

Action Item 1

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CAREERSOURCE FLORIDA STRATEGIC POLICY STATEWIDE STANDARDIZATION OF TOOLS AND SERVICES

Public Law 113-128, the Workforce Innovation and Opportunity Act (WIOA), is designed to help job seekers access employment, education, training and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The Governor, the CareerSource Florida Board of Directors and FloridaCommerce are committed to the appropriate and necessary use of federal and state workforce development funds. This commitment includes employing innovative strategies to streamline Florida's employment and training programs and provide universal access through a one-stop delivery system for employment services.

In 2021, the Florida Legislature passed and the Governor signed into law the Reimagining Education and Career Help (REACH) Act. In 2023, as part of its action on [Reimagining Florida's Workforce System: A Three Pillar Plan for Transformation](#), the CareerSource Florida Board of Directors directed the CareerSource Florida team and FloridaCommerce, in collaboration with the Governor's REACH Office and local workforce development boards, to develop a plan for system-wide improvements for consistency, improved customer experience and efficiencies to include, but not be limited to, technology, administration, fiscal considerations, procurement/contracts and programmatic policies.

The REACH Act directs the state board to minimize duplication and maximize efficient use of resources directed to training and business services. Revisions to the REACH Act included in Senate Bill 240 require the state board to implement consistent procurement policies and procedures and leverage buying power to achieve cost savings.

In 2013, the state board adopted a unified brand identity for the state workforce system. Standardization of tools and resources across the CareerSource Florida network ensures the unified brand identity includes a shared, consistent customer and staff experience throughout the state.

The benefits of creating a uniform experience for job seekers and businesses include but are not limited to:

- Ease of expansion of relations with partner agencies, community-based organizations, businesses and other partners that work across multiple local workforce development areas.
- Structured and predictable delivery models that allow targeted performance analysis, troubleshooting and diagnosis, and implementation of continuous improvement models.

This policy establishes that statewide procurement of all technology, tools and services for local, regional and network-wide use shall at a minimum ensure:

- Standardization of service delivery to create a uniform customer experience.
- Identified efficiencies through maximizing the expenditure of funds, use of human and other resources and time directed to training and business services.
- Improved performance, accountability and transparency throughout the workforce development system.

This policy further prohibits local workforce development boards, local workforce development areas and regional planning areas from using state appropriated or allocated funds from purchasing tools, services or resources that are duplicative to state procured items without making a specific request to the CareerSource Florida Board of Directors.

The policies and procedures of this strategic policy align with the goals of WIOA, Code of Federal Regulations, Chapter 445, Florida Statutes, and the REACH Act to ensure efforts by the state workforce board to achieve efficiencies and consistencies throughout the state are effective.

FOR CONSIDERATION

- **Approve CareerSource Florida Strategic Policy – Statewide Standardization of Tools and Services.**
- **Direct CareerSource Florida and FloridaCommerce to develop and implement an administrative policy that operationalizes this strategy effective Jan. 1, 2024, and:**
 - **Includes specific criteria for state procurement of tools and services.**
 - **Includes waiver and review processes for acquiring tools and services.**