



2023.10.12.A.1

Strategic Policy

Title:	Statewide Standardization of Tools and Services
Adopted:	10/12/2023
Effective:	10/12/2023

I. PURPOSE AND SCOPE

The Governor, the CareerSource Florida Board of Directors and the Florida Department of Commerce (FloridaCommerce) are committed to the appropriate and necessary use of federal and state workforce development funds. As described in Chapter 445.003, Florida Statutes, the state's approach to implementing the Workforce Innovation and Opportunity Act (WIOA) has six elements:

- Streamlining Florida's employment and training programs;
- Empowering individuals to make informed decisions in choosing the qualified training program(s) that best meets their needs;
- Providing universal access through a one-stop delivery system for employment services;
- Increasing performance accountability;
- Improving local workforce development board and private sector leadership focused on strategic planning, policy development, and oversight of the local workforce development system; and
- Ensuring localities have exceptional flexibility and integration to build on existing reforms and transformational changes that enhance the Florida workforce system, eliminate barriers to employment and improve opportunities for Florida businesses and job seekers.

Local workforce development boards and local workforce development areas are expected to work with state and local partners to develop plans, strategies and policies implementing these six elements into their operations.

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 cohesive and 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 partnership relationships 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.
- Improved consistency in performance and compliance monitoring.

This policy applies to CareerSource Florida, FloridaCommerce, and all local workforce development boards, local workforce development areas, and regional planning areas.

II. BACKGROUND

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.

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 CareerSource Florida and FloridaCommerce, in collaboration with the Governor's REACH Office and local workforce development boards, to develop a plan for specific-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 (2023) require the state board to implement consistent procurement policies and procedures and leverage buying power to achieve cost savings.

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.

III. POLICY AND PROCEDURES

As described in Chapter 445.007(9), Florida Statutes, for purposes of procurement, local workforce development boards and their administrative entities shall apply the procurement and expenditure procedures required by federal law, the policies of FloridaCommerce and the state workforce development board for the expenditure of federal, state, and non-pass-through funds.

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.
- Realize efficiencies through maximizing the expenditure of funds, use of human and other resources and time directed to training and business services.
- Improve performance, accountability and transparency throughout the workforce development system.

To support partnership, encourage predictability, and ensure attainment of shared performance goals, state procured technology, tools and services shall be used by all local workforce development boards and local workforce development areas as well as regional planning areas.

Local workforce development boards, local workforce development areas and regional planning areas are prohibited from using state-appropriated or allocated funds for purchasing tools, services, or resources that are duplicative to state procured items without making a specific request to the CareerSource Florida Board of Directors. If recommended by FloridaCommerce and granted by the state board, the requestor may acquire the specified tools, products or services as approved.

When procuring tools and resources for state use, CareerSource Florida and FloridaCommerce may consider:

- System-wide standardization and need;
- Modernization of delivery;
- Cost, value and return on investment;
- Available data;
- Industry testimonials supporting acquisition;
- Negotiation of contracts;
- Individual local area needs; and
- Input from local workforce development boards, local workforce development regions and stakeholders where appropriate.

Tools and services not made available at the state level that are acquired by local workforce development boards, local workforce development areas and regional planning areas may be subject to a review by the state board or FloridaCommerce.

Local policies and procedures identifying how this statewide strategy is implemented shall be described in each local workforce development board's four-year and two-year

workforce development plans and reflected in the local workforce development board operating policies.

IV. AUTHORITY

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

[Chapter 2021 – 161, Laws of Florida, the Reimagining Education and Career Help Act](#)

[Chapter 445, Florida Statutes](#)

V. HISTORY

Date	Description
TBD	Policy approved by CareerSource Florida Board of Directors
02/23/2023	CareerSource Florida Board of Directors approves Florida Workforce System Transformation Plan.