must first be on the state ETPL.

State and local ETPLs must be maintained in the state's online labor exchange and case management system, Employ Florida. Also, LWDBs must make the state ETPL or their local ETPL, as appropriate, publicly available through their local websites.

B. PROVIDER AND PROGRAM ELIGIBILITY UNDER WIOA

To be eligible to apply for inclusion on the ETPL and to receive training funds under WIOA Section 133(b), the training provider must be one of the following types of entities detailed in 20 CFR 680.410(d):

1. Institutions of higher education such as universities, colleges, or other public or private institutions of higher education that provide programs that lead to a recognized postsecondary credential.
2. RAPs.
3. Other public or private training providers, which may include community-based organizations and joint labor-management organizations.
4. Eligible providers of adult education and literacy activities under WIOA Title II, if these activities are provided in combination with training services as described in 20 CFR 680.350.

Additionally, LWDBs may be included on the ETPL if they meet the conditions of WIOA Section 107(g)(1), which states that authority may be permitted to LWDBs to provide training services pursuant to a request from the LWDB if the local board:

1. Submits a request or an application to FloridaCommerce for approval by the CareerSource Florida Board of Directors, which must include:
 - a. Satisfactory evidence that there is an insufficient number of eligible providers of such a program of training services to meet local demand in the local area;
 - b. Information demonstrating that the LWDB meets the requirements for an eligible provider of training services under WIOA Section 122; and
 - c. Information demonstrating that the program of training services prepares participants for an in-demand industry sector or occupation in the local area; and
2. Makes the proposed request or application available to eligible providers of training services and other interested members of the public for a public comment period of not less than 30 days.

C. PROGRAM OF STUDY

A program of study is a course, class, or structured regimen that provides training leading to:

1. An industry-recognized postsecondary credential, a secondary school diploma, or equivalent;
2. Employment; or
3. Measurable skills gains leading to one of the above.

Training services may be delivered in person, online, or using a blended method or approach. Online training providers may apply and be considered for inclusion on the state and local ETPLs but are required to meet the same eligibility and performance criteria established for classroom-based instruction providers. Training programs must also be made physically and programmatically accessible for individuals who are employed and individuals with barriers to employment, such as persons with disabilities.

ETPs may offer programs of study that include:

1. Occupational skills training including training for non-traditional employment;
2. On-the-Job Training (OJT);
3. Incumbent Worker Training (IWT);
4. Programs that combine workplace training with related instruction, which may include cooperative education programs;
5. Private-sector training programs;
6. Skill upgrading and retraining;
7. Entrepreneurial training;
8. Job readiness training provided in combination with training services or transitional jobs;
9. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services provided in the programs listed in numbers 1. through 7., above; and
10. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

D. INITIAL ELIGIBILITY (TRAINING PROVIDERS)

Initial eligibility for the ETPL applies to all training providers except RAPs registered with the Florida Department of Education (DOE). The training provider must supply verifiable, program-specific performance information pursuant to the criteria established by federal regulations and state statutes under which the provider applies

to become an ETP. The information provided must support the training provider's ability to serve participants.

To meet initial eligibility to be included on the ETPL, a training provider must provide the following:

1. A description of the training or educational institution including the provider's address, email, Federal Employer Identification Number (FEIN), and the name of the contact person;
2. Verification the provider is licensed, certified and/or otherwise authorized under Florida law to provide training services (this applies to in-state and out-of-state providers);
3. A detailed description of each program of training services being submitted for initial eligibility determination;
4. Data supporting the cost of attendance (including, but not limited to, tuition and fees);
5. Verification that the program leads to a credential on the Master Credentials List (MCL) and information on any other associated MCL credentials which can be used as part of a sequence in an individual's career lattice;
6. Whether the provider has developed the training in partnership or collaboration with a business or industry (identifying the business or industry);
7. Identification of the in-demand industry sectors and occupations that best fit with the training program;
8. A description of prerequisites, skills, and knowledge required prior to the commencement of the training; and
9. Information related to WIOA performance indicators (employment, median earnings, credentials) other than measurable skills gains.

All eligibility determinations are made based on the review of required information, which must be submitted through the ETPL portal in Employ Florida, as outlined in **Section IV. I – ETPL Portal** of this policy.

Training providers seeking initial eligibility determinations should contact an LWDB in the local area or planning region in which they plan to operate. The LWDB will provide the training provider with guidance and assistance with the ETPL application process and requirements, as needed. The LWDB will review the application to ensure documentation requirements are met and notify the State ETPL Coordinator via email at ETPL@commerce.fl.gov that a determination of initial eligibility request has been submitted. When conducting a preliminary review of training provider applications, the LWDB must do so using only the state's criteria. The LWDB should not apply any additional local requirements or criteria during the preliminary review process.

The State ETPL Coordinator will approve or deny the application and notify the training provider of the determination through Employ Florida or the training provider's preferred mode of communication as indicated in the application. If approved, the ETP will be added to the state ETPL.

Alternatively, training providers may directly contact the State ETPL Coordinator at ETPL@commerce.fl.gov to request an initial eligibility determination. The State ETPL Coordinator will review the application to ensure that all documentation requirements are met. The State ETPL Coordinator will follow the aforementioned process for determining eligibility and providing notification to the training provider for approval or denial of the initial eligibility request.

Training providers and the programs of study that are approved will receive initial eligibility for one year and will be subject to the continued eligibility requirements subsequent to their initial eligibility period.

E. INITIAL ELIGIBILITY (PROGRAMS OF STUDY)

A training provider's request for an initial eligibility determination must be accompanied by a request for initial eligibility determination for at least one program of study. A training provider may request initial eligibility determinations for multiple programs of study, but each program of study is reviewed independently. When an ETP with continued eligibility for one or more programs of study requests that a new program of study be added to the ETPL, the new program of study will undergo an initial eligibility determination and may be approved or denied.

Training providers seeking initial eligibility for a program of study should contact an LWDB in the local area or planning region in which they plan to operate. The LWDB will provide the training provider with guidance and assistance with the ETPL application process and requirements, as needed. The LWDB will review the application to ensure documentation requirements are met and notify the State ETPL Coordinator via email at ETPL@commerce.fl.gov that a determination of initial eligibility request for a program of study has been submitted.

All eligibility determinations are made based on the review of required information, which must be submitted through the ETPL portal in Employ Florida, as outlined in **Section IV. I – ETPL Portal** of this policy. The State ETPL Coordinator will approve or deny the program application and notify the training provider of the determination(s) through Employ Florida or the preferred mode of communication indicated in the application for initial eligibility.

Alternatively, training providers may directly contact the State ETPL Coordinator at ETPL@commerce.fl.gov to request an initial eligibility determination for one or more programs of study. The State ETPL Coordinator will review the application to ensure that all documentation requirements are met. The State ETPL Coordinator will follow

the aforementioned process for determining eligibility and providing notification to the training provider for approval or denial of the initial eligibility request.

F. CONTINUED/SUBSEQUENT ELIGIBILITY

After a training provider has completed the one-year initial eligibility period, the training provider is required to apply for continued eligibility and recertify their program(s) of study every two years to maintain their eligibility for the ETPL. This process requires submission of performance and cost information for each program of study listed on the state ETPL.

Applications for continued eligibility must be submitted three months prior to the end of their current eligibility period. Training providers applying for continued eligibility of programs of study must log in to the ETPL portal to review and update all required fields and forms for each program of study for which continued eligibility is being sought. If the LWDB is assisting the training provider with their subsequent eligibility, the LWDB will review the program application to ensure all documentation requirements are met and notify the State ETPL Coordinator that a continuing eligibility request has been submitted for the program(s) of study. The State ETPL Coordinator will review all information provided and notify the LWDB and the provider of approval or denial through Employ Florida or the preferred mode of communication outlined in the application.

Each training provider seeking continued eligibility must supply the following information as required by 20 CFR 680.410:

1. Verification the provider is licensed, certified, or otherwise authorized under Florida law (if applicable) to be a provider of training services. This requirement applies to in-state and out-of-state providers.
2. Information reported to state agencies on federal and state training programs other than WIOA Title I-B programs as listed below:
 - a. The total number of persons enrolled in the program;
 - b. The total number of WIOA participants enrolled in the program;
 - c. The total number of persons completing the program;
 - d. The total number of WIOA participants completing the program;
 - e. Quality¹ of the program of study including a program that leads to a recognized postsecondary credential;
 - f. Provider's ability to offer industry-recognized certificates and credentials;
 - g. The total number of persons awarded a Recognized Postsecondary Credential (or other credential, if applicable);

¹ Florida defines quality as training programs that meet the minimum criteria as defined in this policy as well as programs that develop skills valued by priority industry sectors.

- h. The total number of WIOA participants awarded a Recognized Postsecondary Credential (or other credential, if applicable);
- i. The total number of persons employed after completing the program;
- j. The total number of WIOA participants employed after completing the program;
- k. Data identifying the cost of attendance and costs of tuition and fees for WIOA participants completing the program;
- l. Information on recognized postsecondary credentials (or other credential, if applicable) received by WIOA participants;
- m. Whether the credential can be used in conjunction with other credentials as part of a sequence to move an individual along a career pathway or up a career ladder;
- n. Description of how the provider will ensure access to programs of study throughout the state, including in rural areas, and using technology (as applicable);
- o. Description of provider's ability to provide trainings that are physically and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities;
- p. Information reported to state agencies with respect to federal and state programs of study (other than the program carried out under WIOA), including one-stop partner programs;
- q. Performance on WIOA performance indicators;
- r. The degree to which programs of study relate to in-demand industry sectors and occupations in the state;
- s. Timeliness and accuracy of ETP's performance reports; and
- t. Any additional factors that are determined appropriate within the parameters of WIOA and statutes.

G. REGISTERED APPRENTICESHIP PROGRAMS

In accordance with the National Apprenticeship Act (NAA) (50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.), entities that carry out RAPs are exempt from the initial and continued eligibility requirements described in this policy. RAPs must be included and maintained on the ETPL until:

- 1. The RAP notifies FloridaCommerce it no longer wants to be included on the list;
- 2. The program becomes deregistered under the National Apprenticeship Act;
- 3. The program is determined to have intentionally supplied inaccurate information; or
- 4. A determination is made by FloridaCommerce that the RAP substantially violated any provision of Title I of WIOA or the WIOA regulations, including 29 CFR part 38.

Because RAPs are exempt from all initial and continued eligibility requirements, the LWDBs may not impose additional criteria or information requirements for RAP sponsors except as outlined in Training and Employment Guidance Letter Nos. 08-19 and 08-19, Change 1, and TEGP No. 13-16, Change 1.

A RAP is an ETP if it is registered with DOE, Office of Apprenticeship (OA), or any other state's State Apprenticeship Agency (SAA). Although they are automatically eligible for ETPL inclusion, RAP sponsors seeking to have their apprenticeship programs listed on the ETPL must still "opt-in" by informing the State ETPL Coordinator at ETPL@commerce.fl.gov. RAPs opting-in may be referred to the State ETPL Coordinator by CareerSource Florida, LWDBs, or DOE. If a RAP expresses interest in being on the state ETPL, the ETPL Coordinator must request the RAPs provide the following information:

1. Occupations included in the RAP;
2. The name and address of the RAP sponsor;
3. The name and address of the Related Technical Instruction provider and the location of instruction if different from the program sponsor's address;
4. The method and length of instruction; and
5. The number of active apprentices.

RAPs on the state ETPL must be included on all local ETPLs in the state and shall remain on the ETPLs until removed or upon written request for removal by the RAP sponsor to the ETPL Coordinator at ETPL@commerce.fl.gov.

FloridaCommerce will regularly coordinate with USDOL, CareerSource Florida and DOE to ensure that necessary updates are made to any information previously provided by RAP sponsors or training providers. FloridaCommerce will also coordinate with DOE to ensure that RAPs registered with the DOE are made aware that they are eligible for placement on the ETPL, and that DOE is informed when a RAP that is registered with USDOL's OA or another state's SAA contacts FloridaCommerce to opt-in to inclusion on the ETPL.

Apprenticeship programs that are not registered with DOE, OA, or another state's SAA are not considered RAPs and must complete the initial eligibility and continued eligibility procedures. Pre-apprenticeships, including quality registered pre-apprenticeships leading to RAPs, are not automatically approved for inclusion on the ETPL and are not exempt from requirements outlined in this policy. Other programs of training services offered by a RAP sponsor or a RAP's provider of related instruction are likewise not automatically eligible.

H. OUT-OF-LOCAL-AREA AND OUT-OF-STATE PROVIDERS

State policies and procedures may provide for reciprocal or other agreements established with another state to permit the use of ITAs for ETPs in another state. As

such, participants may choose ETPs and programs of study located outside of the state or local area if the program is on the state's ETPL and in accordance with state and local area policies.

Out-of-state postsecondary training institutions that are not operating in Florida are not required to be licensed by the Florida Commission for Independent Education (CIE). However, out-of-state providers must provide the following information:

1. Information needed for initial eligibility or continuing eligibility determination;
2. Evidence that the institution (and applicable programs) is accredited by an accreditation agency approved by the U.S. Department of Education;
3. Evidence that the institution meets the licensing requirements of its home state; and
4. Evidence that the institution is identified as active on the ETPL in its state of origin or native state. To provide performance information for its programs, out-of-state providers are required to report their student completion data to FloridaCommerce under established reporting mechanisms.

Out-of-local area and out-of-state training providers must request an initial eligibility determination for each program of study to be included on the state ETPL. Out-of-state providers must also provide documentation, uploaded to the ETPL portal, which validates the above-referenced criteria. These training providers must contact the state ETPL Coordinator directly to request their initial eligibility and the initial eligibility of their programs of study.

I. ETPL Portal

The state ETPL is managed by FloridaCommerce and maintained in Employ Florida, the state's online labor exchange and case management system. Employ Florida connects employers and job seekers and provides information about training opportunities available in the state, including training program services eligible for funding under WIOA Section 133(b).

The ETPL portal is the platform used to maintain ETPLs and record consumer information, including, but not limited to, cost and performance information for each approved program of study. The ETPL portal is the mechanism used by FloridaCommerce to manage the ETPL process, and by LWDBs and training providers to apply for initial eligibility and re-apply for continued eligibility.

The ETPL portal supports WIOA participants in making informed choices about ETPs and programs of study and allows FloridaCommerce to disseminate state and local ETPLs to employers, training providers, workforce staff, One-Stop career center partners, and the public, including individuals with disabilities and individuals with limited English proficiency. Consumer choice is ensured by making the state and

local ETPLs, accompanied by performance and cost information, widely available and easily accessible. ETPLs must be disseminated in a format that facilitates comparison between programs of study and is searchable, user-friendly, and easily understood by individuals seeking information on training outcomes.

J. PERFORMANCE CRITERIA

As required by Section 445.003(7)(b), F.S., FloridaCommerce must establish the minimum criteria a training provider must achieve for completion, earnings, and employment rates of eligible participants. Once criteria are established, training providers will be required to meet at least two of the minimum criteria for subsequent eligibility.

Like the RAP exemption from the eligibility requirements, RAPs also are exempt from ETP performance reporting requirements in WIOA Sections 116(d)(4) and 122, including any additional ETP reporting requirements that have been added by the state or local area.

K. ANNUAL REPORTING

No later than Aug. 31 of each year, training providers must upload information into the ETPL portal on all enrolled and completer individuals for each program of study being considered for continued eligibility. This student data must be submitted each year for each program of study and must include the social security numbers for each enrolled and completer individual to allow for the calculation of minimum performance levels as required in 20 CFR 680.460(g).

The ETPL portal provides a secure solution for the transmission of Personally Identifiable Information (PII). ETPs, excluding RAP sponsors, must upload student data including the social security numbers and completed training of all individuals enrolled during a specific timeframe as determined by policy. Any transmission of PII shall occur in accordance with FloridaCommerce security policies and any disclosure of PII from an education record must be carried out in accordance with the Family Education Rights and Privacy Act (FERPA), including provisions related to prior written consent. As allowed pursuant to 34 CFR 99.31, DOE has designated FloridaCommerce as an authorized representative to enforce or comply with federal legal requirements relating to WIOA.

L. DENIAL, DEACTIVATION, REMOVAL, OR LOSS OF PROVIDER OR PROGRAM ELIGIBILITY

There are circumstances under which training providers may be denied, deactivated, removed, or lose their eligibility for inclusion on the state ETPL, as outlined below. Prior to approving an ITA for a WIOA-eligible individual, LWDBs must ensure that

training providers and program of study are, or continue to be, included on the ETPL at the time the participant is enrolled in the program of study.

(1) Denial

A program of study that FloridaCommerce determines does not meet the eligibility requirements shall be issued a denial notice within 30 calendar days of FloridaCommerce's receipt of the application. A separate denial notice will be issued for each program of study being denied and will include the reason(s) for denial and provide appeal rights, as applicable.

(2) Deactivation

Once an ETP or program of study is approved, it will remain on the state's ETPL through the continued eligibility period of two years unless removed by FloridaCommerce for documented training provider and/or program of study violations. Training providers or programs of study are subject to deactivation and removal from the ETPL if:

1. FloridaCommerce determines the training provider intentionally supplied inaccurate information or substantially violated any provision of Title I of WIOA regulations, including 29 CFR Part 38;
2. The program of study fails to meet the states' minimum performance levels as required in 20 CFR 680.460(g); or
3. The training provider loses its license or accreditation from its accrediting body.

(3) Loss of Eligibility and Removal

A program of study may be removed from the state ETPL if:

1. The training provider fails to supply participant data required for the performance review by the annual due date of Aug. 31.
2. It is determined that the training provider intentionally supplied inaccurate information or substantially violated any provisions of Title I of WIOA or the WIOA regulations, including 29 CFR part 38.
3. It is determined that the provider is engaging in fraud or other criminal acts, incapacity, unfitness, neglect of duty, official incompetence, irresponsibility, misfeasance, malfeasance, gross mismanagement, waste, nonfeasance, or lack of performance.

FloridaCommerce will electronically send a notice of removal from the ETPL to the LWDBs and to the training provider. LWDBs must not issue a participant an ITA for a training provider/program of study that is determined to have lost eligibility for inclusion on the ETPL. If WIOA participants are already enrolled

and have received an ITA for a training provider/program of study that subsequently becomes deactivated or removed from the ETPL, LWDBs may allow enrolled participants to complete the training program; however, no new enrollments may occur. LWDBs must develop local operating procedures to ensure no enrollments are made after the effective date of the notice of removal. Procedures should also include how any existing participants who are enrolled in the program of study will be handled.

(4) Re-application

Training providers may reapply under the initial eligibility criteria provided in this policy.

M. APPEALS

For an appeal of any decision made at the state level, the appellant shall follow the appeals procedure established by FloridaCommerce. For an appeal of any decision made by an LWDB, the appellant shall follow the appeals procedure established in its local plan by the LWDB making the decision.

N. ETPL AND NON-ITA TRAINING SERVICES

There are exceptions to the required use of the ETPL for ITA-funded training by LWDBs. In the following situations covered by these exceptions, a contract for services between the LWDB and the training provider may be attained and implemented to ensure services are provided instead of selecting a training provider from the state ETPL.

(1) Work-Based Training

WIOA supports training and work experience for job seekers through work-based training, which is coordinated by LWDBs through collaboration with local employers. These activities, like OJT, Customized Training, and IWT do not require inclusion on the ETPL, in accordance with 20 CFR 680.530. Please see [Administrative Policy 100](#) for additional information on work-based training.

(2) Training Contracts

A program of study may be provided through training contracts instead of ITAs when there is not sufficient availability of eligible training providers in the local area to accomplish the purpose of an ITA. These contracts may be used for cohort training, per TEGL 21-22, Attachment 1, or in one of the other situations prescribed in 20 CFR 680.320. Because training contracts do not use ITAs, the training provider is not required to be included on the state or local ETPL. The LWDB must have written procedures in place that describe how such a

determination is made and the process for contracting with the training provider(s).

(3) Non-WIOA

The ETPL is a requirement of WIOA and only applies to programs that are supported by WIOA funding. Providers of training services that do not intend to seek WIOA funding do not need to request or pursue ETPL inclusion.

V. DEFINITIONS

- 1. Continued Eligibility:** “Continued Eligibility” or “Subsequent Eligibility” is the eligibility determination that allows training providers to remain on the ETPL until the next eligibility determination.
- 2. Credential:** A WIOA indicator consisting of a recognized postsecondary credential (an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the state involved or federal government, or an associate or baccalaureate degree) or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. All credentials must be included on the Master Credentials List and a credential’s inclusion on the Master Credentials List is sufficient to meet the WIOA definition of “credential.”
- 3. Eligible Training Provider (ETP):** A provider of training services or programs of study (as prescribed in 20 CFR 680.410) that has met the eligibility requirements to receive WIOA funds for providing training service programs to eligible individuals.
- 4. Eligible Training Provider List (ETPL):** A statewide or local compilation of ETPs (as prescribed in 20 CFR 680.410) and approved programs of training services or programs of study (as prescribed in 20 CFR 680.420).
- 5. Individual Training Account (ITA):** A payment agreement with an ETP established on behalf of a WIOA participant for a program of training services or programs of study as prescribed in WIOA section 134(c)(3).
- 6. Initial Eligibility:** The initial determination that allows a training provider and approved program of training services or programs of study onto the state or local ETPL for the first year. An established ETP may also request an initial eligibility determination for a new program of study.
- 7. Local ETPL:** A subset of the state ETPL created when LWDBs establish, through local policy, additional requirements for ETPs and programs of study. All ETPs on a local ETPL are also on the state ETPL, maintained in Employ Florida.

8. **Master Credentials List (MCL):** Required by the Reimagining Education and Career Help (REACH) Act, the Master Credentials List is a comprehensive list of state-approved degree and non-degree credentials of value that prepare Floridians for in-demand occupations. Credentials on the list satisfy the criteria set forth by the Florida Credentials Review Committee in the Framework of Quality. Programs of study must be on the MCL to be on the state ETPL.

9. **Personally Identifiable Information (PII):** Information used to distinguish or trace an individual’s identity, either alone or when combined with other personal or identifying information, linked or linkable to a specific individual.

10. **Program of Training Services:** A “Program of Training Services” or “Program of Study” as prescribed in 20 CFR 680.420. Such a program consists of one or more courses or classes, or a structured regimen, leading to one or more of the following: A recognized postsecondary credential, secondary school diploma or its equivalent; employment; or a measurable skills gain toward such a credential or employment.

11. **Registered Apprenticeship Program (RAP):** A program that is registered with the USDOL Office of Apprenticeship (OA) or any State Apprenticeship Agency (SSA) as prescribed in 20 CFR 680.470(a). Florida’s State Apprenticeship Agency is the Florida Department of Education’s Office of Apprenticeship.

12. **Sponsor (of a Registered Apprenticeship Program):** Any person, association, committee, or organization operating an apprenticeship program and in whose name the program is (or is to be) registered or approved.

13. **State ETPL:** A list of all Eligible Training Providers and Programs who have been approved to receive WIOA funding through ITAs. It is maintained by FloridaCommerce within the state’s ETPL MIS portal.

14. **Training Provider:** A university, college, public or private technical or vocational training institution, a private training company or private instructor, or a company employee who is qualified to provide instruction that leads to a recognized postsecondary credential, license, secondary school diploma or equivalent.

VI. REVISION HISTORY

Date	Description
3/1/2016	Policy issued by the Florida Department of Economic Opportunity.
TBD	Revised by FloridaCommerce to align with TEGE No. 08-19. Approved by the CareerSource Florida Board of Directors.

Information Items



Speakers' Bios

Allison Chase



Allison Chase is the president & CEO at the Florida Endowment Foundation for Vocational Rehabilitation, known as The Able Trust. For more than 25 years, she has dedicated her career to the employment of people with disabilities. She has both her bachelor's and master's degrees in Rehabilitation Services from Florida State University. She is on the Florida Chamber Foundation Board of Trustees and the Florida Philanthropic Board of Directors, and a member of the Economic Club of Florida, the Florida Economic Development Council, and the University of Central Florida Center for Unique Abilities Advisory Council.

Chase's vision is for The Able Trust to be the leader of thought, connection, and collaboration in Florida for disability workforce inclusion, providing valuable resources to businesses, employment service providers, communities, and most importantly, Floridians with disabilities.

Chase has worked in the public, private, and non-profit sectors giving her a 360-degree perspective of the field. She is an active volunteer in her local community of Tallahassee.

Kristy Farina



Kristy Farina serves as the administrator of economic research and program performance in FloridaCommerce's Bureau of Workforce Statistics and Economic Research. Farina's team analyzes labor market and workforce data to support economic decision-making and policy planning across Florida.

Before her role with FloridaCommerce, Farina served as faculty at Florida State University, supporting K-12 education research through data analysis and measure design.

Jimmy Heckman



Jimmy Heckman is an economist and bureau chief for Workforce Statistics and Economic Research (WSER) at FloridaCommerce. Heckman researches a variety of topics including reducing unemployment, long-term growth industries, and in-demand job skills.

Heckman is a Florida native and attended Florida State University where he earned a master's degree in applied economics.

Keantha Moore



Keantha Moore currently serves as deputy chief of the Bureau of One-Stop and Program Support at FloridaCommerce. Moore has been part of Florida's workforce development system for 17 years, starting with 10 years of experience at the local workforce development board level. Her local experience ranged from being a front-line staff person helping to connect job seekers with employment to her culminating role as the director of operational excellence. She then transitioned to the FloridaCommerce team where she has served in several leadership capacities over the past seven years.



Program Year 2023-2024 Workforce Program Development Team Initiatives

Credentials Review Committee

In 2021, the Florida Legislature unanimously passed and Governor Ron DeSantis signed the Reimagining Education and Career Help (REACH) Act ([Chapter 2021-164](#), Florida Statutes) to address the evolving needs of Florida's economy by increasing collaboration and cooperation among businesses and education communities while improving access to a more integrated workforce education training system for all Floridians.

The REACH Act directed CareerSource Florida to convene a Florida Credentials Review Committee to identify degree and nondegree credentials of value, develop a Master Credentials List for performance funding, and establish policy direction for funding that prioritizes outcomes.

Status update: The Credentials Review Committee met on Sept. 6, 2023, and approved one credential for addition to the 2023-2024 Master Credentials List. Additionally, the Credentials Review Committee received a preliminary look at the 2024-2025 Master Credentials List which showed the results of the annual reevaluation of credentials against new labor market information. The application deadline for credentials seeking eligibility for Career and Professional Education (CAPE) funding for the 2024-2025 school year is Sept. 30, 2023. Applications received will be evaluated through the fall and the official 2024-2025 Master Credentials List will be presented to the committee in February 2024 for consideration.

Local Workforce Development Board Letter Grades

Per Section 14.36(3)(h), Florida Statutes, the REACH Office within the Executive Office of the Governor was charged with developing the criteria for assigning a letter grade to each local workforce development board. The criteria for these letter grades are based on local workforce development board performance accountability measures, return on investment, and improvement in the long-term self-sufficiency of participants based on outcome measures such as reduction in long-term public assistance and increase in wages relative to the period before participation in a program. The state workforce development board, in turn, is responsible for applying these criteria to assign a letter grade annually to each of Florida's 24 local workforce development boards. Information on letter grades can be found on CareerSource Florida's [Analytics site](#).

Status update: Baseline informational grades for the 2021-2022 program year were calculated and shared with the CareerSource Florida Board of Directors in late 2022. Since then, quarterly data updates have been provided to this Board of Directors and local workforce development boards. In this agenda packet, you will find the performance data for program year 2022-2023 Quarter 3. Final data for program year 2022-2023 will be available and annual letter grades will be assigned no later than Oct. 15, 2023, per Florida Statute. For program year 2023-2024, the following updates are anticipated to the letter grades methodology: 1. The addition of WIOA Title II and Title IV data – from the Divisions of Career & Adult Education, Vocational Rehabilitation, and Blind Services at the Florida Department of Education – to the extra credit metric numerator; and, 2. Adjustments to metric targets based on analyses of letter grade data to be conducted after the assignment of PY 2022-2023 grades. A [memorandum](#) announcing these anticipated updates was distributed to local workforce development boards in July.

Florida Career Ladder Identifier and Financial Forecaster (CLIFF) Suite of Tools

The Florida CLIFF Dashboard, developed through a partnership between CareerSource Florida and the Federal Reserve Bank of Atlanta, provides information to help users understand the potential impact of employment earnings on the timing and size of reductions in public assistance as individuals progress along in-demand career pathways on their road to self-sufficiency. This instrument aligns with key activities and objectives outlined in the

REACH Act. The partnership between the Federal Reserve Bank of Atlanta and CareerSource Florida continues to pursue expanded use of the CLIFF tools across the network and around the state. Earlier this year, the Federal Reserve team introduced an additional resource to the CLIFF suite, which now includes three tools that can be deployed strategically with different customer groups along a notional crisis-stability continuum: CLIFF Snapshot is for those who need immediate assistance in stabilizing their financial situation; the [Florida CLIFF Dashboard](#) (the subject of CareerSource Florida's pilot initiative in 2022) focuses on the mitigation of benefit cliffs for individuals on public assistance as they earn more money and proceed along the path to self-sufficiency; and the CLIFF Financial Planner allows for a more detailed examination of the mechanics of a household's finances. Following completion of Spanish versions of the CLIFF Dashboard and the informational video on this powerful tool, current plans include reaching users whose native language is Creole.

Status Update: In PY 2023-24, the CLIFF collaboration team is focused on promoting statewide implementation of the [CLIFF Suite of Tools](#) across the CareerSource Florida network and among external partners. This activity will seek to identify programmatic training needs and expand technical assistance resources while also leveraging a strategic policy on CLIFF usage passed by the Strategic Policy and Performance Council and the CareerSource Florida Board of Directors in June. The CareerSource Florida team is working actively to promote connections between the CLIFF tools and the work of the Hope Florida — A Pathway to Prosperity initiative led by the Florida Department of Children and Families (DCF). In support of these efforts, the team delivered a presentation entitled "Leveraging Florida Workforce System Tools and Resources to Promote Self-Sufficiency" at the DCF Summit earlier this month, and a companion presentation is planned for the Workforce Professional Development Summit in September of 2023. The goal of these efforts is to expand usage of the tools and explore additional programmatic use cases and opportunities for external partner engagement. Informational and training resources for the Florida CLIFF suite of tools can be found on the [Policies and Initiatives page](#).

Apprenticeship Expansion

Senate Bill 240, signed into law May 15, 2023, emphasizes the importance of registered apprenticeships as a talent development model that provides job seekers with valuable earn while you learn opportunities while creating clear career pathways in high growth industries paying livable wages across the state. The REACH office is required to coordinate FloridaCommerce, the Florida Department of Education and Career Source Florida in the development and expansion of apprenticeship programs and other work-based learning models. Special emphasis will be placed on streamlining efforts to recruit and on-board new apprentices, pre-apprentices, students and employers interested in work-based learning opportunities.

The CareerSource Florida Board of Directors approved \$1.5 million for FY 2023-2024 to support an apprenticeship navigator at each local workforce development board. Apprenticeship navigators conduct outreach with employers, local governments, associations, community groups and education partners to develop and expand registered apprenticeships and pre-apprenticeships as a work-based talent solution.

Status Update: The Notice of Funding Agreement was issued to all local workforce development boards on Aug. 15, 2023. Local workforce development boards will designate a dedicated staff member to be engaged as an apprenticeship navigator who will lead and support local and regional efforts to develop, expand, and support registered apprenticeship and preapprenticeship programs in their areas. Specific outcomes to be measured will include the number of new apprenticeship and preapprenticeship programs registered, the number of new apprentices enrolled in apprenticeship programs and the number of employers who are connected to an existing apprenticeship program in the state.

CareerSource Florida will provide ongoing training and technical assistance for the apprenticeship navigators and staff members at the local workforce development boards.

Florida Healthcare Training Initiative

In June 2023, the CareerSource Florida Board of Directors approved \$2.75 million in the Governor's set-aside budget for the Florida Healthcare Training Initiative. The purpose of this funding is to enhance healthcare training opportunities and foster a skilled healthcare workforce in Florida. A key goal of the initiative is to assess the impact

of fully leveraging the flexibilities allowable within WIOA to remove barriers to enrollment and increase both the type and length of services to increase credential attainment in healthcare, along with initial employment and employment retention for one year.

Status Update: Two local workforce development boards, CareerSource Northeast Florida and CareerSource Broward, have been designated to receive this funding. FloridaCommerce has issued Notice of Funding Agreements in the amount of \$916,666 to each local workforce development board. Each local workforce development board will have 60 days to develop a comprehensive implementation plan and will meet regularly with CareerSource Florida and FloridaCommerce for technical support. Awardees will submit quarterly reports outlining program outcomes, including employment, wages, credentials attained and measurable skills gains.

Quick Response Training and Incumbent Worker Training Grant Programs

The state-funded Quick Response Training grant program is a proven investment in supporting job creation and ensuring Florida has a highly skilled workforce to meet the talent needs of new-to-Florida or expanding businesses. Eligible businesses receive reimbursement for a portion of their training costs for newly hired employees in high-skill, high-wage jobs. Since 1993, CareerSource Florida has assisted more than 950 new and expanding companies in the state of Florida in the recruitment, selection, and training of nearly 200,000 employees through the Quick Response Training grant program.

Incumbent Worker Training grants help businesses close skills gaps within their existing workforce, allowing companies to retain workers, grow, and prosper. Since 1999, the Incumbent Worker Training program has assisted more than 3,100 businesses and trained nearly 200,000 workers.

Status Update: During the program year 2022-2023, CareerSource Florida executed more than \$7.3 million in contracts for Quick Response Training and \$2.1 million in contracts for Incumbent Worker Training. These programs continue to play a vital role in Florida's overall talent development efforts by ensuring Florida has a highly skilled workforce to meet the state's talent needs. For the 2023-2024 year, 30 Incumbent Worker Training applications and 17 Quick Response Training applications have been received to date. Applications are currently in review.



Administrative Policies Summary Sept. 18, 2023

Consistent with the agreement between FloridaCommerce and CareerSource Florida, Inc., CareerSource Florida provides administrative support for the state workforce development board.

As described in [Strategic Policy 2021.06.09.A.1: Statewide Workforce Development Board Policymaking Authority and Delegation](#), CareerSource Florida administrative policies and operational guidance are developed by FloridaCommerce's Bureau of One-Stop and Program Support in consultation with CareerSource Florida's Workforce Program Development team using best practices from the [Policy Development Framework](#).

Administrative policies and operational guidance include business rules, requirements, processes and responsibilities that expand, explain or further specify federal and state legislative policies as well as board-approved strategic policies.

CareerSource Florida has determined this policy does not require approval by the state workforce development board:

- **Administrative Policy 008 – Recapture and Reallocation of Workforce Innovation and Opportunity Act (WIOA) Funds:** The purpose of this policy is to define and describe to local workforce development boards the procedures for the recapture and reallocation of WIOA formula funds allocated to local workforce development boards for the WIOA Youth, Adult and Dislocated Worker Programs.
 - This policy is the administrative counterpart to **CareerSource Florida Strategic Policy – 2002.01.09.A.3 – Recapture and Reallocation of Workforce Innovation and Opportunity Act Funds**, approved by the CareerSource Florida Board of Directors June 7, 2023.



Executive Summary to Career Success for Persons with Disabilities



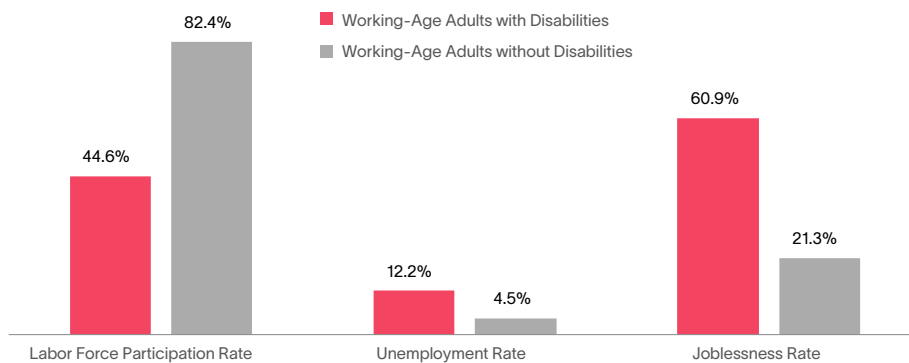
Key Findings

People with disabilities (PWDs) face many unique challenges and barriers to participating in the workforce. Ongoing efforts to improve labor market opportunities and outcomes for PWDs have contributed to steady growth in labor force participation and employment among working-age adults with disabilities. However, much progress remains to be made to close the gaps in employment outcomes that exist between workers with and without disabilities.

- In 2021, there were approximately 11 million working age adults in Florida, of whom an estimated 1.2 million had one or more disabilities. Actual prevalence rates likely exceed these estimates due to the frequent underreporting of unseen disabilities.
- PWDs make up 11% of the state's working age population, but only represent 6% of its labor force.
- A 38-percentage point labor force participation rate gap exists between working-age adults with and without disabilities in Florida; People without disabilities are six times more likely to participate in the labor force.
- There is an 8-percentage point employment rate gap for working-age adults with disabilities in Florida; Those without disabilities are almost three times more likely to be employed than PWDs.



Figure 1: Labor Force Participation, Unemployment, and Joblessness Rates for Working-Age Adults with and without Disabilities in Florida, 2021

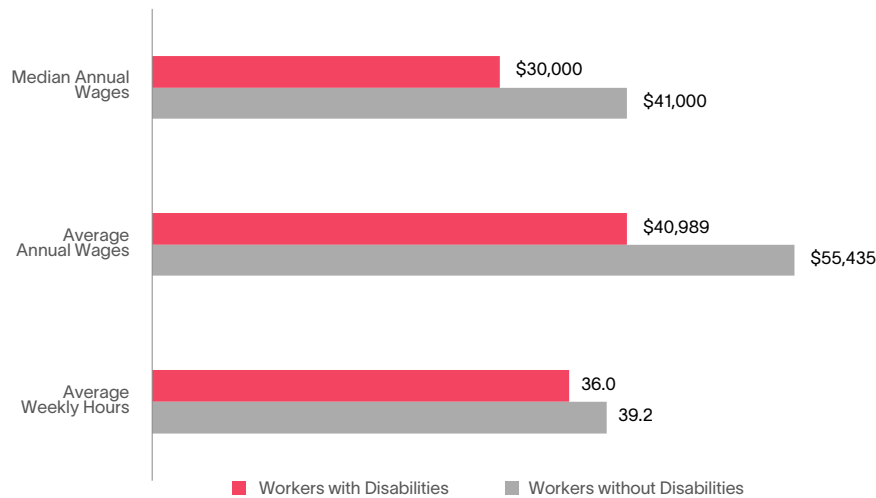


Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA.

People with disabilities (PWDs), on average, earn much less than workers without disabilities employed in the same occupations and industries. These differences persist even when adjusting for workers total hours and weeks worked annually.

- The average median wage for PWDs in 2021 was \$30,000 compared to \$41,000 for workers without disabilities.
- There is an average annual earnings premium of \$14,500 for workers without disabilities when controlling for differences in hours and weeks worked annually.
- PWDs work an average of 3.2 hours less than their counterparts each week. This totals around 166 hours yearly, or approximately \$4,150 in lost wages for hourly employees earning the state's average wage of \$25 per hour.
- Almost 30% of employed PWDs work part-time, compared to less than 20% of workers without disabilities. It is unclear what factors are driving these trends.

Figure 2: Median and Average Annual Wages and Average Weekly Hours for Employed Working-Age Adults with and without Disabilities in Florida, 2021

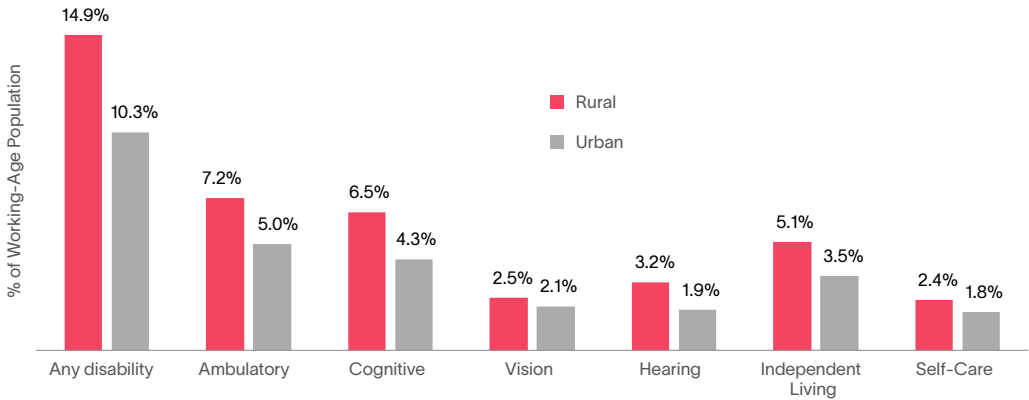


Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA.

Working-age adults with disabilities in Florida’s urban areas outnumber those living in rural regions. Proportionally, PWDs are more highly concentrated in the state’s rural areas. The job market is tough for workers with disabilities in both rural and urban contexts.

- Rural working-age Floridians are 1.5 times more likely than their urban counterparts to have a disability. The prevalence of ambulatory and cognitive difficulties in rural working-age adults exceeds that of their urban peers by 2.2 percentage points.
- The labor force participation rate is 5-percentage points higher in urban settings, which may be due to increased resources and more access to job opportunities in general. However, urban workers with disabilities are only slightly more likely than rural workers with disabilities to be employed.
- Rural workers with disabilities are more than three times as likely as those without disabilities to be unemployed. Urban workers with disabilities are just under three times as likely to be unemployed.

Figure 4: Disability Prevalence Among Working-Age Floridians by Disability Type and Rural/Urban Status, 2021

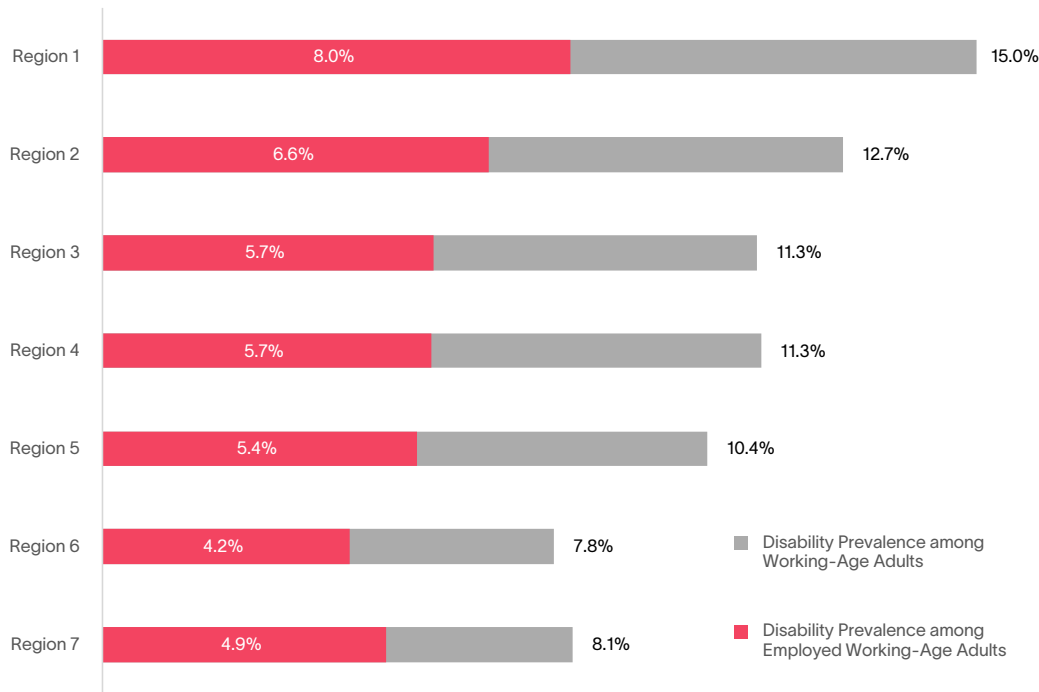


Source: Lightcast analysis of 2021 ACS 1-year microdata from IPUMS USA

The rural-urban divide is reflected in the employment outcomes for PWDs across Florida's Division of Vocational Rehabilitation at the Florida Department of Education (FDOE/VR) Areas. Compared to Florida's general population, working-age adults with disabilities are most highly concentrated in FLDOE/VR Areas 1 and 2, and most underrepresented among the employed population.

- FLDOE/VR Areas 1 and 2 are home to 22% of Florida's working-age population, but 28% of its working-age population with disabilities. This creates an additional layer of difficulty for connecting PWDs to not only employment opportunities, but also to employer networks, disability resources, and education and training.
- The labor force participation rate gap for PWDs is greatest in FLDOE/VR Area 4 at 41-percentage points. In Area 7, 53% of working-age adults with disabilities are participating in the labor force.
- FLDOE/VR Regions 1 and 2 have the greatest disparities between the representation of PWDs in the employed and the general populations.

Figure 7: Comparison of Disability Prevalence Among the Overall and Employed Working Age Adult Populations by FLDOE/VR Region, 2021



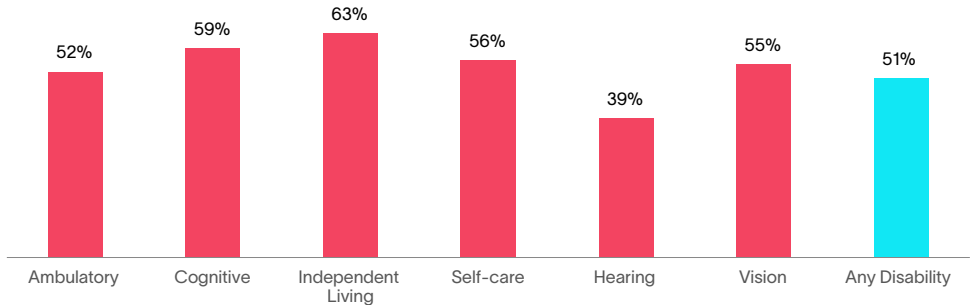
Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA

The employment experiences and outcomes of PWDs are not one-dimensional. Occupation accessibility varies by disability type, and the occupational distribution of workers with disabilities often reflects the nature of challenges associated with the different disability categorizations. In general, workers with sensory (hearing and vision) and ambulatory disabilities have more success in the labor market.

- Among working-age adults with disabilities, those with sensory disabilities (hearing and vision) have the highest employment rate at 92.1%
- More than half of all workers with disabilities are employed in occupations with average earnings below 80% of the Florida AMI. Yet only 39% of workers with hearing disabilities earn less than 80% of the AMI, compared to 63% of workers with independent living disabilities and 59% of workers with cognitive disabilities.
- Workers with sensory and ambulatory disabilities are most likely to be employed in Management occupations. Those who have cognitive and independent living disabilities are highly concentrated in Food Preparation and Serving occupations. Such differences likely contribute to earning disparities observed across different disability types.

THE TOP 10 OCCUPATIONS BY EMPLOYMENT OF PWDS IN FLORIDA FOR 2021 ALL HAD ANNUAL AVERAGE WAGES BELOW 80% OF THE AMI, AND/OR ARE PROJECTED TO SHED JOBS OVER THE NEXT DECADE.

Figure 10: Distribution of Workers with Disabilities Earning Less than 80% Florida AMI by Disability Type, 2021



Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA

Recommendations for Policy and Practice

FLDOE/VR, with the support of The Able Trust, is already helping to pave the path to a more inclusive and disability-friendly labor market. The following details opportunities, strategies, and recommendations for situating PWDs as part of Florida's workforce solution. Continued investments in streamlining and improving the state's workforce development and education resources is instrumental to connecting workers with disabilities to employment, education, and training opportunities.

- The Reimagining Education and Career Help (REACH) Act is a prime example of how partners throughout Florida's workforce service delivery system can and are stepping up to connect talent supply to demand within the state. As similar efforts move forward, FLDOE/VR, with the support of The Able Trust, can facilitate the development of a workforce services delivery system that supports the needs of all workers, including the often-overlooked population with disabilities.
- Disabilities are not one size-fits-all, nor are the needs of workers who have them. Encouraging self-advocacy among PWDs and advocating on their behalf can help to ensure that the unique needs of this population are taken into consideration as the state revamps its workforce system.

An aging workforce alongside steep declines in labor force participation during the COVID-19 pandemic have created new areas of opportunity for PWDs to step-in and demonstrate their value to employers. Occupations and industries with faster than average projected growth rates provide excellent opportunities to increase the representation of PWDs in higher-wage high-growth occupations.

- Growing industries, like Arts, Entertainment, and Recreation, offer expanded employment opportunities for all Floridians. FLDOE/VR is already taking advantage of these opportunities through initiatives like The ArtCIE Project, a pilot program that will help subminimum wage workers with disabilities build skills needed in competitive industries like the Arts. Continued investment in and implementation of such programs will support increased employability of PWDs.



- Industries in which Floridians with disabilities lag their counterparts nationally in representation include Healthcare and Social Assistance, and Manufacturing. Both sectors offer opportunities for PWDs, and The Able Trust can support FLDOE /VR in helping Floridan’s with disabilities achieve representation on par with national averages through employer engagement and targeted workforce development services.

Workers with disabilities are, across the board, more likely than workers without disabilities to be employed in low-wage, low-growth occupations. Career pathing can help workforce development service providers support workers in making successful transitions to occupations with greater upward mobility. The Transition and Destination Occupations in the Tables below offer examples of how services can be structured to have the most impact.

Transition Occupations	Total Employed PWDs	Annual Average Wages for PWDs	Disparity Ratio
Janitors and Building Cleaners	7,521	\$16,481	1.8
Maids and Housekeeping Cleaners	4,661	\$11,515	1.1
Stockers And Order Fillers	4,493	\$18,734	1.9
Laborers and Freight, Stock, and Material Movers, Hand	4,331	\$19,444	1.9
Construction Laborers	4,048	\$16,591	1.1
Cooks	3,519	\$18,387	1.1
Security Guards and Gambling Surveillance Officers	3,330	\$27,570	1.8
Landscaping And Groundskeeping Workers	3,130	\$17,455	1.2
Nursing Assistants	2,842	\$20,360	1.1
Carpenters	2,841	\$28,104	1.2

- Focusing upskilling efforts on people currently employed in transition occupations – those with lower-growth and lower-wages, but high representation of PWDs - will naturally oversample PWDs and provide them with training needed to advance from their current jobs.

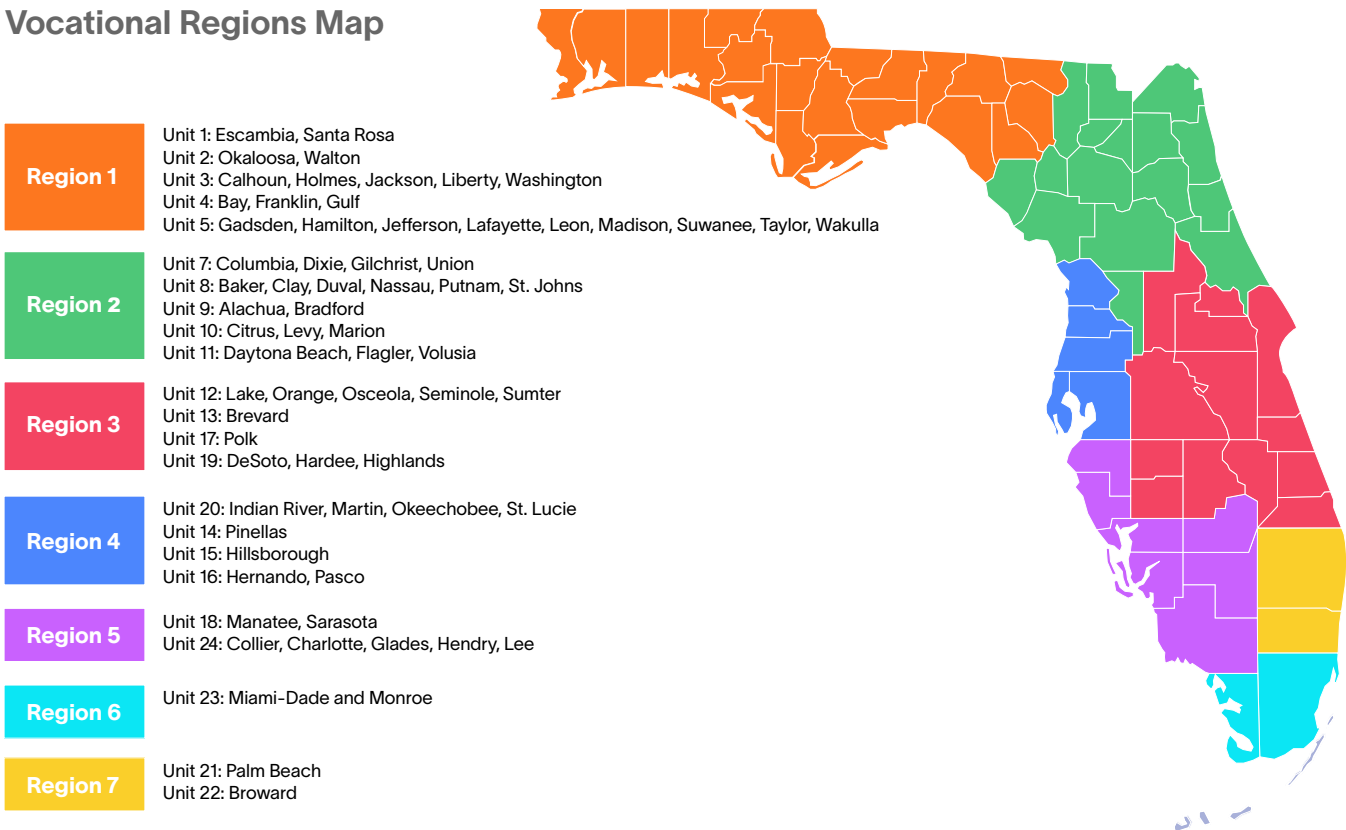
Destination Occupations	Total Employed PWDs	Annual Average Wages for PWDs	Disparity Ratio
Bookkeeping, Accounting, and Auditing Clerks	2,655	\$31,045	1.1
First-Line Supervisors of Construction Trades and Extraction Workers	1,916	\$50,430	1.3
Construction Managers	1,899	\$54,641	1.1
Licensed Practical and Licensed Vocational Nurses	1,867	\$37,054	1.2
Management Analysts	1,635	\$80,906	1.1
Property, Real Estate, and Community Association Managers	1,465	\$42,920	1.0
Computer Occupations, All Other	1,441	\$45,483	1.1
Maintenance and Repair Workers, General	1,338	\$40,644	1.4
Computer Support Specialists	1,252	\$51,072	1.1
Billing and Posting Clerks	1,238	\$30,611	1.2

- Destination occupations are accessible (indicated by proportional or overrepresentation of PWDs), growing, and pay above average wages. Focusing job placement and employer engagement efforts on destination occupations will provide PWDs links to occupations where evidence suggests they are poised for success.

While employers are making conscientious efforts to create more inclusive workplaces, they often lack expertise needed to do so, making them hesitant to embrace the perceived “challenges” of recruiting and onboarding workers with disabilities. Connecting employers to resources for supporting workers with disabilities and disseminating best practices can help to illuminate the benefits of this underutilized source of talent.

- Employers with experience employing and supporting PWDs can be the best advocates for dispelling myths and misunderstandings within the broader community of employers. In cultivating a stronger, more inclusive workforce.
- Through the identification and dissemination of research and best practices for employing and supporting workers with disabilities, FLDOE/VR, with support from The Able Trust, can take a leading role in dispelling common misperceptions. Educating employers on accommodations and arrangements promotes positive outcomes for both workers and employers.

Vocational Regions Map





Industry Analysis and Pathways to Career Success for Persons with Disabilities



Introduction

The Able Trust, also known as the Florida Endowment Foundation for Vocational Rehabilitation, is a 501(c)(3) public charity established by the Florida Legislature in 1990 as a direct support organization for the Florida Department of Education, Division of Vocational Rehabilitation (FLDOE/VR). Through their support of FLDOE/VR, The Able Trust collaborates with Florida employers, community organizations, and career development partners to help Floridians with disabilities of all ages enter the workforce.

The current workforce and employment landscape has created unique opportunities to expand employment among people with disabilities (PWDs). Recent moves towards remote and flexible work arrangements are broadly beneficial and especially so for some PWDs, as they have long sought a range of accommodations and assistive technologies to enable greater accessibility. As accommodations that enhance accessibility and productivity become more widespread across all workers, uptake among PWDs will follow suit.

While a burgeoning openness to new work arrangements may be a boon for current and aspiring workers with disabilities, there is no shortage of challenges to overcome. The labor force participation rate for PWDs has remained stubbornly low for the last several decades. Mechanisms to attract, prepare, place, and onboard PWDs are disappointingly underdeveloped. PWDs and their families struggle to identify and access services that can promote and unlock viable career opportunities and enable employability. Policies designed to ensure basic living expenses for PWDs continue to disincentivize work. At the same time, the state of Florida is engaged in work to enhance workforce development services, and FLDOE/VR, with the support of The Able Trust, is well positioned to promote PWDs as a key source of talent who can ameliorate talent shortages and align the state's service delivery network to meet the needs of employers.

It should be noted that PWDs represent every facet of Florida's diverse population – age, race, gender, geography. As well, within the broader population of PWDs, there is diversity of disability type, severity, age and cause of onset.

This report, undertaken by Lightcast and commissioned by The Able Trust, does not aim to catalog all of the unique experiences felt by PWD in the workforce, but it does aim to highlight how employment of PWDs (and



associated challenges) manifests across the state of Florida. The report offers observations that can be used to address those challenges and opportunities while remaining cognizant of the unique context of the state and of its people. The report also explores various issues within existing efforts to maximize employment and economic opportunity for Floridians with disabilities. By examining macro-economic data, stakeholder perspectives, and practice examples from other states, this research aims to provide practical insights into the challenges and opportunities that (a) PWDs face in gaining employment and economic mobility, (b) employers face in engaging and accommodating underutilized talent pools, (c) service providers face in supporting PWDs and their families. Together, these perspectives are a valuable resource for cultivating Florida's vocational rehabilitation system in a manner that optimizes benefits to stakeholders, and in turn advances economic health across Florida.



Methodology

The research for this report consisted of the following:

- **Literature Review.** More than 100 national and regional studies were reviewed to identify resources, challenges, opportunities, and best practices related to employment of PWDs.
- **Macro-Economic Research.** The 2021 1-year and 2015-2019 5-year American Community Survey (ACS) microdata samples from IPUMS USA were used to analyze the employment outcomes of working-age adults (ages 25 to 64) by disability status and type. The following geographies were included in the analysis:
 - The United States
 - The state of Florida and peer states
 - Substate regions in Florida
 - Rural and urban areas
 - FLDOE/VR areas

The 2021 ACS 1-year estimates – the most recent data available from IPUMS USA – were used where possible, but as per guidance issued by US Census Bureau, the 2015-2019 ACS 5-year estimates were used to compare outcomes at the occupation and industry level.¹

- **Comparison State Research.** The Able Trust identified California, Massachusetts, Pennsylvania, and Texas as states with effective services in support of employment for PWDs. Data from the ACS, Lightcast’s job posting database, and other sources were used to draw comparisons between Florida and the four comparison states regarding overall employment data for PWDs in those states. Additionally, the literature review revealed those states’ practices and resources that Florida may choose to emulate, replicate, and otherwise apply within the unique context of Florida.
- **Stakeholder Interviews.** The Able Trust and the research team convened PWDs and their families, employers, and agencies providing



¹ The US Census Bureau recommends using the 5-year ACS microdata for the best precision and most reliable estimates, particularly when analyzing smaller populations, such as detailed occupation groupings at the subnational level. Because of data collection delays, issues with sampling the population of people with disabilities, and quality control issues with the 2020 Census, this report uses the 2015-2019 ACS 5-year estimates for a historical benchmark and the 2021 ACS 1-year sample for an actualized addendum where sample sizes allow.



employment and other services for listening sessions across the state and virtually. In total more than 60 people across these stakeholder groups provided input and perspective via these sessions

- **Survey.** The research team distributed surveys to each of the stakeholder groups identified above, garnering more than 500 responses.

This study defines Disability as per the ACS, which classifies disabilities in 6 categories:

1. Ambulatory Difficulty - Serious difficulty walking or climbing stairs.
2. Cognitive Difficulty - Serious difficulty remembering, concentrating, or making decisions.
3. Hearing Difficulty - Deaf or serious difficulty hearing.
4. Vision Difficulty - Blind or serious difficulty seeing, even with corrective lenses.
5. Self-Care Difficulty - Serious difficulty bathing or dressing.
6. Independent Living Difficulty - Serious difficulty performing basic activities outside the home.

Each person experiences their disability in unique ways, and each employer and service provider must be sensitive to the personal nature of disability and its implications for preparing for, engaging in, and succeeding at work. This report recognizes the importance of these unique experiences and aims to provide some broad perspective by disaggregating statistics by disability type.



Employment Landscape for People with Disabilities in Florida

Initiatives to improve access to employment opportunities and workplace accommodations for PWDs have contributed to steady growth in their labor force participation and employment in recent years. However, the gap in labor force participation for PWDs compared to the general population remains high at 38 percentage points as of 2021. Closing the labor force participation gap for Floridians with disabilities would benefit not only the workers, but also employers who have been struggling to address ongoing labor shortages. In addition to bringing many more people into the workforce, increasing labor force participation among PWDs by 10 percentage points over the next ten years would add an estimated \$111 billion to the Florida economy, and \$1.08 billion to state tax revenues.²

Through interviews and focus groups, employers reported a desire to engage a wider talent pool and an openness to intentionally engaging PWDs as a potential target population. To do so, it will be important to increase employers' awareness of the relevant supports, programs, and assistance available to them. Most businesses reported that they had not worked with the Vocational Rehabilitation programs or the service providers within the network. Employers also expressed some unease with whether or how to ask applicants about their disabilities, about whether to encourage or invite self-disclosure, and how best to do so. Employers welcomed training and support for how they can best reach out to, engage, accommodate, and support PWDs throughout the recruitment, application, interview, hiring and onboarding experiences.

Developing an approach to increase labor force participation among PWDs requires first taking stock of the current employment landscape for PWDs in Florida. To this end, the following sections supply an overview of key employment outcomes and identifies areas of need and opportunity where partners across the state can focus and strategically employ investments and resources.

² Read the full report here: <https://www.abletrust.org/wp-content/uploads/2022/09/The-Able-Trust-Economic-Impact-Report.pdf>

Important Considerations for Data Related to People with Disabilities

Measuring Disability

Rather than directly asking respondents if they have a disability, surveys like the ACS use proxy questions to generate population estimates. It is important to note that such techniques can lead to under-counting PWDs. A recent study found that the six questions used by the ACS to assess disability underestimated prevalence by approximately 20%. Disability prevalence was most often underestimated for the population with mental health related disabilities.³

Population Parameters

The population included in a survey sample can have a significant impact on Disability estimates and findings. For example, our analysis of ACS data for the working-age population shows prevalence rates of 11%, but CDC estimates show that 1 in 4 adults (ages 18 and up) have a disability.

Self-Reporting

The accuracy of disability data is dependent on the questions asked and respondents' willingness to voluntarily disclose disabilities. Further, studies have linked underreporting of disability status to a general reluctance to self-disclose disabilities. This is particularly true for people with highly stigmatized disabilities, such as mental illnesses.⁴

Visible and Invisible Disabilities

Not all disabilities are apparent and easily observed by others. People with invisible disabilities - such as mental illnesses and chronic diseases - may be less inclined to disclose their disability, whether in workplace settings or in a government survey. This can make it difficult for PWDs to ask for or receive the accommodation necessary for them to succeed.

3 Comparing Measures of Functional Difficulty With Self-Identified Disability: Implications For Health Policy, Jean P. Hall, Noelle K. Kurth, Catherine Ipsen, Andrew Myers, and Kelsey Goddard, Health Affairs 2022 41:10, 1433-1441

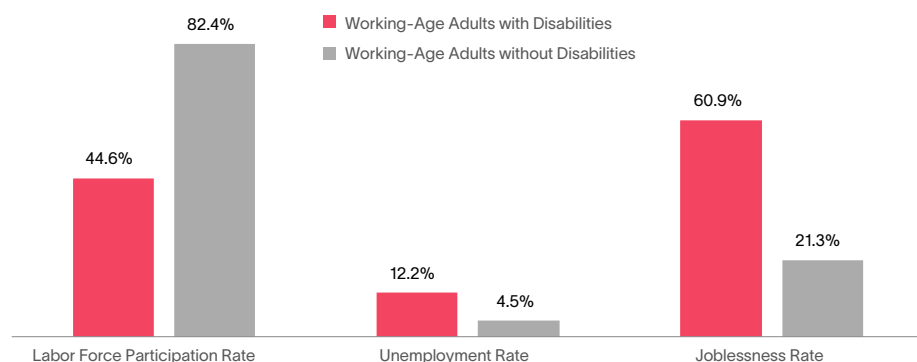
4 Ibid.

Labor Force Participation, Unemployment, and Joblessness

Labor force participation rate, unemployment rate, and joblessness rate are key indicators for understanding the economic situation of PWDs in Florida. We compare these outcomes for working-age adults with disabilities to working-age adults not reporting a disability.

The labor force participation rate reflects the percentage of civilian noninstitutionalized working-age population that is employed or actively looking for work. In 2021, there were approximately 11 million working age adults in Florida, of which an estimated 1.2 million had one or more disabilities. Yet, despite making up 11% of the state's working age population, PWDs only accounted for 6% of those participating in the labor force. As shown in Figure 1 below, the labor force participation rate for working-age adults with disabilities in Florida is nearly 44 percentage points lower than the rate for those without disabilities.

Figure 1: Labor Force Participation, Unemployment, and Joblessness Rates for Working-Age Adults with and without Disabilities in Florida, 2021



Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA.

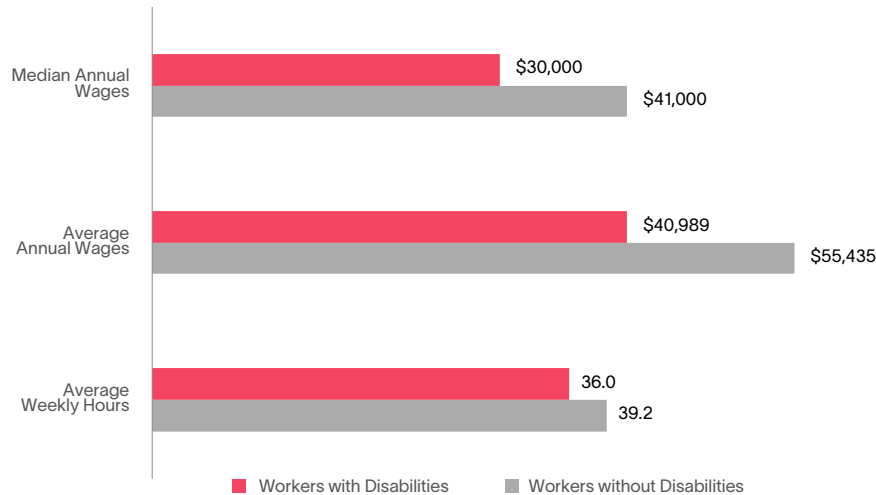
The unemployment rate is the number of people not working but actively looking for work expressed as a percentage of the labor force (the labor force is the sum of the employed and unemployed). In 2021, the unemployment rate was just under eight percentage points higher for working age-adults with disabilities compared to those without disabilities.

The joblessness rate is the percentage of working-age adults who are not working, regardless of job-seeking status (i.e., not in labor force or unemployed). Because it disregards job-seeking status, the joblessness rate can often serve as an even better indicator of underemployment than the unemployment rate. For example, workers with disabilities who become discouraged and stop looking for work qualify as jobless, but these individuals are not included in unemployment calculations since they have given up the job search. The estimated joblessness rate for working-age adults with disabilities in Florida in 2021 was 60.9% compared to 21.3% for those without disabilities, a difference of 39.6 percentage points. This means that working-age adults with disabilities are nearly six times as likely to be jobless as working-age adults without disabilities.

Earnings

To identify disparities among employed working-age adults in Florida, we examined differences in median and average annual wages, as well as average weekly hours worked for the aggregate populations.⁵ Figure 2 below shows these estimates.

Figure 2: Median and Average Annual Wages and Average Weekly Hours for Employed Working-Age Adults with and without Disabilities in Florida, 2021



Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA.

Our analysis found that the median annual income for employed working-age adults with disabilities in Florida in 2021 was \$30,000 and approximately \$11,000 less than the median annual income for the working-age population without disabilities. Comparing median wages can erase differences among high earners, so this report also considers the difference in average wages. A comparison of estimated average annual wages suggests an earnings premium of nearly \$14,500 for workers without disabilities. Similar trends exist nationwide.

Although our methodology for wage estimates was designed to remove biases stemming from average hours worked, it is important to recognize that across all occupations and industries, working-age adults without a disability in Florida work an average of 3.2 hours more than PWDs per week, totals just over 165 hours per year. For workers earning the state's average hourly wage of \$25, this difference in average weekly hours equates to an estimated \$4,150 in lost earnings per year. Additionally, 29% of employed Floridians with disabilities in 2021 reported working part-time compared to just 19% of those without disabilities. With part-time and seasonal workers less likely to receive promotions and more likely to be low-wage workers, these trends explain, in

⁵ In contrast to many studies that estimate wages for PWDs, we took additional steps to ensure our analysis provides the most accurate estimates possible for the target populations. Although the ACS reports annual wages for respondents, these estimates cannot be compared without assuming that all members of the population are full-time employees working year-round. We address this limitation by using individual responses for average weeks and hours worked to get average hourly wages for each member of the sample. Then, the new hourly wage estimates were used to calculate comparable average annual and median wages.

part, the difference in average and median wages for workers with and without disabilities.

Increasing the rate at which PWDs in Florida secure full-time employment would not only help reduce the disability earnings gap but also increase access to employer sponsored health plans and retirement plans. People with disabilities may not aspire to the same types of jobs or the same level of workforce participation as those without disabilities, and the nature and severity of some disabilities likely impacts the ability to do some work. Nonetheless, higher earnings are rarely perceived or experienced negatively and the identification of these disparities can give those serving PWDs a benchmark for improvement, if not complete erasure of the current wage premium afforded to workers without disabilities.

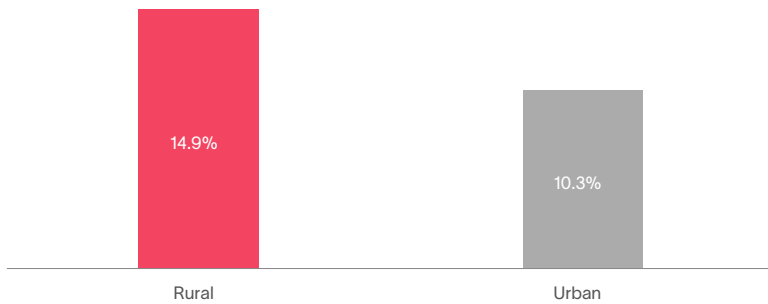
Substate Employment of Floridians with Disabilities

The employment landscape for PWDs is unique across Florida’s diverse economic and geographical regions. Workforce development initiatives and support services will be most effective when strategically tailored to meet the needs of each region. To support informed decision-making, we compared employment outcomes for working-age adults with and without disabilities for the state’s rural/urban areas and its seven FLDOE/VR regions.⁶

Rural-Urban Disparities

As shown in Figures 3 and 4 below, an estimated 15% of the working-age adult population living in rural Florida (not in a Florida MSA) has a disability, compared to only 10% of the population living in an urban area (within a Florida MSA). Broken down by disability type, prevalence rates are consistently higher for working-age adults living in rural areas. Our analysis found that ambulatory and cognitive disabilities were 2.2 percentage points more prevalent in rural areas than in urban areas.

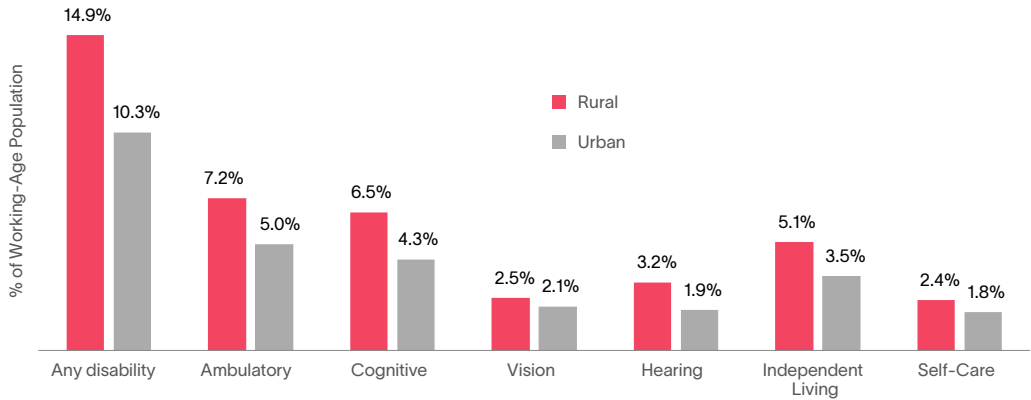
Figure 3: Disability Prevalence Among Working-Age Floridians by Rural/Urban Status, 2021



Source: Lightcast Analysis of 2021 ACS 1-year estimates from IPUMS USA.

⁶ The report defines the rural population as all people living outside of a Florida MSA. The ACS does not report data for VR regions, so we produced estimates by assigning a VR region to each Florida PUMA. It must be noted that the estimates for VR Regions have a relatively small n, and greater fluctuations across regions may be attributable to sample size. A detailed map of the Florida Department of Education Vocational Rehabilitation regions can be found in the Appendix.

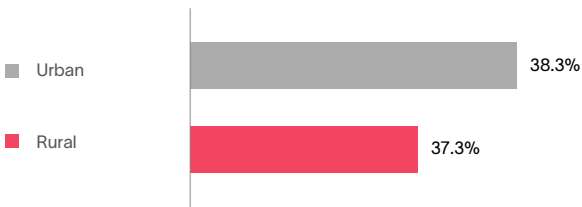
Figure 4: Disability Prevalence Among Working-Age Floridians by Disability Type and Rural/Urban Status, 2021



Source: Lightcast analysis of 2021 ACS 1-year microdata from IPUMS USA

Our analysis found that there is a sizable difference in labor force participation among working-age adults with disabilities across urban and rural contexts. The labor force participation rates for rural working-age adults with disabilities in Florida lags that of their urban peers by nearly 5 percentage points.

Figure 5: Labor Force Participation Rate Among Working-Age Floridians with Disabilities by Rural/Urban Status, 2021



Source: Lightcast Analysis of 2021 ACS 1-year data from IPUMS USA.

Among rural working-age adults, people without disabilities are more than three times as likely as PWDs to be employed. In urban areas, PWDs are approximately 2.8 times less likely than people without disabilities to be employed. However, comparing employment for working-age adults with disabilities in urban and rural regions, our analysis found that relative to population sizes, PWDs living in urban areas are only slightly more likely to be working than those living in rural Florida.

The need for inclusive workforce services for PWDs is acute in Florida’s rural areas. Although the total number of working-age adults with a disability is greater in urban areas, those living in rural areas face a higher prevalence of disabilities and a lower labor force participation rate.

VR Regions

Disability prevalence rates vary significantly across the seven FLDOE/VR Areas.

Working-age Floridians with disabilities are highly concentrated in Areas 1 and 2. The two areas combined are home to 22% of working-age Floridians but 28% of those with disabilities. Areas 1 and 2 also have the highest disability prevalence rates, at 15% and 13%, respectively. The relative concentration of PWDs in these areas is unsurprising, as they cover the Florida Panhandle and by extension, much of the state's rural population.

Apart from Area 7, the labor force participation rate gap for PWDs is consistent across the seven FLDOE/VR Areas. As depicted in Figure 6 below, there is little difference in labor force participation among working-age adults without disabilities across the areas, but when looking at the population with disabilities, those living in Area 7 are much more likely to participate in the labor force. In Area 4, there is a 41-percentage point labor force participation rate gap for PWDs, the highest of all the FLDOE/VR Areas.

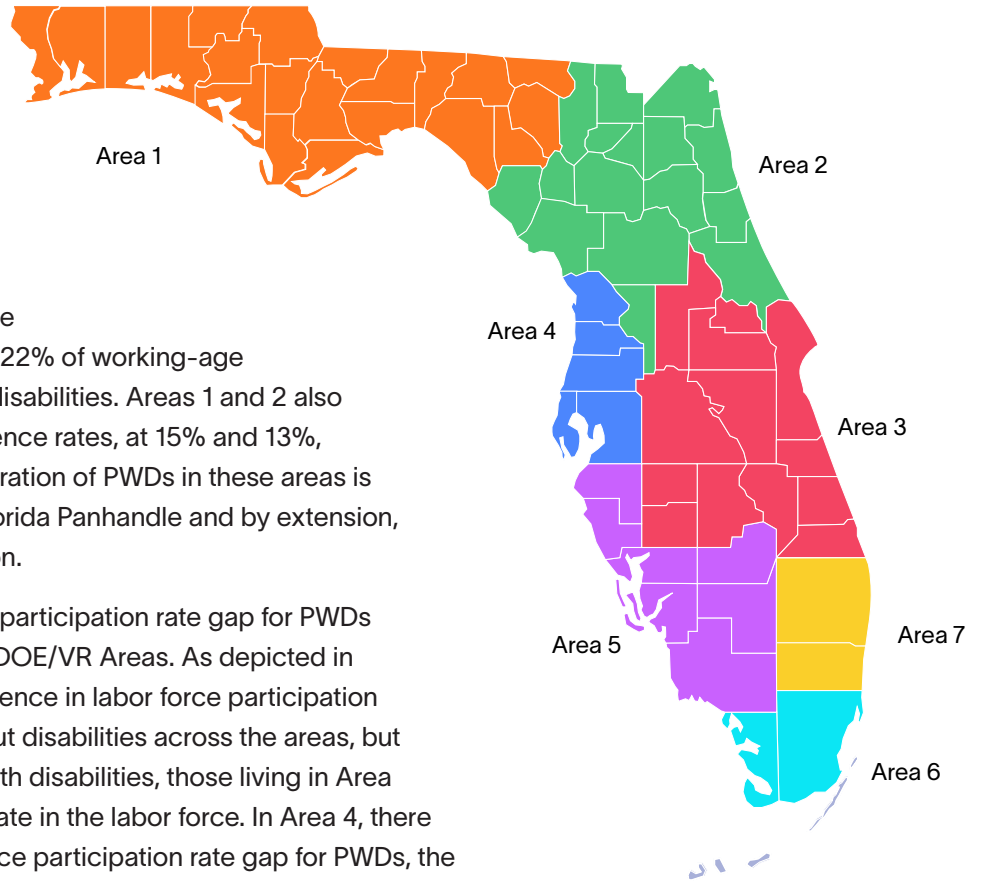
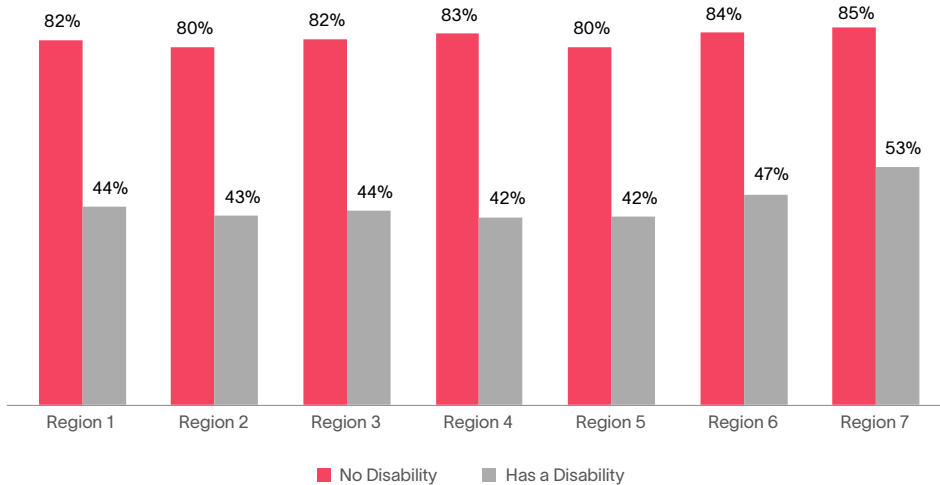


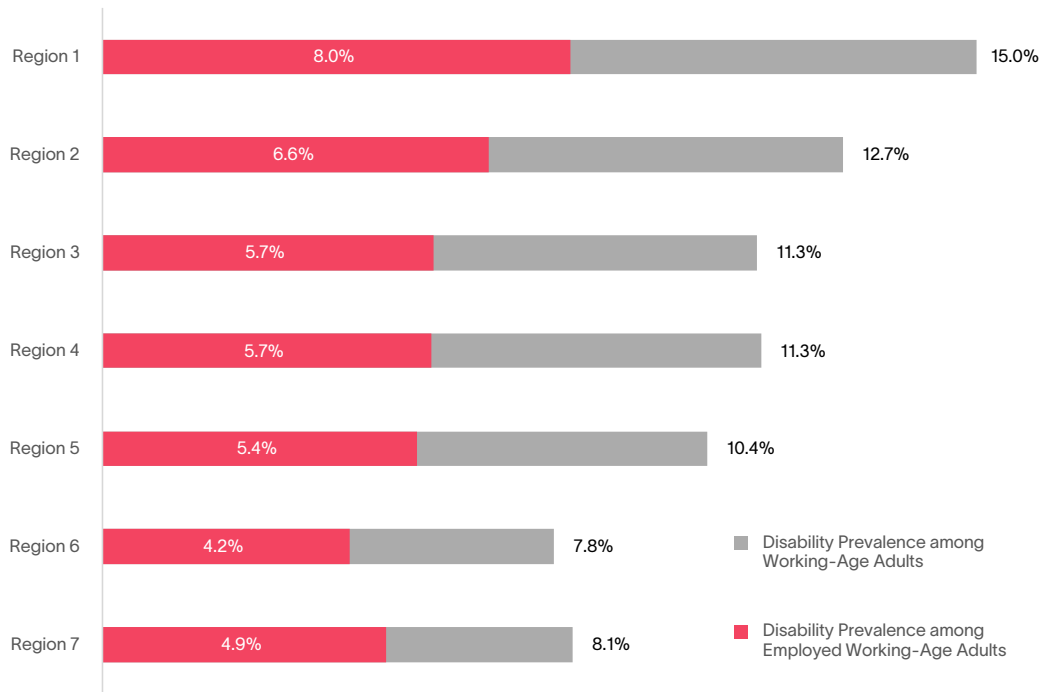
Figure 6: Labor Force Participation Rate for Working-Age Floridians with and without Disabilities by FLDOE/VR Region, 2021



Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA

Figure 7 below visualizes the disproportionate representation of PWDs in the overall and employed working-age adult populations across the seven FLDOE/VR Regions. Region 6, which includes the highly urban Miami-Dade and Monroe counties, has the lowest disability prevalence rates for the overall and employed working-age adult populations, with PWDs accounting for 7.8% of the region's working age adults and 4.2% of those who are employed. Regions 1 and 2 have the greatest disparities between the percent of working-age adults with disabilities and the percent of the employed population with disabilities, at 6-7 percentage points.

Figure 7: Comparison of Disability Prevalence Among the Overall and Employed Working Age Adult Populations by FLDOE/VR Region, 2021



Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA

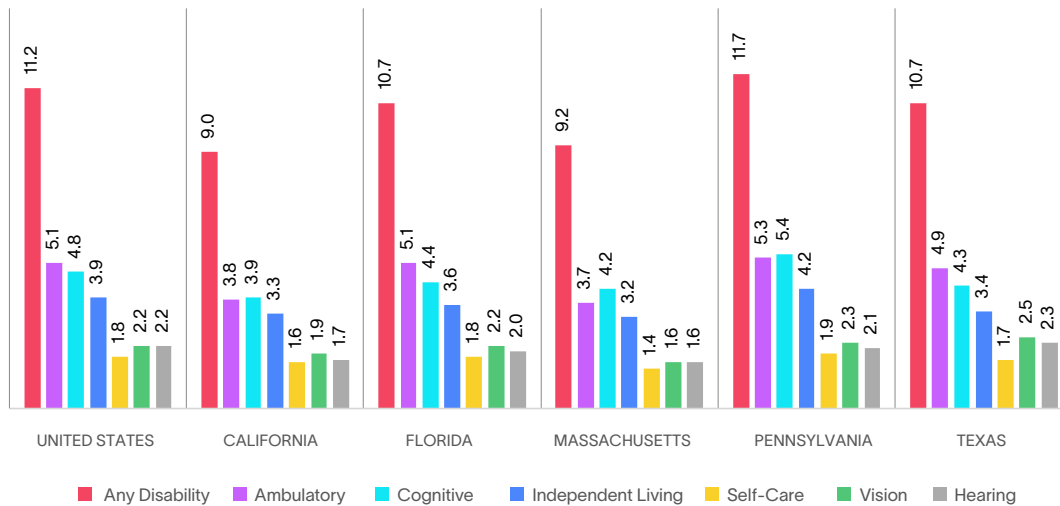
Comparison Regions

To better understand labor market outcomes for PWDs in Florida, it helps to compare against other states. The Able Trust identified California, Massachusetts, Pennsylvania, and Texas whose population and employment outcomes can serve as a benchmark for Florida and enable Florida's network of providers to consider how to target occupations and industries for outreach, engagement, and workforce development investments.

Disability Prevalence Rates

Before comparing employment outcomes, we considered the similarity of disability prevalence rates for the working age population in the selected geographical regions. The prevalence of disability among working age adults in Florida is on par with Texas, Pennsylvania, and the national average, but lower than in Massachusetts and California.

Figure 8: Disability Prevalence Rates by Disability Type for Benchmark Regions, 2021



Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA

Key Employment Outcomes

We found disparate employment outcomes for PWDs in all benchmark states. Yet, comparatively, peer states outperformed Florida on nearly all selected indicators: labor force participation, unemployment, and joblessness.⁷

⁷ As referenced earlier, the **labor force participation rate** is the percentage of the civilian noninstitutional working-age population that is working or actively looking for work. The **unemployment rate** represents the number of people not working but actively looking for work as a percentage of the labor force (the labor force is the sum of the employed and unemployed). **Jobless** people are working-age adults who are not working, regardless of job-seeking status (i.e., not in labor force or unemployed)

Figure 9: Key Employment Outcomes for Working Age Adults with Disabilities by Benchmark Region, 2021Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA

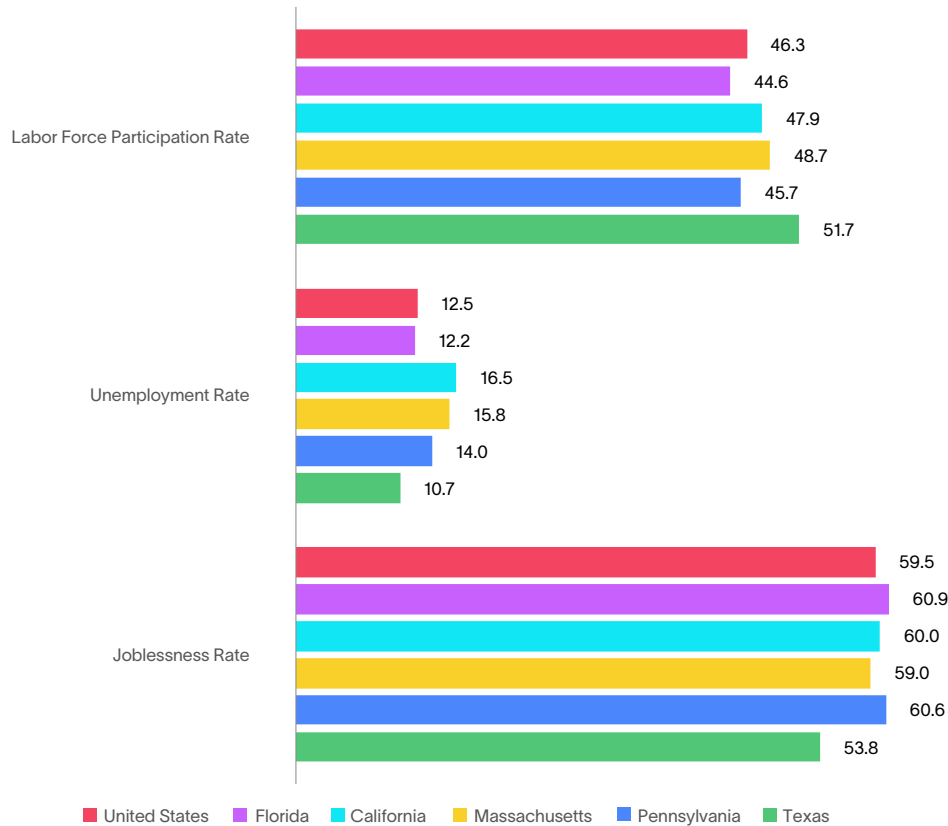


Figure 9 above shows labor force participation, unemployment, and joblessness rates in Florida, comparison states, and the US overall. Labor force participation for PWDs in Florida lags that of peers. Our analysis found that PWDs are unemployed at a higher rate in California, but they are less likely to participate in the labor force and more likely to be experiencing joblessness in Florida.

Labor force participation for PWDs in Florida lags that of peers. Our analysis found that PWDs are unemployed at a higher rate in California, but they are less likely to participate in the labor force and more likely to be experiencing joblessness in Florida.

It is possible that higher rates of joblessness among working age PWDs are due to more PWDs in Florida being unwilling or unable to work due to the severity of their disabilities, which is not captured by the ACS disability measures. More frequent joblessness may also be indicative of PWDs in Florida experiencing more pervasive long-term unemployment, leading to discouraged workers dropping out of the labor force or passively seeking work. We investigate this further with data collected during our engagements with PWDs.

Our analysis suggests that PWDs in peer geographical regions generally experience greater success securing employment. This should not be seen as discouraging but rather as evidence that peer regions can be a source of best practices and strategies to engage and support PWDs in the workforce.

Industry and Occupation Dynamics for People with Disabilities in Florida

Understanding the industry and occupation mix for PWDs assists job placement, career pathing, outreach, employer engagement, and targeted job training. This section discusses the occupation and industry dynamics of PWDs in Florida and peer regions.

Industry Mix

Workers with disabilities in Florida are highly concentrated in the Health Care and Social Assistance and Retail Trade industries. Although Lightcast projects growth within the Health Care and Social Science industry, Retail Trade job openings are expected to decline by 2% in Florida over the next decade.

Massachusetts aside, Florida employs a greater share of PWDs in Professional, Scientific, and Technical Services. This sector is expected to grow faster than average and employs many higher-wage occupations. Florida also employs a greater share of PWDs in Accommodation and Food Services in which growth is expected to be much faster than average for the region. Employment in a growing sector means that the risk of job loss is lower. At the same time, special attention should be paid to earnings and career advancement opportunities for workers with disabilities in Accommodation and Food Services since this sector tends to perform worse along these metrics than other industries. The concentration of PWDs in this sector should not limit the labor market outcomes earned by this cohort.

The share of workers with disabilities in Florida employed in the manufacturing sector (5.7%) is significantly less than that at the national level (10.9%). Similarly, all peer states reviewed had a much greater share of workers with disabilities employed in manufacturing. Manufacturing jobs are expected to grow, and the industry is seeking to fill jobs that became available during the pandemic, creating opportunities for workers with and without disabilities.



Table 1: Industry Distribution of Workforce with Disabilities by State, 2021

Industry (2-Digit NAICS)	Florida		California		Massachusetts		Pennsylvania		Texas		United States	
	Rank	% of Workforce with Disabilities	Rank	% of Workforce with Disabilities	Rank	% of Workforce with Disabilities	Rank	% of Workforce with Disabilities	Rank	% of Workforce with Disabilities	Rank	% of Workforce with Disabilities
Retail Trade	1	13.9%	2	10.9%	2	10.7%	2	12.1%	2	11.9%	2	12.3%
Health Care and Social Assistance	2	12.5%	1	15.4%	1	20.5%	1	19.7%	1	13.9%	1	15.7%
Professional, Scientific, and Technical Services	3	7.9%	4	7.8%	4	8.4%	7	5.4%	7	6.4%	5	6.4%
Accommodation and Food Services	4	7.6%	8	5.4%	9	4.7%	4	5.8%	8	5.9%	6	6.0%
Administrative and Support and Waste Management and Remediation Services	5	7.6%	6	6.1%	11	4.0%	11	4.1%	10	5.5%	9	5.2%
Construction	6	7.6%	5	7.2%	6	5.5%	5	5.6%	4	8.0%	4	7.0%
Transportation and Warehousing	7	6.0%	9	5.4%	10	4.0%	8	5.1%	6	6.4%	7	5.8%
Manufacturing	8	5.7%	3	8.7%	3	10.3%	3	11.7%	3	9.1%	3	10.9%
Other Services (Except Public Administration)	9	4.9%	7	5.7%	7	5.1%	9	4.7%	9	5.8%	10	5.0%
Educational Services	10	4.8%	10	5.4%	5	6.2%	6	5.5%	5	6.6%	8	5.5%
Finance and Insurance	11	4.4%	15	2.2%	8	4.7%	10	4.3%	11	3.8%	12	3.6%
Active-Duty Military	12	3.6%	12	3.6%	12	3.2%	13	2.6%	12	3.4%	11	3.6%
Real Estate and Rental and Leasing	13	2.8%	18	1.9%	17	1.8%	18	1.2%	15	2.0%	15	1.9%
Public Administration	14	2.6%	11	4.1%	13	2.5%	15	2.1%	13	3.1%	13	3.0%
Wholesale Trade	15	2.3%	14	2.4%	16	2.0%	12	3.5%	14	2.2%	14	2.1%
Information	16	2.2%	13	2.6%	15	1.7%	14	2.6%	16	1.7%	16	1.8%
Arts, Entertainment, and Recreation	17	2.0%	16	2.1%	14	1.2%	16	1.7%	17	1.2%	17	1.7%
Utilities	18	0.9%	19	0.8%	18	1.1%	17	1.3%	19	1.1%	19	0.9%
Agriculture, Forestry, Fishing and Hunting	19	0.6%	17	2.0%	19	0.8%	19	0.8%	20	0.8%	18	1.2%
Management of Companies and Enterprises	20	0.2%	21	0.1%	20	0.2%	21	0.0%	21	0.2%	21	0.1%
Mining, Quarrying, and Oil and Gas Extraction	21	0.0%	20	0.2%	21	1.1%	20	0.3%	18	1.1%	20	0.4%

Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA

Growing Industries

Several of Florida’s industries are projected to grow at a rapid pace over the next decade. Most of the sectors experiencing the most rapid growth do not employ large shares of PWDs. Those rapidly growing industries represent expanded sets of opportunities for all Floridians, and industry partners can be approached to look to PWDs as an important source of talent. Table 2 below shows the current industry distribution of Florida’s workforce with disabilities for the industries with the fastest projected growth rates.

Table 2: Current Industry Distribution of Florida’s Workforce with Disabilities for Florida’s Fastest Growing Sectors

Industry (2-Digit NAICS)	Projected Growth*	2022 Jobs	2032 Jobs, Projected	% of Workforce with Disabilities in Florida
Arts, Entertainment, and Recreation	39.7%	216,369	302,310	2.0%
Accommodation and Food Services	29.4%	947,214	1,225,671	7.6%
Mining, Quarrying, and Oil and Gas Extraction	18.3%	3,883	4,593	0.0%
Educational Services	17.1%	205,445	240,564	4.8%
Transportation and Warehousing	15.7%	391,294	452,693	6.0%
Professional, Scientific, and Technical Services	15.4%	682,255	787,208	7.9%
Health Care and Social Assistance	13.9%	1,200,256	1,367,306	12.5%
Other Services (except Public Administration)	12.7%	453,326	510,757	4.9%
Agriculture, Forestry, Fishing and Hunting	12.0%	97,127	108,785	0.6%

Source: Lightcast growth projections and analysis of 2021 ACS 1-year estimates from IPUMS USA

Occupation Mix

Across all industries, the representation of workers with disabilities varies by occupation. Several occupations – Office and Administrative Support, Sales, Management, Building and Grounds Maintenance, Food Preparation, and others – have greater representation of workers with disabilities in Florida than is observed at the national level. Conversely, workers with disabilities in Florida are less represented than their peers across the US in occupations like Transportation and Materials Moving, Production, and Healthcare Support.

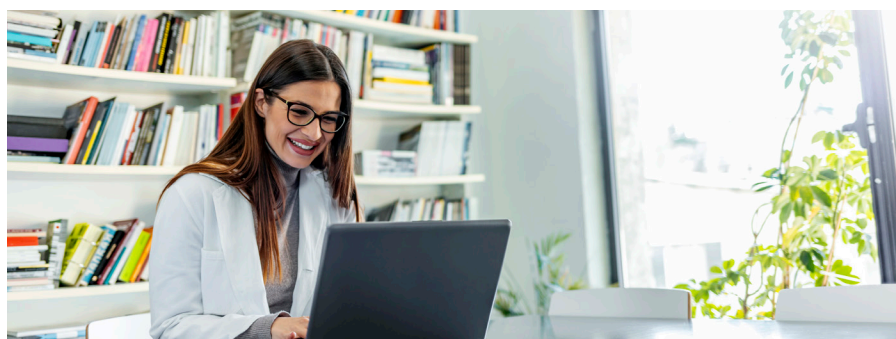


Table 3: Comparison of Occupation Family Distribution of Workforce with Disabilities in Florida and Nationwide, 2021

Occupation Family 2-digit SOC)	Florida		United States	
	Workers with Disabilities	% of Workforce with Disabilities	Workers with Disabilities	% of Workforce with Disabilities
Office and Administrative Support	68,024	14.7%	950,376	12.3%
Sales and Related	49,578	10.7%	729,961	9.4%
Management	47,973	10.4%	659,548	8.5%
Transportation and Material Moving	38,934	8.4%	710,517	9.2%
Building and Grounds Cleaning and Maintenance	28,453	6.2%	373,046	4.8%
Food Preparation and Serving Related	25,689	5.6%	388,016	5.0%
Construction and Extraction	23,485	5.1%	377,796	4.9%
Healthcare Practitioners and Technical	22,788	4.9%	392,579	5.1%
Educational Instruction and Library	22,704	4.9%	374,028	4.8%
Business and Financial Operations	20,340	4.4%	410,483	5.3%
Production	16,411	3.6%	256,096	3.3%
Installation, Maintenance, and Repair	16,052	3.5%	523,827	6.8%
Healthcare Support	14,625	3.2%	288,863	3.7%
Personal Care and Service	13,701	3.0%	341,683	4.4%
Protective Service Occupations	10,754	2.3%	182,732	2.4%
Computer and Mathematical	10,200	2.2%	173,099	2.2%
Arts, Design, Entertainment, Sports, and Media	7,774	1.7%	148,765	1.9%
Community and Social Service	7,035	1.5%	130,032	1.7%
Architecture and Engineering	6,995	1.5%	127,063	1.6%
Legal	4,706	1.0%	70,998	0.9%
Farming, Fishing, and Forestry	2,664	0.6%	60,591	0.8%
Life, Physical, and Social Science	1,254	0.3%	20,605	0.3%

Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA

Workers with disabilities in Florida are concentrated in occupation families in which Lightcast projects growth will be significantly slower than the average rate of 10.4%. The two largest Occupation families employing PWDs are also the two with the slowest projected growth rates. While PWDs have clearly experienced success finding employment in the Sales and Related and Office and Administrative Support Occupation families, those with growth rates faster than average will be struggling to find talent to meet their workforce needs. This will create new opportunities for PWDs to enter the labor market or to move into occupations that workers with a disability

have historically been underrepresented in, such as Personal Care and Service, Healthcare Support, and Management Occupations.

Occupations by Disability Type

While The Able Trust and the support and service systems in Florida are dedicated to addressing the needs of the broader population with disabilities, Floridians (as elsewhere) experience disability in a number of ways, and any individual's specific disability will have a different impact on the types of work that they seek and are able to do, the types of workplace accommodations (if needed) available, and employers' perceptions (right or wrong) about whether a person with a given disability will be able to meet job expectations.

Table 4 below shows the representation of people in Florida with the major disability types within the top occupation families. These estimates were calculated using the ACS 5-year microdata for 2015-2019 to ensure the reliability of findings, given that population sizes are relatively small when grouped by occupation and disability type. Our analysis found that workers with sensory and ambulatory disabilities have the highest rates of employment within Management occupations, whereas those with independent and self-care disabilities are more concentrated in Production occupations.

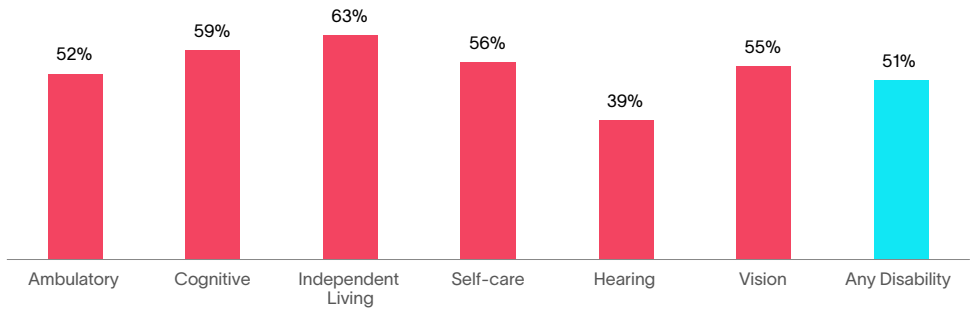
Table 4: Occupation Family Distribution of Workforce with Disabilities in Florida by Disability Type, 2015-2019

Occupation	AMBULATORY	COGNITIVE	INDEPENDENT LIVING	SELF-CARE	HEARING	VISION
	% with Disability Rank	% with Disability Rank	% with Disability Rank	% with Disability Rank	% with Disability Rank	% with Disability Rank
Office and Administrative Support	11%	9%	10%	9%	8%	9%
Sales and Related	10%	10%	9%	10%	8%	10%
Management	10%	7%	7%	9%	11%	10%
Transportation and Material Moving	9%	10%	10%	10%	9%	8%
Building and Grounds Cleaning and Maintenance	5%	7%	8%	5%	5%	7%
Food Preparation and Serving Related	8%	11%	11%	5%	5%	8%
Construction and Extraction	5%	6%	5%	6%	7%	6%
Healthcare Practitioners and Technical	5%	5%	4%	4%	6%	5%
Educational Instruction and Library	8%	7%	6%	7%	8%	7%
Business and Financial Operations	4%	3%	3%	4%	3%	4%

Source: Lightcast analysis of 2015-2019 ACS 5-year estimates from IPUMS USA

The occupation mix contributes to the average earnings by disability type. The chart below shows the share of workers by disability type earning less than 80% of the Florida AMI in 2021. The share of workers reporting having difficulty with independent living activities, self-care, and vision exceeds the overall percentage of workers with disabilities employed in low-wage occupations.

Figure 10: Distribution of Workers with Disabilities Earning Less than 80% Florida AMI by Disability Type, 2021



Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA

Average Annual Wages/Hours Worked

Workers without disabilities work, on average, more hours per week, resulting in higher wages. Additionally, workers with disabilities in Florida, on average, earn less than 80% of the state’s AMI in occupation families where they are overrepresented, including: Transportation and Material Moving Occupations, Food Preparation and Serving Related Occupations, and Building and Grounds Cleaning and Maintenance Occupations.



Table 5: Average Annual Wages and Weekly Hours by Disability Status and Occupation Family for Working-Age Adults in Florida, 2021

Occupation Family (2-Digit SOC)	Average Weekly Hours (Adjusted Based on Average Annual Weeks Worked)		Average Annual Wages (\$)	
	Workers with Disabilities	Workers without Disabilities	Workers with Disabilities	Workers without Disabilities
Architecture and Engineering	37.1	41.2	59,649	82,229
Arts, Design, Entertainment, Sports, and Media	34.1	35.2	30,253	42,533
Building and Grounds Cleaning and Maintenance	30.4	35.1	19,270	22,004
Business and Financial Operations	37.7	40.4	55,727	69,448
Community and Social Service	37.5	38.6	42,367	44,033
Computer and Mathematical	37.9	41.0	65,957	80,849
Construction and Extraction	33.6	38.5	29,550	35,996
Educational Instruction and Library	36.6	37.0	43,173	44,693
Food Preparation and Serving Related	23.6	32.8	16,248	25,677
Healthcare Practitioners and Technical	39.3	38.3	51,706	67,488
Healthcare Support	40.2	35.3	23,684	26,898
Installation, Maintenance, and Repair	38.9	41.2	45,474	46,769
Legal	40.3	41.4	69,547	77,697
Life, Physical, and Social Science	38.2	40.2	52,354	63,758
Management	41.7	43.6	63,172	77,411
Office and Administrative Support	35.2	37.1	33,007	38,538
Personal Care and Service	23.9	32.0	23,436	22,833
Production	39.9	39.1	33,205	39,270
Protective Service	41.8	42.4	47,668	57,762
Sales and Related	32.4	38.5	33,692	51,552
Transportation and Material Moving	30.3	39.3	23,676	38,631

Source: Lightcast analysis of 2021 ACS 1-year estimates from IPUMS USA

Transition and Destination Occupations

PWDs are concentrated in some occupations and underrepresented in others. This section focuses on the occupations where workers with disabilities are concentrated. By targeting career services around these occupations, Able Trust and other workforce development partners would naturally oversample the community of PWDs.

FLDOE/VR, The Able Trust and their partners can use data on current employment, wages, and representation of PWDs in occupations in Florida to connect this population to meaningful job opportunities.⁸ Using these metrics, we created two categories, transition occupations and destination occupations. These categories can inform the design and implementation of career services offered to PWDs.

Transition occupations. Career service providers should target workers in these occupations for upskilling and reskilling into other occupations. These jobs tend to pay lower wages than other occupations that require similar levels of education and experience, and/or they are projected to shed jobs over the next ten years. PWDs are also highly represented in these occupations, so career services that target these workers will naturally oversample PWD. Career services can build on the skills developed in these occupations and add new skills through job training to facilitate worker transitions into occupations with stronger labor market outcomes.⁹

Destination occupations. Career service providers should develop programming to connect PWDs to these occupations. These jobs tend to pay more than other occupations that require similar levels of education and experience, and Florida is projected to add employment in these occupations over the next ten years. Additionally, PWDs are well represented in these occupations, which is a positive proxy for the ability of employers to structure employment in these occupations in a way that is conducive to the success of PWDs. Career service providers can advertise these occupations as target occupations for PWDs. Career service providers that work with PWDs can develop job training and job placement programs to connect workers to these occupations, building on the already strong representation of PWDs in these occupations.¹⁰

Additional details on each of the occupations listed, including the total number of Floridians with disabilities employed, average annual wages, and disability disparity ratios, can be found in Tables 6 and 7, below, for the top 15 occupations in each of the above categories. Because the 1-year ACS microdata lacks sufficient sample sizes to provide reliable occupation-level data for Florida's workers with disabilities, these values were calculated using the 2015-2019 ACS 5-year microdata from IPUMS USA.

8 We quantify and differentiate the representation across occupations using a Disability Disparity Ratio (DDR), which measures the degree to which PWDs are represented in any given occupation relative to their representation across all occupations as compared to the share of people with disabilities employed in that same occupation relative to their representation across all occupations. If we divide the rate for PWDs by the rate for people without disabilities and the outcome is 1.5, then we know that workers with disabilities are 1.5 times more likely to be employed in that occupation than workers without disabilities. Conversely, if the result is .75, then PWDs are 25% less likely than workers without disabilities to be employed in that occupation. A ratio of 1.0 indicates that the representation of PWDs in that occupation matches their representation in the overall employed population.

9 Destination occupations meet the following criteria: $DDR \geq 1$ AND (Wages \geq 80% AMI AND Growth ≥ 0)

10 Destination occupations meet the following criteria: $DDR \geq 1$ AND (Wages \geq 80% AMI AND Growth ≥ 0)

Table 6: Top 15 Transition Occupations by total employment of PWDs in Florida, 2015-2019

Transition Occupations	Total Employed PWDs	Annual Average Wages for PWDs	Disparity Ratio
Janitors and Building Cleaners	7,521	\$16,481	1.8
Maids and Housekeeping Cleaners	4,661	\$11,515	1.1
Stockers And Order Fillers	4,493	\$18,734	1.9
Laborers and Freight, Stock, and Material Movers, Hand	4,331	\$19,444	1.9
Construction Laborers	4,048	\$16,591	1.1
Cooks	3,519	\$18,387	1.1
Security Guards and Gambling Surveillance Officers	3,330	\$27,570	1.8
Landscaping And Groundskeeping Workers	3,130	\$17,455	1.2
Nursing Assistants	2,842	\$20,360	1.1
Carpenters	2,841	\$28,104	1.2
Office Clerks, General	2,511	\$26,722	1.1
Receptionists and Information Clerks	2,396	\$23,467	1.2
Food Preparation Workers	2,124	\$12,657	1.9
Teaching Assistants	1,479	\$21,666	1.1
Painters and Paperhangers	1,448	\$23,277	1.1

Table 7: Top 15 Destination Occupations by total employment of PWDs in Florida, 2015-2019

Destination Occupations	Total Employed PWDs	Annual Average Wages for PWDs	Disparity Ratio
Bookkeeping, Accounting, and Auditing Clerks	2,655	\$31,045	1.1
First-Line Supervisors of Construction Trades and Extraction Workers	1,916	\$50,430	1.3
Construction Managers	1,899	\$54,641	1.1
Licensed Practical and Licensed Vocational Nurses	1,867	\$37,054	1.2
Management Analysts	1,635	\$80,906	1.1
Property, Real Estate, and Community Association Managers	1,465	\$42,920	1.0
Computer Occupations, All Other	1,441	\$45,483	1.1
Maintenance and Repair Workers, General	1,338	\$40,644	1.4
Computer Support Specialists	1,252	\$51,072	1.1
Billing and Posting Clerks	1,238	\$30,611	1.2
Other Office and Administrative Support Workers	1,195	\$34,293	1.0
Other Teachers and Instructors	1,178	\$31,290	1.2
Social Workers, All Other	1,025	\$42,844	1.1
Other Installation, Maintenance, And Repair Workers	1,016	\$34,264	1.2
Insurance Claims and Policy Processing Clerks	876	\$31,172	1.2

Growing Occupations

Florida's economy continues to grow, offering increasing numbers of job opportunities to Floridians. Employers are challenged to fill openings for occupations with the fastest growth and may look to PWDs as a source of talent – heretofore underutilized – to supply the number of workers commensurate with workforce demand.

Table 8 shows Florida's fastest growing occupations that also pay more than 80% AMI based on 2015-2019 estimates. The table also shows the level of representation of PWDs in them and the disability disparity ratio, which is a measure of whether PWDs are underrepresented (values below 1) or well represented values above 1). Fast-growing occupations that pay well but employ less than their equivalent share of PWDs are areas of opportunity to increase representation and should receive particular attention from The Able Trust, FLDOE/VR, and workforce partners.

Occupations showing the most rapid growth may be experiencing the most acute talent constraints, and therefore may be more open to tapping underutilized sources of talent, expanding their recruitment efforts to include PWDs, and implementing accommodations to enable these Floridians to join their workforce.



Table 8: Top Growing Occupations by Projected Employment Gain

Occupation Name	Projected 10yr Employment Gain	Total Employment of PWDs (2015-2019)	Disability Disparity Ratio	Annual Average Wages PWDs (2015-2019)	Growth	Typical Entry-level Education
Other Managers	22,002	6,752	0.9	\$69,456	14%	Sub-Bachelor's
Software Developers	11,309	1,129	0.6	\$89,619	30%	Bachelor's +
Financial Managers	10,343	1,429	0.6	\$68,468	20%	Bachelor's +
Accountants and Auditors	8,713	2,982	0.8	\$50,055	12%	Bachelor's +
Medical and Health Services Managers	8,482	1,047	0.7	\$65,875	27%	Bachelor's +
Postsecondary Teachers	8,200	1,555	0.8	\$52,673	19%	Bachelor's +
Real Estate Brokers and Sales Agents	6,973	2,159	0.8	\$36,365	13%	Sub-Bachelor's
Lawyers, and judges, magistrates, and other judicial workers	6,113	1,358	0.6	\$129,216	14%	Bachelor's +
General and Operations Managers	5,995	1,615	0.7	\$87,350	13%	Bachelor's +
Insurance Sales Agents	4,950	1,102	0.7	\$43,601	16%	Sub-Bachelor's
Paralegals and Legal Assistants	3,974	1,075	0.9	\$51,042	16%	Sub-Bachelor's
Other Designers	3,965	400	0.7	\$46,903	32%	Bachelor's +
Education And Childcare Administrators	3,757	1,185	0.7	\$56,790	11%	Bachelor's +
Marketing Managers	3,715	604	0.5	\$62,718	16%	Bachelor's +
Physicians	3,676	709	0.4	\$209,651	10%	Bachelor's +
Computer and Information Systems Managers	3,350	785	0.7	\$101,434	15%	Bachelor's +
Human Resources Workers	3,324	1,181	0.8	\$59,573	11%	Bachelor's +
Flight Attendants	3,102	141	0.4	\$45,783	39%	Sub-Bachelor's
Coaches And Scouts	2,906	138	0.3	\$34,428	36%	Bachelor's +
Project Management Specialists	2,814	788	0.6	\$64,133	11%	Bachelor's +
Aircraft Pilots and Flight Engineers	2,618	97	0.2	\$134,185	22%	Bachelor's +
Market Research Analysts and Marketing Specialists	2,564	490	0.9	\$46,224	24%	Bachelor's +
Physical Therapists	2,517	120	0.2	\$36,739	22%	Bachelor's +
Computer Systems Analysts	2,429	717	0.8	\$62,693	13%	Bachelor's +
Sales Managers	2,335	648	0.6	\$70,352	10%	Bachelor's +

Strategies and Recommendations

While the labor force participation rate and quality of workforce experiences of PWDs has lagged that of the general population over the past 30 years, the current economic climate and evolution in the world of work opens new possibilities for PWDs. Employers' acute demand for talent does not appear to be abating, especially in a state like Florida whose economy continues to expand. Employers' openness to distance and hybrid work and use of assistive technologies creates new possibilities for all workers, PWDs included.

Florida's vocational rehabilitation system with the support of The Able Trust is positioned to lead the state in cultivating a more inclusive labor force by providing the research and facilitation that will activate this latent talent pool; enable employers to identify, recruit, and support these workers; and improve effectiveness and efficiency of the service delivery system.

Comparison States

Each of the comparison states used for this study (California, Massachusetts, Pennsylvania, and Texas) takes its own approach to organizing services and resources to support employment of PWDs. A review of programs and policy from each of the comparison states has revealed approaches that may be helpful in aligning, improving, and focusing efforts to increase employment for PWDs in Florida.

Texas is unique in that Vocational Rehabilitation is operated through its 28 Workforce Development boards. Texas Vocational Rehabilitation was moved to the Texas Workforce Commission in 2016 and is now the Texas Workforce Solutions- Vocational Rehabilitation Services (TWS-VRS). Each Workforce Solutions board across the state collaborates with TWS-VRS for their region's specific VR needs and offers services tailored to the needs of the specific local population.

The Texas Workforce Commission partnered with the University of Texas to develop training, credentialing, and endorsement programs for contracted vocational rehabilitation service providers across the state. Providers learn to appropriately train, place, and support employees with disabilities. The goal is to obtain more successful employment outcomes while holding providers to a higher standard of service.

None of the 4 states reviewed have a direct support organization in the form of an endowment fund. They all are fully funded through the government rather than a foundation that strives to raise money from community donors.



All 4 states reviewed and Florida have specialized departments or commissions for the blind and visually impaired that provide separate VR services.

VR counselors are highly compensated in the comparison states. The wage and education differentials may result in higher levels of staff turnover in Florida. Qualitative research indicated frustration among Florida VR program participants who report frequent turnover of VR counselors resulting in service changes and delays.

Industry Targeting

The industries in Florida where PWDs are a larger share of the workforce relative to the rest of the nation include:

- Retail Trade, where Floridians with disabilities have slightly higher representation than in the national Retail Trade sector
- Accommodation and Food Service, which is large in Florida and in which PWDs are proportionally more represented than in the nation as a whole
- Construction, where Floridians also exceed national representation as a share of the sector's total workforce

A deeper examination of these industries' outreach and hiring practices can reveal how they have conducted outreach and recruitment, used assistive technologies, implemented inclusive practices, and otherwise arranged themselves to be more welcoming and supportive of PWDs.

Industries in which Floridians with disabilities lag their counterparts nationally in representation include Healthcare and Social Assistance, and Manufacturing. Both sectors offer opportunities for PWDs, The Able Trust can support FLDOE /VR in helping Floridan's with disabilities achieve representation on par with national averages within these sectors by engaging employers and promoting associated career pathways, education, and training.

Growing industries, like Arts, Entertainment, and Recreation, offer expanded employment opportunities for all Floridians. PWDs can be valuable talent resources for employers seeking to fill new openings in these areas. FLDOE/VR is already taking steps to prepare PWDs for these opportunities through initiatives like the ArtCIE Project. The ArtCIE Project is a pilot program that will help subminimum wage workers with disabilities build skills needed in competitive industries like the Arts. Continued implementation of such programs will support increased employability of PWDs.



Occupation Targeting

Career services for PWDs can cater to the specific labor force patterns of this population while also taking into consideration their unique concerns.

Job placement

Efforts to support the employment of PWDs can target occupations where PWDs have strong representation today. About one-quarter of workers with disabilities in Florida are concentrated in jobs within two Occupation families:

- Office and Administrative Support
- Sales and Related Occupations

Career pathing

Career pathing can cater to PWDs in two ways: focusing upskilling scaffolding on the occupations that PWDs are in today and ensuring that adequate accessibility considerations are in place for this cohort to complete skills training and connect to open jobs. The following are occupation families employing a large concentration of workers with disabilities today:

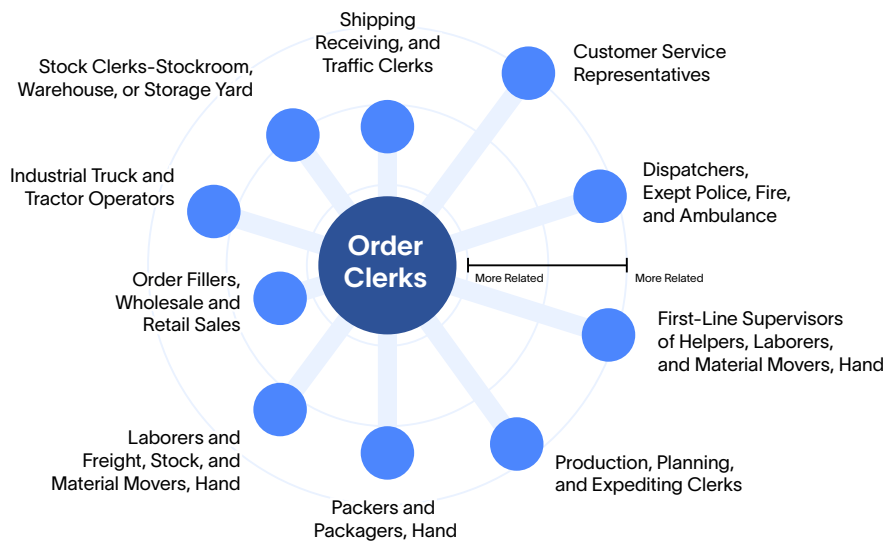
- Office and Administrative Support Occupations
- Transportation and Material Moving Occupations
- Food Preparation and Serving Related Occupations
- Building and Grounds Cleaning and Maintenance Occupations

Furthermore, career pathing can focus on the specific occupations that pay less than 80% AMI. Occupations that our analysis of 2015-2019 ACS 5-year microdata indicate earn less than this threshold and employ a high concentration of workers with disabilities include the following:

- Maids and Housekeeping Cleaners
- Stockers And Order Fillers
- Laborers and Freight, Stock, and Material Movers, Hand
- Construction Laborers
- Cooks
- Security Guards and Gambling Surveillance Officers
- Landscaping And Groundskeeping Workers
- Nursing Assistants
- Carpenters
- Office Clerks, General
- Receptionists and Information Clerks
- Food Preparation Workers
- Teaching Assistants
- Painters and Paperhangers

Sound career pathing includes reviewing the skills overlaps and gaps between different occupations along the career pathways. To better illustrate the potential of career pathing, consider the example of a person with a disability who is currently employed as an Order Clerk. The diagram below illustrates feasible transitions that an Order Clerk could make in today's labor market.





For example, Customer Service Representatives have skills similar to Order Clerks, but a higher average salary and greater upward advancement potential. To support such career transitions, workforce development practitioners can study the specific skills underlying the transition between two occupations. Continuing with the example above, here are the skill gaps that the Order Clerk would need to fill to successfully transition:

	Specialized Skills	Importance
1	Customer Service	✓✓✓✓
2	Customer Contact	✓
3	Sales	✓
4	Appointment Setting	✓
5	Prospective Clients	✓
6	Scheduling	✓
7	Customer Relationship Management (CRM)	✓
8	Repair	✓
9	Customer Billing	✓
10	Personal Protective Equipment (PPE)	✓

Catering Career Services to Occupational Characteristics

The data and tables presented in this report provide the groundwork for the development and delivery of career services for Florida’s working-age population with disabilities. The Transition and Destination Occupations Section offers insights regarding how to structure career services, so they have the most impact. Transition occupations are lower paying than comparable occupations or projected to shed jobs over the next ten years, and they employ a disproportionate number of PWDs. Focusing upskilling efforts on people currently employed in transition occupations will naturally oversample PWDs and provide them with training needed to advance from their current jobs.

The Transition and Destination Occupations section can also inform job placement and employer engagement. Destination occupations are accessible (indicated by proportional or overrepresentation of PWDs), growing, and pay above average wages, making them favorable landing spots for workers moving out of transition occupations. Focusing job placement and employer engagement efforts on destination occupations will provide PWDs links to occupations where evidence suggests they have strong chances for success.

Growing Occupations identified in this report provide information on potential occupation targets in which PWDs are underrepresented, as indicated by a disability disparity ratio is less than 1. Work in these occupations likely presents various barriers to the success of PWDs in the workplace. Career services for these occupation targets should focus on employer accommodations or accessibility. In occupations where underrepresentation is an issue of awareness, services should focus on outreach to PWDs about these opportunities.

Taking Advantage of Remote Work Opportunities

The workforce development system can accommodate PWDs by taking into consideration the volume of remote work opportunities and the current representation by disability type of PWDs in those occupations.

Like all job opportunities for PWDs, remote work accommodations will be a function of disability type. When building remote work accommodations, workforce development practitioners should target occupation groups with a high volume of remote job postings and relatively strong representation of a disability type. The table below summarizes these opportunities.

Table 8: Top Growing Occupations by Projected Employment Gain

Top 10 Remote Occupations by Demand	Remote Job Postings 2019-2022	Ambulatory		Cognitive		Hearing		Vision	
		% Working Remote	Total in Occupation	% Working Remote	Total in Occupation	% Working Remote	Total in Occupation	% Working Remote	Total in Occupation
Software Developers	36,876	23%	384	19%	286	34%	423	25%	449
Customer Service Representatives	23,262	8%	3,826	9%	2488	7%	2,342	10%	2,074
Insurance Sales Agents	19,787	23%	576	14%	350	20%	490	1%	397
Computer Occupations, All Other	15,192	22%	758	53%	339	18%	560	12%	538
Registered Nurses	13,128	5%	3,013	-	1782	3%	2,355	3%	1,932
Accountants and Auditors	9,359	16%	1,335	8%	837	2%	1,007	3%	918
Management Analysts	8,514	21%	589	53%	335	33%	753	19%	503
Marketing Managers	7,903	35%	298	47%	131	0%	208	15%	239
Web Developers	7,549	38%	56	0%	75	44%	39	0%	66
Sales Managers	7,474	8%	325	5%	231	6%	432	6%	198

Sources: Lightcast analysis of job postings data and 2015-2019 ACS 5-year estimates from IPUMS USA

Remote work accommodations include myriad supports. Accessibility.com lists the following: flexible working hours, standing desks, auto-captioning software, screen readers, speech-to-text software, adaptive computer mouse or phone, noise-canceling headphones, visual search engines, and more.¹¹

11. Read the Accessibility.com article here: <https://www.accessibility.com/blog/remote-work-and-accessibility-accommodations-at-home>



Coordination and Convening

Florida has taken monumental steps towards the strategic alignment and coordination of education and workforce initiatives, including those serving PWDs.

In 2021, the Florida Legislature passed the Reimagining Education and Career Help (REACH) Act, which intends to streamline all access points to education and career assistance across the state's workforce resources in the Florida Department of Children and Families, FLDOE, FL [Digital Service], and CareerSource Florida. The REACH Act also requires Florida's workforce agencies to collaborate with business and industry leaders to create a state-approved list of credentials to align training with workforce demands.

A more streamlined approach to workforce service delivery offers many benefits, including coordinating and convening providers, reducing redundancy and confusion, and routing individuals towards the most appropriate services, providing much needed clarity for people with disabilities, their families, employers, and service providers. As this initiative gets underway, FLDOE/VR with the support of The Able Trust are positioned to ensure PWDs gain access to, and benefit from, the broad spectrum of career services and training programs available within the state.

Encouraging self-advocacy among PWDs and advocating on their behalf will be an important step in ensuring that the needs and priorities of PWDs are taken into consideration as the state revamps its workforce system. Doing so will also help to situate Floridians with disabilities as part of the workforce solution for Florida businesses and employers.

Increasing Awareness

This report identified industries offering many viable job and career opportunities for PWDs. The focus groups and listening sessions indicated that PWDs and their families were often unaware of employment opportunities in general, and more specifically, of industries and occupations that are more disability-friendly in terms of accessibility and accommodations.

An aggressive campaign to increase job, industry, and career awareness among PWDs, their families, and the organizations who serve them can help connect them to the most viable opportunities and enable them to seek appropriate education and training experiences to increase their competitiveness for those opportunities. A career awareness campaign can also help drive education and training programs that serve PWDs to focus on the most viable options, and to ensure that relevant instruction and accommodation strategies are addressed.

A common theme articulated in the surveys and focus groups is that many employers do not understand how to manage and/or work with PWDs, and need assistance in visualizing how the situation will be a success. Workers with disabilities face an uphill battle for employment across the entire state with the



challenges being most profound in the rural areas. Pockets of relative success can be found but most are concentrated in fields that are not considered “good” jobs.

Employers have not shown the initiative to foster more inclusive workplaces. Such actions may include actively recruiting and engaging PWDs and providing accommodations to support their success in the workplace. Through an aggressive campaign to reach Florida employees, FLDOE/VR with the support of The Able Trust can provide not only the needed awareness, but actual resources and supports to help Florida businesses succeed in hiring PWD.

Policy

Disability Service Workers

Professionals and paraprofessionals who work with PWDs often earn lower wages. Advocacy for workers in the disability services system and support for more favorable wages can help to increase the number and quality of those workers, and in turn, result in higher quality services and better outcomes.

System Alignment

PWDs can have a difficult time navigating the large and complex service delivery system. With a high-level, statewide view of the service delivery system, the FLDOE/VR and The Able Trust can identify redundancies and gaps in the system and advocate for services that can ensure that services are available where and how they are most needed. Reviewing current offerings and adding new services can work to ensure:

- Service availability across the state, with sufficient services especially in rural areas
- Service availability that addresses the range of disability types, including disabilities that are both seen and unseen
- Service availability to those connected to state-supported institutions, such as education and social service organizations, and to those not connected to the institutions via community-based organizations and proactive efforts to connect to PWDs
- Active promotional campaigns to ensure that all Floridians with disabilities are aware of the services in their community, that home care services are available, and that eligibility for services considers characteristics including but not limited to age, disability status, language, and family situation.

Training and Support for Workforce System Partners

For institutions that serve the general population (including PWDs), the FLDOE/VR and The Able Trust can lead efforts to ensure that those organizations

receive training and materials to better enable them to serve PWDs and refer to organizations with more specialized services and resources for PWDs as appropriate. Workforce Centers and educational institutions are well-positioned to assist PWDs to achieve employment and can especially benefit from deeper understanding of the challenges and opportunities they face and an enhanced set of services, resources, and referral capabilities to engage and serve this population more effectively.

Training and Support for Employers

Employers are often unaware of best practices, resources, and services available to them that can enhance their ability to hire PWDs. A campaign to increase awareness of the benefits of hiring PWDs; employment referral sources that serve PWDs; and assistive technologies and other accommodations for PWDs can increase hiring and enhance connections between employers and workers with disabilities. An education campaign to increase employers' understanding of common discriminatory practices and their responsibilities under the Americans with Disabilities Act (ADA) is also warranted.

Research and Thought Leadership

FLDOE/VR with the support of The Able Trust and other organizations supporting PWDs in Florida can and should expand on current research and thought leadership to support this population. The resources below would contribute to a body of knowledge that would enable further support of PWDs in the workforce.

Employer Best Practices

Many employers reported in the listening sessions that they do not have expertise as it relates to PWDs, making them hesitant to embrace the perceived "challenges" of recruiting and onboarding workers with disabilities. PWDs are aware of these concerns, making them reluctant to self-identify as having a disability. Consequently, workers with disabilities often forgo rights and accommodations to which they are entitled, and from which they would greatly benefit. Employers with experience employing and supporting PWDs can be the best advocates for dispelling myths and misunderstandings within the broader community of employers.

Similarly, the unique and impactful initiatives of employers currently engaging large numbers of workers with disabilities can serve as models of "best practice" for their counterparts interested in cultivating a stronger, more inclusive workforce.

The identification and dissemination of such examples can both guide employers in recruiting and supporting workers with disabilities and illustrate the benefits of making such efforts. Based recruit and support workers with disabilities how they can recruit workers through non-traditional avenues,

access and utilize assistive technologies more efficiently and affordably than they might realize, access supportive services, reimagine the time/place/manner in which work happens, and accommodation of special needs that can enable greater participation by PWDs.

Post High-School Experiences

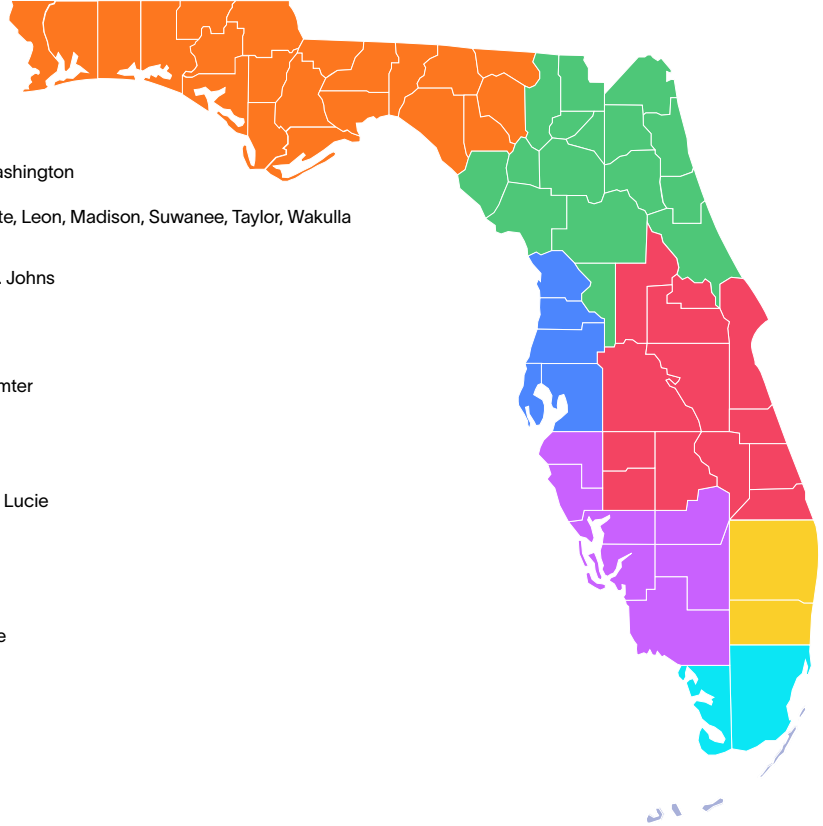
The high school graduation rates for all PWDs are improving each year and persons with sensory disabilities have a graduation rate that exceeds that of the general population. People with disabilities can succeed in educational attainment, and yet that success is not as frequently reflected in their subsequent employment outcomes. Following those successful high school completers can reveal what disrupts their positive trajectories, and aid in the identification of interventions to support PWDs as they transition high school experience with postsecondary and/or work experience. Further research questions may include:

- What proportion of high school graduates with disabilities transition to postsecondary education? Of those:
 - What proportion enter four-year programs?
 - What proportion enter two-year degree programs?
 - What proportion enter technical or vocational programs?
 - For each of the program types indicated, what special services or disability accommodations are available?
 - Do high school graduates with disabilities (ambulatory, vision, cognitive, etc.) cluster by disability type into different types of programs or at different types of providers?
- What proportion of high school graduates with disabilities transition directly to work? Of those that do:
 - Do they commonly disclose their disabilities to their employers in the interview or onboarding process?
 - What are the most common occupational, industry, and career areas post high school?
 - Do their post high-school career areas differ based on where they reside in Florida and/or the nature of their disability?
- What proportion of high school graduates with disabilities neither work nor continue their education after high school?

With better employment outcomes for young adults with disabilities, further research can inform how approaches that appear to work for young adults can also benefit older PWDs. Longitudinal studies can help to determine the benefits of intervention at a younger age endure as the individuals get older, or whether different services and supports for older individuals are needed.

Appendix

Vocational Regions Map



- Region 1**
 - Unit 1: Escambia, Santa Rosa
 - Unit 2: Okaloosa, Walton
 - Unit 3: Calhoun, Holmes, Jackson, Liberty, Washington
 - Unit 4: Bay, Franklin, Gulf
 - Unit 5: Gadsden, Hamilton, Jefferson, Lafayette, Leon, Madison, Suwanee, Taylor, Wakulla
- Region 2**
 - Unit 7: Columbia, Dixie, Gilchrist, Union
 - Unit 8: Baker, Clay, Duval, Nassau, Putnam, St. Johns
 - Unit 9: Alachua, Bradford
 - Unit 10: Citrus, Levy, Marion
 - Unit 11: Daytona Beach, Flagler, Volusia
- Region 3**
 - Unit 12: Lake, Orange, Osceola, Seminole, Sumter
 - Unit 13: Brevard
 - Unit 17: Polk
 - Unit 19: DeSoto, Hardee, Highlands
- Region 4**
 - Unit 20: Indian River, Martin, Okeechobee, St. Lucie
 - Unit 14: Pinellas
 - Unit 15: Hillsborough
 - Unit 16: Hernando, Pasco
- Region 5**
 - Unit 18: Manatee, Sarasota
 - Unit 24: Collier, Charlotte, Glades, Hendry, Lee
- Region 6**
 - Unit 23: Miami-Dade and Monroe
- Region 7**
 - Unit 21: Palm Beach
 - Unit 22: Broward

Workforce Innovation and Opportunity Act (WIOA) Primary Indicators of Performance

Performance Period Ending June 30, 2023



The federal Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability measures, known as Primary Indicators of Performance, to assess the effectiveness of states and local workforce development boards in achieving positive outcomes for individuals served by the workforce development system. The U.S. Department of Labor (USDOL) oversees the performance accountability requirements of WIOA on a program year basis (from July to June), which coincides with the state's fiscal year. Performance on the WIOA Primary Indicators of Performance is reported to USDOL on a quarterly basis.

Performance targets are negotiated with USDOL prior to the start of each program year. Driven by a commitment to excellence, Florida strives for local and state performance levels at 90% of negotiated targets. In quarter four of Program Year 2022-2023, Florida's workforce development system achieved 90% or more of the negotiated targets on 16 of the 18 WIOA Primary Indicators of Performance. Innovative and responsive workforce services and programs contributed to sustained statewide performance during the program year. Performance during quarter four of PY 2022-2023 was impacted by common exit guidance released by FloridaCommerce in the fourth quarter of program year 2020 that resulted in local boards exiting large numbers of disengaged participants from their active rosters in April through June 2021. The impact of these exits is seen in the 4th Quarter After Exit Employment and Credential Attainments for the Adults, Dislocated Workers, and Youth participants.

Negotiated performance targets are adjusted after the end of each program year (usually around February of the following year) through a statistical adjustment model to account for economic conditions and participant characteristics. After this adjustment has occurred, the state's final performance is recalculated against the adjusted goals. Individual indicator scores (actual performance divided by the adjusted target) are considered met by USDOL when they are greater than or equal to 50%.

The data in this performance report represents a rolling four-quarter calculation of most recent performance data available through June 30, 2023. The tables in this report show actual performance in relation to performance targets negotiated with USDOL for PY 2022-2023. For additional information, please visit the Indicators of Performance Reports section on the Florida Department of Commerce website at: [Indicators of Performance Reports](#). If you have questions about this report, please contact Kristy Farina, Bureau of Workforce Statistics and Economic Research at the Florida Department of Commerce, at (850) 245-7206.

Populations Served

The following populations are served through the workforce development programs measured within the Primary Indicators of Performance:

- **WIOA Adult:** Individuals who are 18 or older in need of job search assistance and training opportunities, with priority given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.
- **WIOA Dislocated Workers:** Individuals who are 18 or older and have lost their jobs through no fault of their own as a result of job loss, mass layoffs, global trade dynamics, or transitions in economic sectors.
- **WIOA Youth:** Individuals who are 14 to 24 years old and face barriers to education, training and employment.
- **Wagner-Peyser:** Individuals who are 18 or older, are authorized to work in the U.S. and are in need of job search assistance.

Employment Indicators

Employment 2nd Quarter After Exit

- **WIOA Adult, WIOA Dislocated Workers and Wagner-Peyser:** For these programs, this indicator captures the percentage of participants who are in unsubsidized employment during the 2nd quarter after exiting the program.
- **WIOA Youth:** For this program, this indicator captures the percentage of participants in education or training activities, or in unsubsidized employment during the 2nd quarter after exiting the program.

Employment 4th Quarter After Exit

- **WIOA Adult, WIOA Dislocated Workers and Wagner-Peyser:** For these programs, this indicator captures the percentage of participants who are in unsubsidized employment during the 4th quarter after exit from the program.
- **WIOA Youth:** For this program, this indicator captures the percentage of participants in education or training activities, or in unsubsidized employment during the 4th quarter after exiting the program.

Median Earnings 2nd Quarter After Exit

- **WIOA Adult, WIOA Dislocated Worker, WIOA Youth and Wagner-Peyser:** This indicator captures participants' median (middle value) quarterly earnings in the 2nd quarter after exiting the program.

Education/Training Indicators

Credential Attainment

- **WIOA Adult, WIOA Dislocated Worker and WIOA Youth:** This indicator captures the percentage of those participants enrolled in an education or training program (excluding those in On-the-Job Training or customized training) who attain a recognized postsecondary credential or a secondary education diploma, or its recognized equivalent, during participation in or within one year after exiting the program.

Measurable Skill Gains

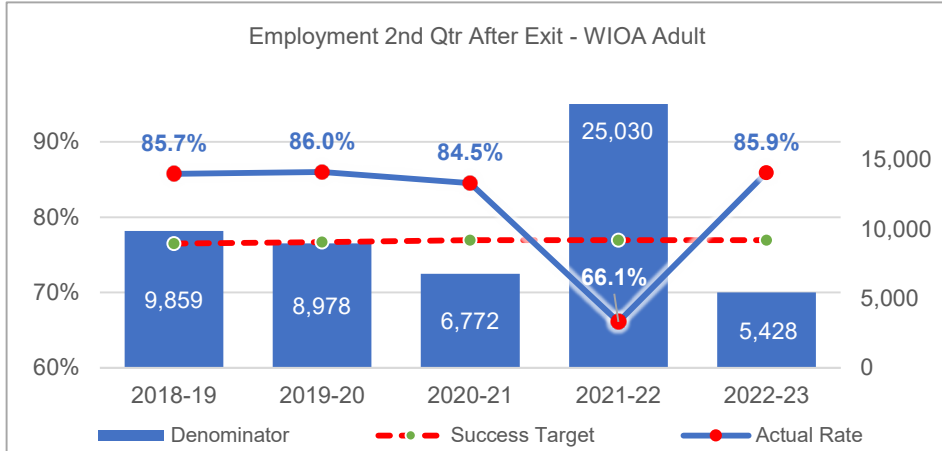
- **WIOA Adult, WIOA Dislocated Worker and WIOA Youth:** This indicator captures the percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving documented academic, technical, occupational, or other forms of progress, toward such a credential or employment.

The Measurable Skill Gains indicator is used to measure interim progress of participants who are enrolled in education or training services for a specified reporting period. Therefore, it is not an exit-based measure. Instead, it is intended to capture important progressions through pathways that offer different services based on program purposes and participant needs and can help fulfill the vision for a workforce system that serves a diverse set of individuals with a range of services tailored to individual needs and goals.

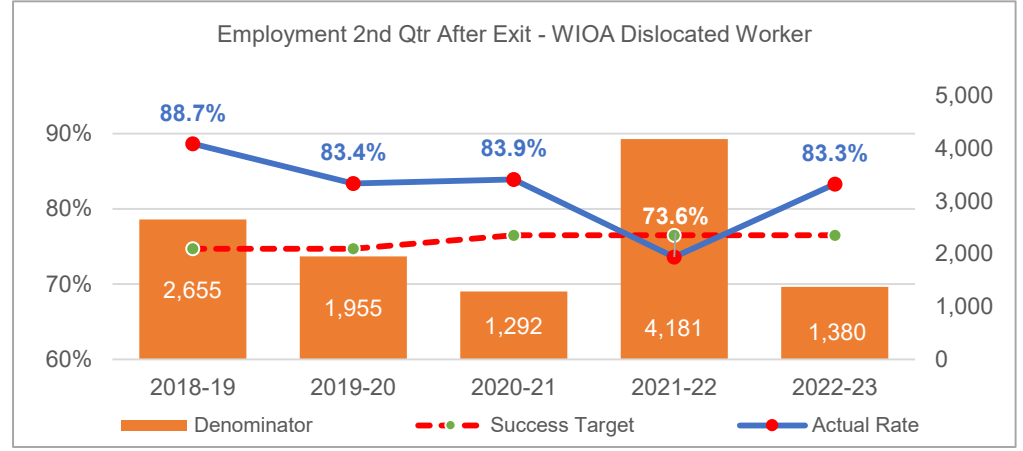
Entered Employment Rate - 2nd Quarter After Exit

Program Year (PY) 2022-2023 Q4 Report

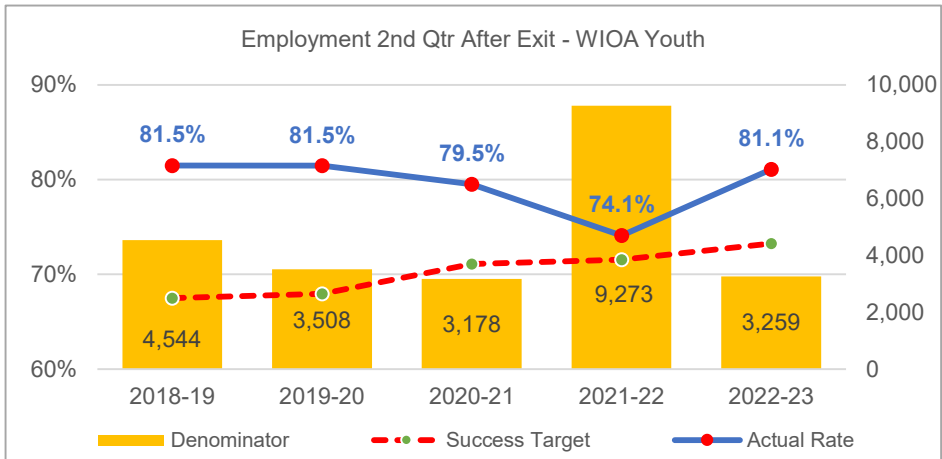
PY (July 1 - June 30)



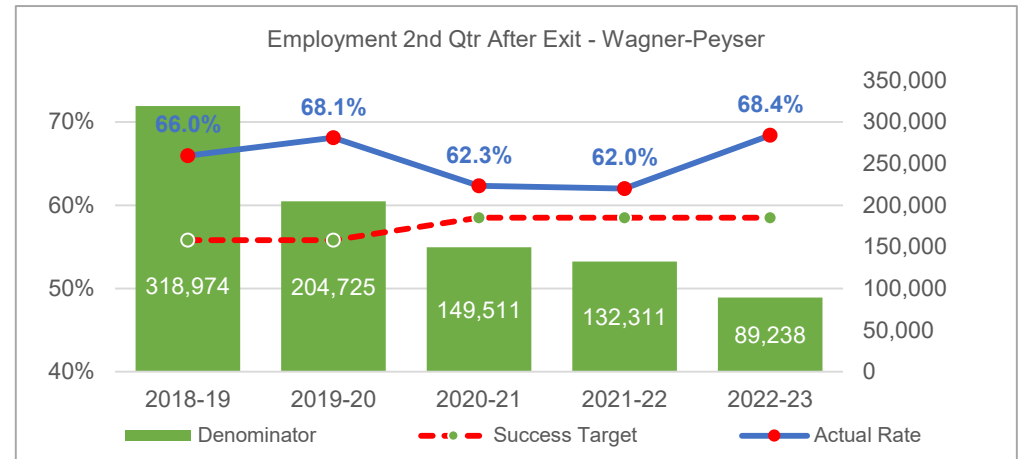
PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	8,453	7,721	5,724	16,555	4,660
Denominator	9,859	8,978	6,772	25,030	5,428
Actual Rate	85.7%	86.0%	84.5%	66.1%	85.9%
Success (≥90% of Goal)	76.5%	76.7%	77.0%	77.0%	77.0%



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	2,354	1,630	1,084	3,079	1,150
Denominator	2,655	1,955	1,292	4,181	1,380
Actual Rate	88.7%	83.4%	83.9%	73.6%	83.3%
Success (≥90% of Goal)	74.7%	74.7%	76.5%	76.5%	76.5%



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	3,703	2,858	2,527	6,870	2,642
Denominator	4,544	3,508	3,178	9,273	3,259
Actual Rate	81.5%	81.5%	79.5%	74.1%	81.1%
Success (≥90% of Goal)	67.5%	68.0%	71.1%	71.6%	73.3%



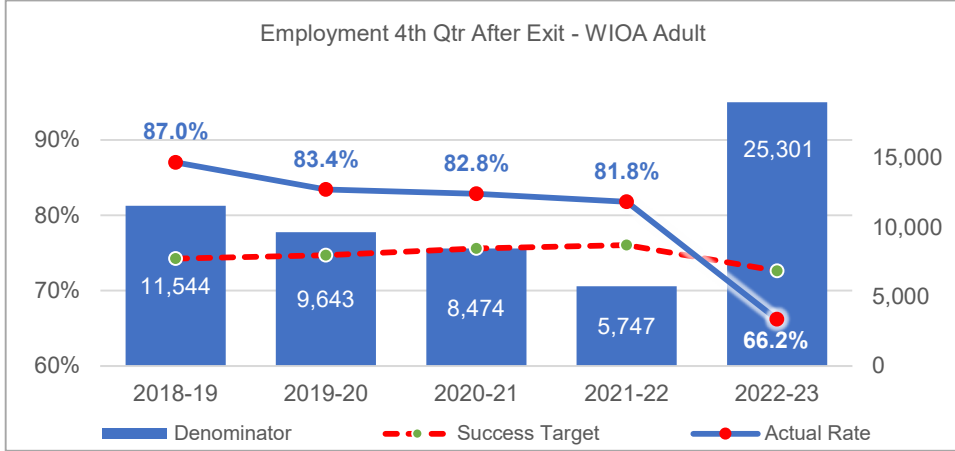
PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	210,397	139,458	93,177	82,070	60,996
Denominator	318,974	204,725	149,511	132,311	89,238
Actual Rate	66.0%	68.1%	62.3%	62.0%	68.4%
Success (≥90% of Goal)	55.8%	55.8%	58.5%	58.5%	58.5%

Note: Cohorts for PY 2022-23 are participants who received their last service between July 2021 and June 2022.

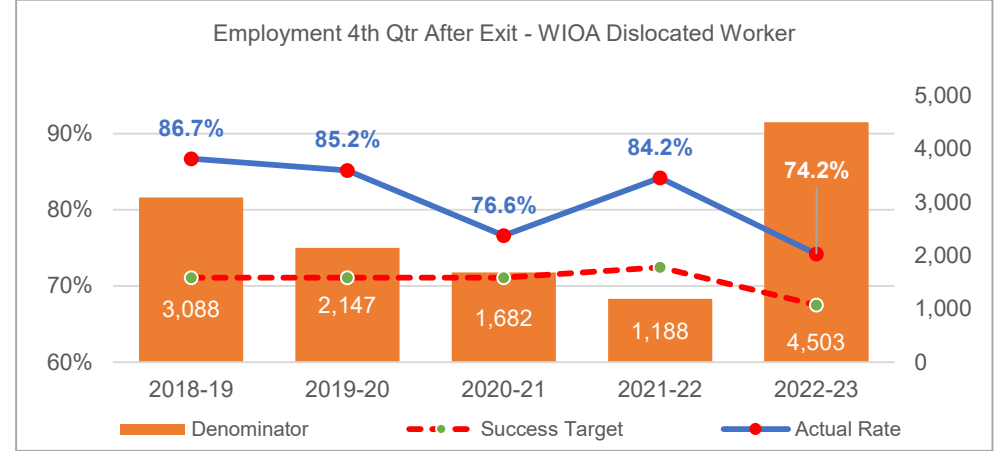
Entered Employment Rate - 4th Quarter After Exit

Program Year (PY) 2022-2023 Q4 Report

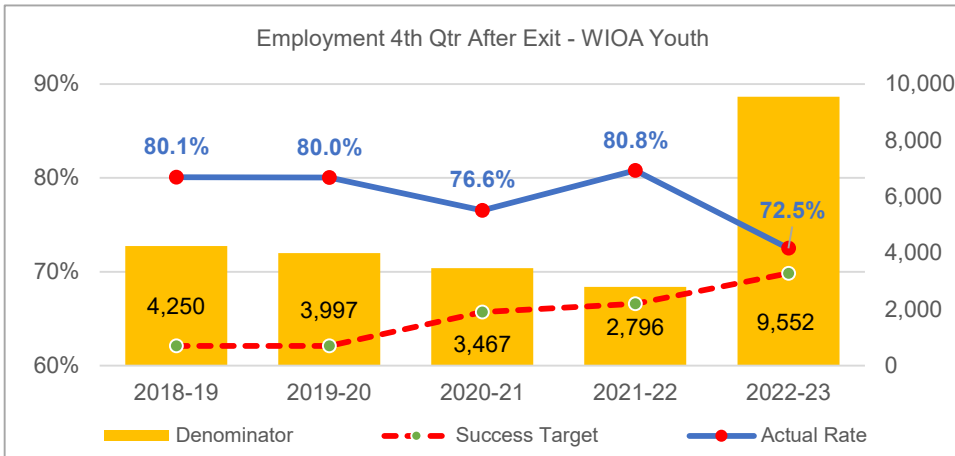
PY (July 1 - June 30)



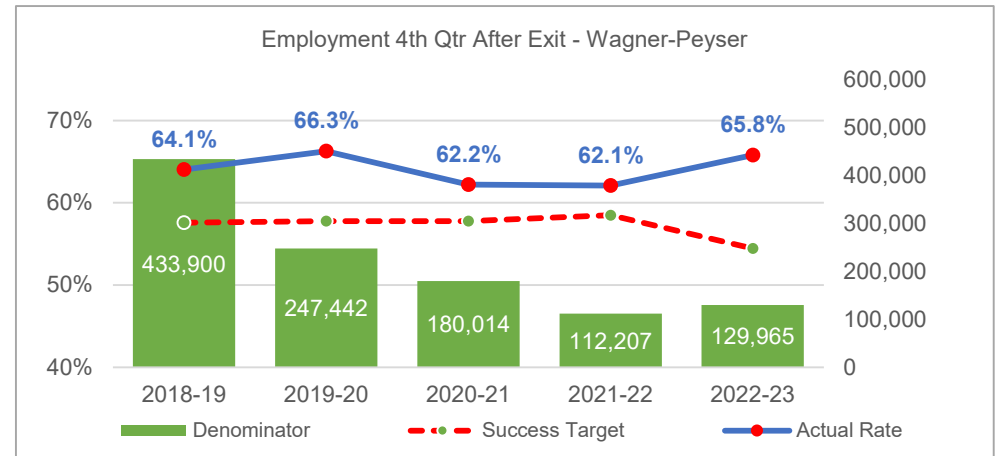
PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	10,046	8,045	7,020	4,701	16,752
Denominator	11,544	9,643	8,474	5,747	25,301
Actual Rate	87.0%	83.4%	82.8%	81.8%	66.2%
Success (≥90% of Goal)	74.3%	74.7%	75.6%	76.1%	72.6%



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	2,678	1,829	1,289	1,000	3,341
Denominator	3,088	2,147	1,682	1,188	4,503
Actual Rate	86.7%	85.2%	76.6%	84.2%	74.2%
Success (≥90% of Goal)	71.1%	71.1%	71.1%	72.5%	67.5%



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	3,403	3,199	2,654	2,260	6,925
Denominator	4,250	3,997	3,467	2,796	9,552
Actual Rate	80.1%	80.0%	76.6%	80.8%	72.5%
Success (≥90% of Goal)	62.1%	62.1%	65.7%	66.6%	69.8%



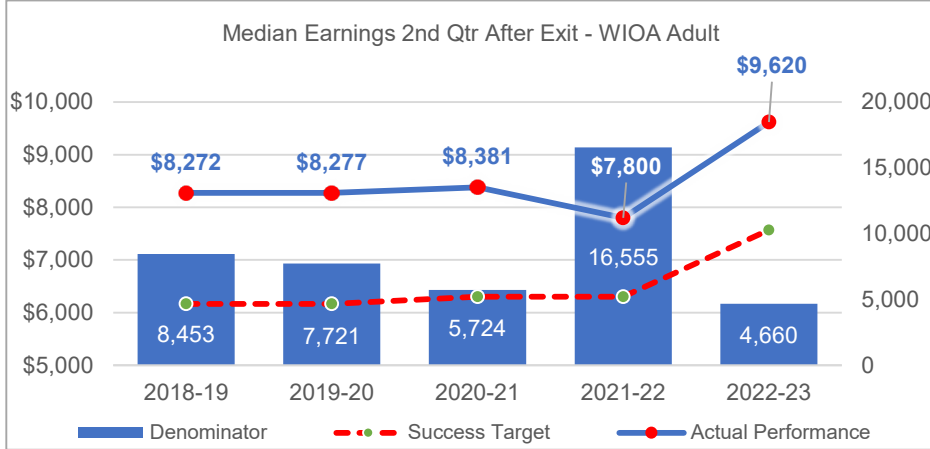
PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	277,966	163,990	112,022	69,639	85,561
Denominator	433,900	247,442	180,014	112,207	129,965
Actual Rate	64.1%	66.3%	62.2%	62.1%	65.8%
Success (≥90% of Goal)	57.6%	57.8%	57.8%	58.5%	54.5%

Note: Cohorts for PY 2022-23 are participants who received their last service between January 2021 and December 2021.

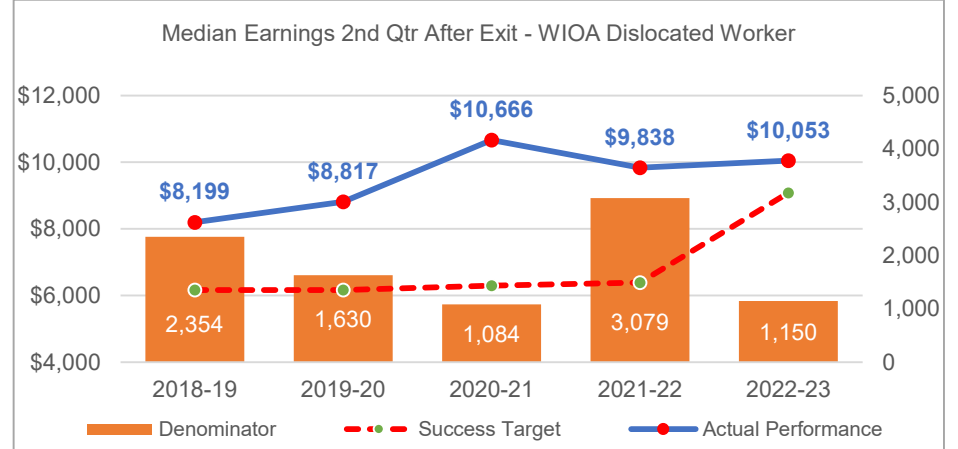
Median Earnings - 2nd Quarter After Exit

Program Year (PY) 2022-2023 Q4 Report

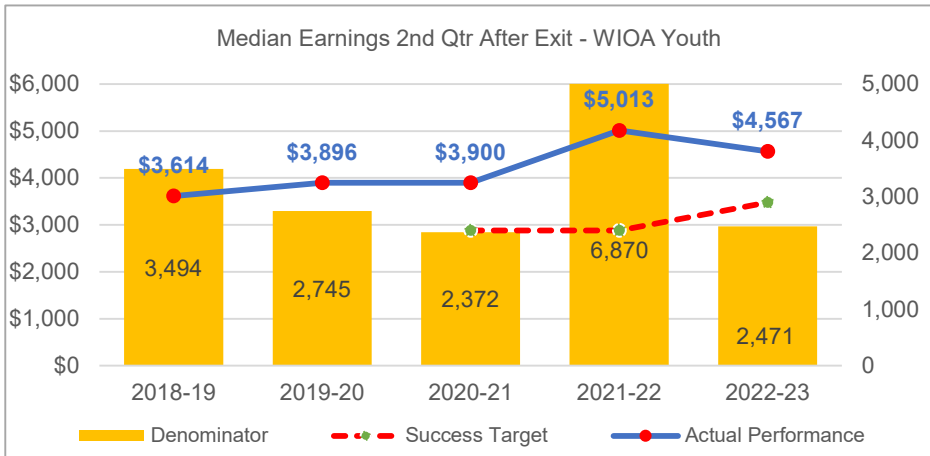
PY (July 1 - June 30)



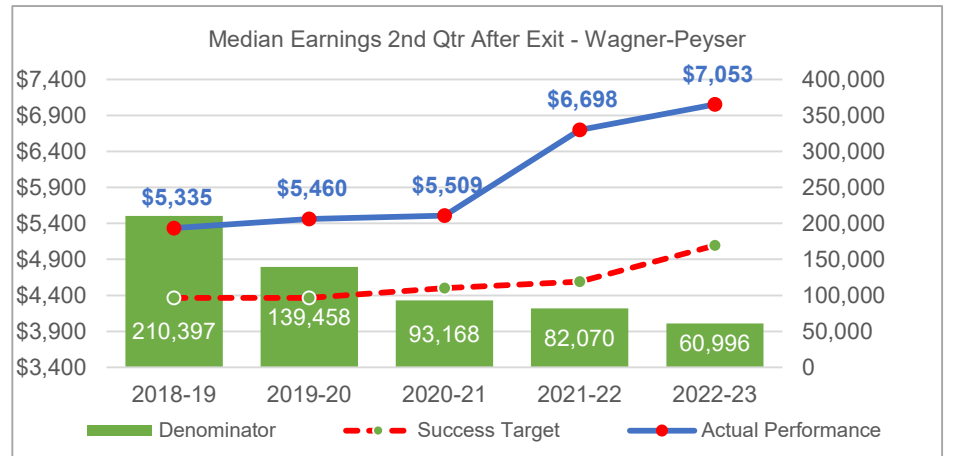
PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	N/A	N/A	N/A	N/A	N/A
Denominator	8,453	7,721	5,724	16,555	4,660
Actual Performance	\$8,272	\$8,277	\$8,381	\$7,800	\$9,620
Success (≥90% of Goal)	\$6,165	\$6,165	\$6,300	\$6,300	\$7,570



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	N/A	N/A	N/A	N/A	N/A
Denominator	2,354	1,630	1,084	3,079	1,150
Actual Performance	\$8,199	\$8,817	\$10,666	\$9,838	\$10,053
Success (≥90% of Goal)	\$6,165	\$6,165	\$6,300	\$6,390	\$9,084



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	N/A	N/A	N/A	N/A	N/A
Denominator	3,494	2,745	2,372	6,870	2,471
Actual Performance	\$3,614	\$3,896	\$3,900	\$5,013	\$4,567
Success (≥90% of Goal) *	N/A	N/A	\$2,880	\$2,880	\$3,478



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	N/A	N/A	N/A	N/A	N/A
Denominator	210,397	139,458	93,168	82,070	60,996
Actual Performance	\$5,335	\$5,460	\$5,509	\$6,698	\$7,053
Success (≥90% of Goal)	\$4,365	\$4,365	\$4,500	\$4,590	\$5,093

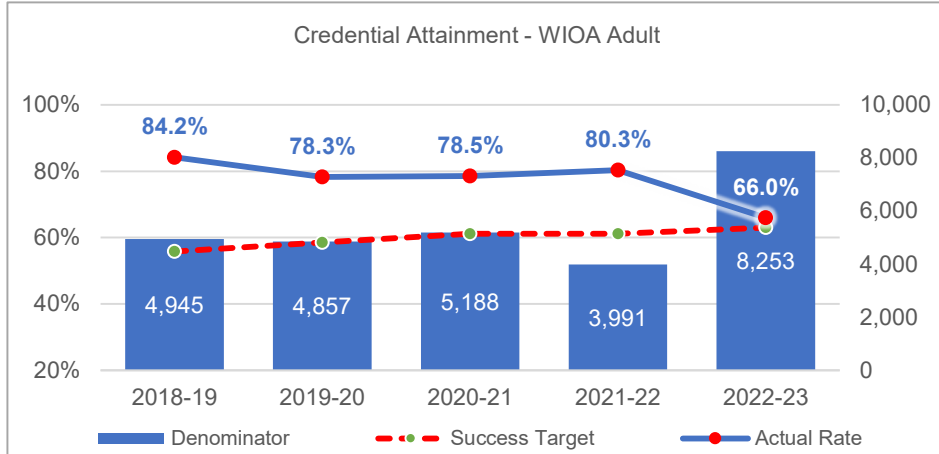
* Goal setting for the Median Earnings 2nd Quarter After Exit metric for WIOA Youth began in PY 2020-2021.

Note: Cohorts for PY 2022-23 are participants who received their last service between July 2021 and June 2022.

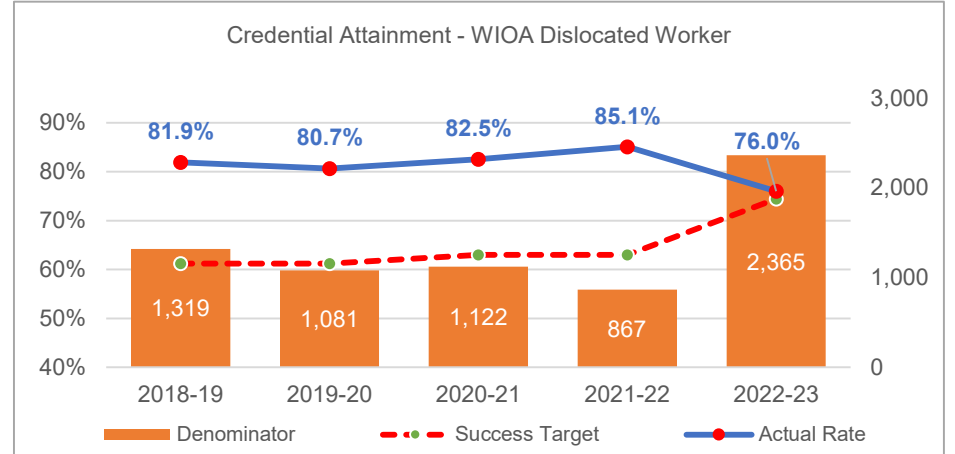
Credential Attainment Rate

Program Year (PY) 2022-2023 Q4 Report

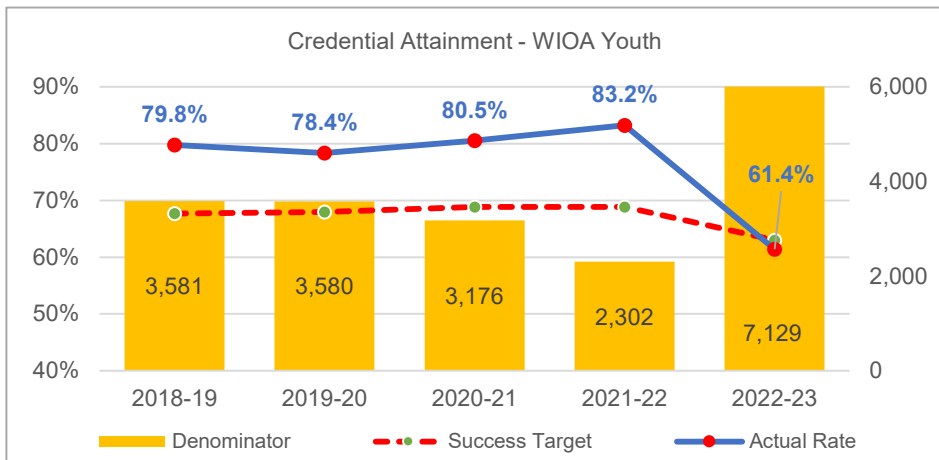
PY (July 1 - June 30)



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	4,164	3,802	4,074	3,205	5,449
Denominator	4,945	4,857	5,188	3,991	8,253
Actual Rate	84.2%	78.3%	78.5%	80.3%	66.0%
Success (≥90% of Goal)	55.8%	58.5%	61.2%	61.2%	63.0%



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	1,080	872	926	738	1,797
Denominator	1,319	1,081	1,122	867	2,365
Actual Rate	81.9%	80.7%	82.5%	85.1%	76.0%
Success (≥90% of Goal)	61.2%	61.2%	63.0%	63.0%	74.4%



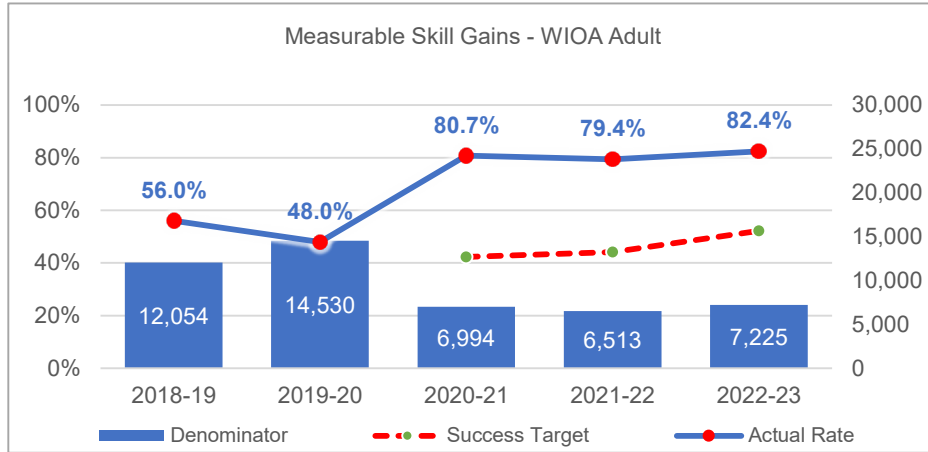
PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	2,857	2,805	2,557	1,916	4,473
Denominator	3,581	3,580	3,176	2,302	7,129
Actual Rate	79.8%	78.4%	80.5%	83.2%	61.4%
Success (≥90% of Goal)	67.7%	68.0%	68.9%	68.9%	63.0%

Note: Cohorts for PY 2022-23 are participants who received their last service between January 2021 and December 2021.

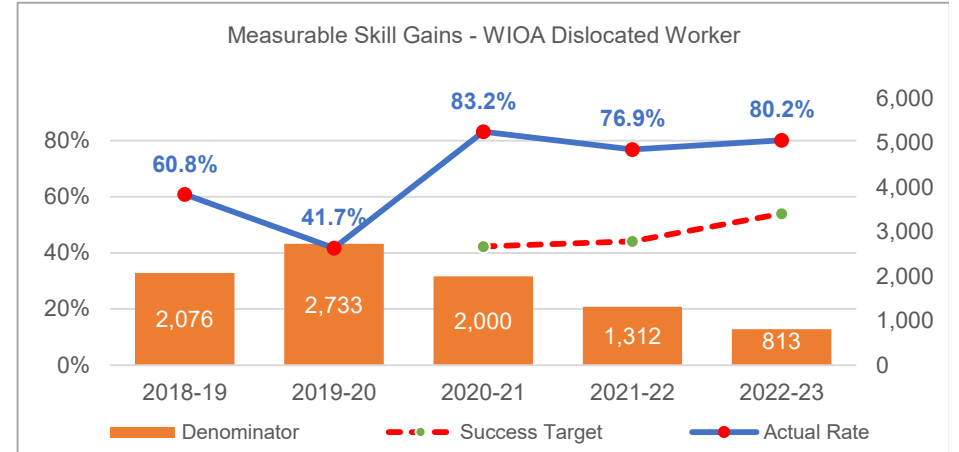
Measurable Skill Gains

Program Year (PY) 2022-2023 Q4 Report

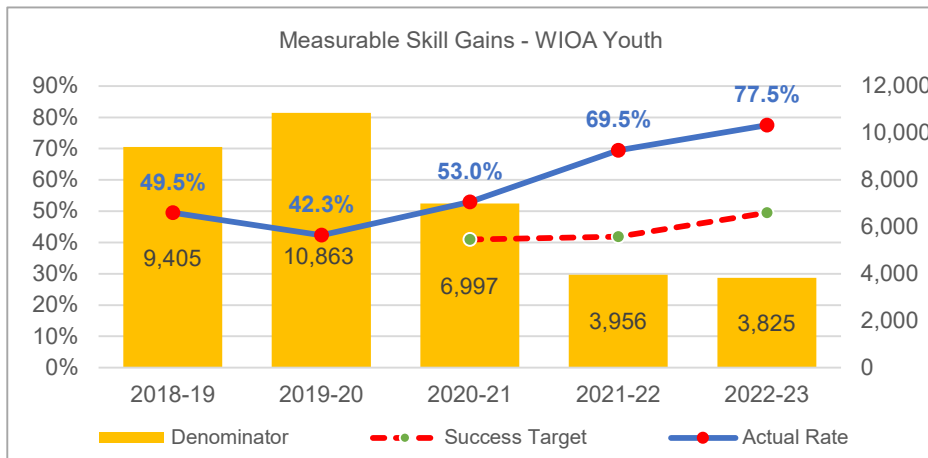
PY (July 1 - June 30)



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	6,756	6,968	5,646	5,172	5,955
Denominator	12,054	14,530	6,994	6,513	7,225
Actual Rate	56.0%	48.0%	80.7%	79.4%	82.4%
Success (≥90% of Goal)	N/A	N/A	42.3%	44.1%	52.2%



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	1,263	1,141	1,664	1,009	652
Denominator	2,076	2,733	2,000	1,312	813
Actual Rate	60.8%	41.7%	83.2%	76.9%	80.2%
Success (≥90% of Goal)	N/A	N/A	42.3%	44.1%	54.0%



PY	2018-19	2019-20	2020-21	2021-22	2022-23
Numerator	4,654	4,597	3,708	2,749	2,965
Denominator	9,405	10,863	6,997	3,956	3,825
Actual Rate	49.5%	42.3%	53.0%	69.5%	77.5%
Success (≥90% of Goal)	N/A	N/A	41.0%	41.9%	49.5%

* Goal setting for the Measurable Skill Gains metric began in PY 2020-2021. Note: Cohorts for PY 2022-23 are participants who received services between July 2022 and June 2023.



Local Workforce Development Board Letter Grades PY 2022-2023 Q3 Performance Update | September 2023

Background

Florida's [2021 Reimagining Education and Career Help \(REACH\) Act](#) is a comprehensive blueprint for enhancing access, alignment and accountability across the state's workforce development system, which spans Florida's workforce, education and public assistance programs. With a focus on improved accountability, the law charges the Governor's REACH Office with developing criteria for determining [letter grades](#) for local workforce development boards. The law charges CareerSource Florida to assign letter grades to all local workforce development boards and publicly release them annually.

In November 2021, the REACH Office collaborated with a stakeholder group of experts, including leaders from CareerSource Florida, FloridaCommerce, the Florida Department of Education and local workforce development boards, to develop the letter grading system. Letter grades are calculated based on performance outcomes collected by FloridaCommerce, the Florida Department of Children and Families and the Florida Department of Education. Through this interagency collaboration, preliminary letter grades were calculated for program year 2021-2022 (July 1, 2021, through June 30, 2022), for informational purposes only, using data and performance prior to the development of the methodology.

The CareerSource Florida Board of Directors was presented with a detailed overview of the methodology and metrics used to determine letter grades for each local workforce development board on Sept. 12, 2022. These metrics include existing accountability measures for the federal workforce system along with new, statutorily defined measures focused on each local workforce development board's impact on the long-term self-sufficiency of participants. Additional measures capturing services to Florida businesses and upskilling of participants through training are also included.

Letter grades for program year 2022-2023 will be assigned by CareerSource Florida for performance during the program year once the program year has ended and all program year data is finalized, no later than Oct. 15, 2023. Visit the [Letter Grades website](#) for the latest performance updates and to learn more about the letter grades methodology.

PY 2022-2023 Q3 Update

Letter grades are assigned to local workforce development boards annually by Oct. 15, following the close of the program year. CareerSource Florida, in collaboration with the Governor's REACH Office and FloridaCommerce, offers quarterly updates leading up to the annual letter grade assignments.

Below is the Quarter 3 update for program year 2022-2023. The information displayed is preliminary until all program data is complete and deemed final for the program year.

Local Workforce Development Board	Q3 Total Score (%)
01 - CareerSource Escarosa	93.09
02 - CareerSource Okaloosa Walton	83.77
03 - CareerSource Chipola	97.45
04 - CareerSource Gulf Coast	87.32
05 - CareerSource Capital Region	88.62
06 - CareerSource North Florida	90.76
07 - CareerSource Florida Crown	84.15
08 - CareerSource Northeast Florida	99.33
09 - CareerSource North Central Florida	84.61
10 - CareerSource Citrus Levy Marion	91.56
11 - CareerSource Flagler Volusia	101.60
12 - CareerSource Central Florida	95.30
13 - CareerSource Brevard	84.88
14 - CareerSource Pinellas	91.61
15 - CareerSource Tampa Bay	95.44
16 - CareerSource Pasco Hernando	92.03
17 - CareerSource Polk	93.90
18 - CareerSource Suncoast	85.45
19 - CareerSource Heartland	95.56
20 - CareerSource Research Coast	87.75
21 - CareerSource Palm Beach County	91.29
22 - CareerSource Broward	93.54
23 - CareerSource South Florida	94.80
24 - CareerSource Southwest Florida	92.92

Letter Grades Scale:

- A+: ≥ 97
- A : 93 to < 97
- A-: 90 to < 93
- B+: 87 to < 90
- B : 83 to < 87
- B-: 80 to < 83
- C+: 77 to < 80
- C : 73 to < 77
- C-: 70 to < 73
- D : 60 to < 70
- F : < 60