

WORKFORCE INNOVATION AND OPPORTUNITY ACT

ANNUAL STATEWIDE PERFORMANCE REPORT

PROGRAM YEAR 2022-23



FLORIDACOMMERCE

Introduction: Florida's Workforce System

Florida's economic and labor force performance continued to outpace the nation during the 2022-2023 program year. Florida's unemployment rate decreased another 0.2 percentage points to 2.4% over the year, marking the 32nd consecutive month in which Florida's unemployment rate remained lower than the national rate. Florida's labor force also showed consistent growth during the year, increasing by 2.4% and adding 257,000 individuals. Private sector employment increased 3.6%, adding 296,100 jobs over the year, which continued a trend of 27 consecutive months of outpacing the national rate. As Governor Ron DeSantis' principal workforce policy and investment board, CareerSource Florida, in collaboration with its network of 24 local workforce development boards, continues to connect employers with qualified skilled talent, and Floridians with employment and career development opportunities to achieve economic prosperity. During the year, the CareerSource Florida network assisted 63,855 job seekers in securing employment.

Implementation of Florida's landmark workforce development legislation, the 2021 Reimagining Education and Career Help (REACH) Act, continues to drive the transformation of Florida's workforce system. The REACH Act redefines the larger workforce ecosystem in Florida to include not only CareerSource Florida and the Florida Department of Commerce (FloridaCommerce), but also the Florida Department of Education, the State College System, the State University System, and the Florida Department of Children and Families—all integrated under the guidance of the statutorily created REACH Office in the Executive Office of the Governor. REACH Act initiatives are designed to increase access, alignment, and accountability within Florida's workforce system.

In February 2023, the CareerSource Florida Board of Directors approved the [Florida Workforce System Transformation Plan](#) to advance the alignment and consolidation of local workforce development boards; require system-wide improvements to enhance consistency among local workforce development boards; better leverage public funds; and guide the creation of regional planning areas to support further alignment with education and economic development entities to optimize opportunities for economic growth. The plan to reduce the number of local workforce development boards from 24 to 21 was affirmed by Governor DeSantis, and implementation began during the 2022-2023 program year.

The CareerSource Florida Board of Directors also issued [Letter Grades](#) to all local workforce development boards, based on criteria developed by the REACH Office. Letter grade criteria included measurements for the increased earnings of participants; the reduction of participants receiving public assistance; the increase of participants in work-related training; improved business penetration and retention; and the federal Workforce Innovation and Opportunity Act (WIOA) performance indicators. Letter grades were created to measure outcomes for all local workforce development boards against common state standards for all measures.

Also required under the REACH Act, the CareerSource Florida Board of Directors appointed members to a new Florida Credentials Review Committee, which formally adopted a state definition for credentials of value and, utilizing a created Framework of Quality, developed the state's first Master Credentials List. The Master Credentials List directs federal and state funding and includes both degree and non-degree credentials of value that meet defined demand and wage criteria. The quarterly evaluation and addition of new credentials and the annual reevaluation against new labor market data ensures the list remains responsive to the needs of employers throughout the state.

For information on CareerSource Florida's implementation of the REACH Act and the Florida Workforce Transformation Plan, please visit the [REACH Act Implementation website](#).

The Governor's priorities and those of the CareerSource Florida Board of Directors are reflected in this report.

Progress Made in Achieving the State's Strategic Vision and Goals

Florida's vision, established by Governor DeSantis' [Executive Order 19-31](#), is to be number one in the nation in workforce education by 2030. Related CareerSource Florida goals established in the WIOA Strategic Plan include:

1. Enhancing the alignment and market responsiveness of workforce, education, and economic development systems through improved service integration.
2. Providing businesses with skilled, productive, and competitive talent, and Floridians with employment, education, training, and support services that reduce welfare dependency and increase opportunities for self-sufficiency.
3. Promoting accountable, transparent, and data-driven workforce investment through performance measures, monitoring, and evaluation that inform strategies, drive operational excellence, lead to the identification and replication of best practices, and empower an effective and efficient workforce delivery system.
4. Improving career exploration, educational attainment, and skills training for in-demand industries.

Intentional Collaboration with Economic Development

WIOA recognizes the need for coordination of economic development and workforce development programs. Economic development leaders recognize that future success in their regions is fundamentally intertwined with talent development, as their core mandate is to help businesses grow and create good jobs. Economic and workforce development policies should work in conjunction at both the state and local levels to maximize and leverage positive outcomes for both businesses and job seekers. CareerSource Florida and its network of 24 local workforce development boards work to support the alignment of workforce investments with the efforts of education and economic development organizations to provide Florida businesses with the skilled workers needed to succeed in a global economy.

Florida Economic Development Council: CareerSource Florida is a member of the Florida Economic Development Council's (FEDC) Board of Directors, providing Florida's workforce development policy organization a leadership role in the state's workforce and economic development. Thirteen of Florida's local workforce development boards, consisting of 31 members of the CareerSource Florida network, are members of the FEDC. Seventeen representatives from CareerSource Florida and its local workforce development boards attended the 2023 Florida Economic Development Conference, including President and Chief Executive Officer Adrienne Johnston who spoke on the value of the CareerSource Florida network. CareerSource Florida staff conducted a webinar training for the FEDC and its members representing all 67 counties, highlighting changes to Florida's Quick Response Training and Incumbent Worker Training Grants, and promoting apprenticeship expansion as a talent development solution.

FloridaCommerce and SelectFlorida: Florida's previous statewide economic development organization, Enterprise Florida, Inc. (EFI), was dissolved by the Florida Legislature through House Bill 5, effective December 1, 2023. The bill transferred core economic development programs, previously provided by EFI, to FloridaCommerce and a new Direct Support Organization, SelectFlorida.

SelectFlorida is the state of Florida's official international commerce organization, serving as a catalyst for economic development, economic diversification into targeted industries, and high-wage job creation for Floridians. SelectFlorida collaborates with private sector leaders and investors, alongside FloridaCommerce, to drive Florida's economic growth and promote Florida as a premier business destination. The CareerSource Florida network also works closely with FloridaCommerce and SelectFlorida teams to help attract, retain, and create higher-wage jobs for Floridians in key targeted industries by connecting them with both state and local workforce training resources like recruitment, hiring, and training assistance including CareerSource Florida's Quick Response Training and Incumbent Worker Training Grants.

Florida Credentials Review Committee

Empowered by the REACH Act, the Florida Credentials Review Committee is charged with identifying credentials of value that prepare Floridians for in-demand occupations with middle to high wages. Members are appointed by the CareerSource Florida Board of Directors and include state leaders from the Executive Office of the Governor, the Florida Department of Education, FloridaCommerce, the Florida Department of Agriculture and Consumer Services, public and private education institutions, business and industry, and local workforce development boards in both urban and rural areas.

In the 2022-2023 program year, the Credentials Review Committee established a definition of credentials of value and approved a [Framework of Quality](#) by which credentials are to be evaluated. Using this Framework of Quality, the committee developed the first state [Master Credentials List](#), identifying both degree and non-degree credentials that are linked to in-demand occupations throughout the state. As of September 6, 2023, 2,108 credentials are on the Master Credentials List. This list informs and directs federal and state workforce investments and positions the state to become a national model for using dynamic supply and demand data to best meet the needs of job seekers and employers.

Letter Grades

With input from interagency stakeholders including local workforce development boards, in September 2022 the Governor's REACH Office developed and released criteria for an annual letter grading system for Florida's local workforce development boards. The metrics that comprise the letter grades include the WIOA Primary Indicators of Performance, as well as state statutorily defined measures focused on each local workforce development board's impact on the long-term self-sufficiency of participants, with an emphasis on the reduction in individuals on long-term public assistance and the percentage of participants whose wages were higher after program completion. Baseline letter grades were calculated for the 2021-2022 program year. For more on local workforce development board letter grades, please visit the [CareerSource Florida's Analytics website](#).

Reducing Dependency on Public Assistance Benefits

CareerSource Florida continues to direct policy decisions to support federal and state goals for reducing public assistance benefit dependency. To support this policy direction, CareerSource Florida launched the innovative [Florida Career Ladder Identifier and Financial Forecaster \(CLIFF\) Dashboard](#) in 2021 through a partnership with the Federal Reserve Bank of Atlanta. This innovative tool helps clients anticipate the loss of public benefits as salary increases are earned along specific occupation career paths. CareerSource Florida conducted a comprehensive pilot in early 2022 and the CareerSource Florida Board of Directors approved a [strategic policy](#) requiring the use of the suite of CLIFF tools by all 24 local workforce development boards in June 2023. CareerSource Florida continues to promote the use of CLIFF tools to assist Floridians in overcoming benefit cliffs during career advancement, expanding use of the tools to partner agencies like the state Department of Education's Division of Blind Services and Division of Vocational Rehabilitation (DVR), and the Department of Children and Families.

FloridaCommerce was further charged under the REACH Act with developing a self-sufficiency index by county to calculate the percentage of current or former public assistance recipients who remain off public assistance one year and two years after ending receipt of benefits. Reports based on data from the index will also be used to analyze the effectiveness of participants' transition from public assistance to self-sufficiency. Armed with these data-driven analyses, Florida will continue its commitment to providing opportunities for economic mobility through education and training. The required quarterly report and self-sufficiency outcomes by county can be found on the FloridaCommerce [State Program Report](#) website.

Activities Implemented Through Governor's Set-Aside

Each year, the CareerSource Florida Board of Directors allocates state set-aside funds from federal workforce dollars for program administration and state-level priority initiatives to increase the prosperity of workers and

employers, reduce welfare dependency, increase economic self-sufficiency, meet employer needs, enhance worker productivity, and strengthen business competitiveness. For the 2022-2023 program year, the CareerSource Florida Board of Directors approved set-aside allocations that reflect the strategic initiatives and priorities of Governor DeSantis to strengthen alignment among CareerSource Florida, FloridaCommerce, and the Florida Department of Education, to enhance WIOA implementation, and to further support Florida's robust economic recovery.

Supporting Aviation, Aerospace, and Defense Manufacturing through a Comprehensive Sector Strategy Approach

The CareerSource Florida Board of Directors approved \$9 million to support talent pipeline development in aviation, aerospace, defense manufacturing, and IT/cybersecurity.

This allocation represented close to one-third of a more than \$27 million investment in this industry sector, leveraging funds from FloridaCommerce's Job Growth Grant Fund, the Department of Education's Cybersecurity and IT Training Grant, and the Pathways to Career Opportunities Grant. In partnership with FloridaCommerce, the Florida Department of Education, and the REACH office, funds were awarded to the following institutions:

- **Eastern Florida State College** – to develop pathways for pre-apprenticeship and support the Space Coast Machining Apprenticeship Program, the Space Coast Consortium Apprenticeship Program (mechatronics, CNC machining, composites, and welding), and the Technology and Health Apprenticeship Program (cybersecurity).
- **Daytona State College** – to work with the Volusia County School District to expand its electrical pre-apprenticeship program and link it more closely with current electrical apprenticeship programs.
- **Indian River State College** – to develop industry appropriate advanced manufacturing apprenticeship programs and other transportation and logistics programs and expand the current Advanced Manufacturing Bootcamp and Apprenticeship program.
- **Brevard Public Schools** – to offer a Certified Logistics Associate Course that provides students with the foundational knowledge needed to understand supply chain, material handling, quality control, workplace communication and problem solving.
- **School District of Indian River County** – to begin a 4,000-hour apprenticeship in the aviation industry that includes welders. This program will teach students fundamental welding processes and provide on the job training.
- **St. Lucie County School District** – to introduce welding concepts and give high school students a path towards apprenticeship welding programs. Additionally, they will implement an 18-month pre-apprenticeship program to introduce students to supply chain and logistical technical instruction.
- **Florida Makes (\$1.16 million)** – Florida Makes will serve as the Registered Apprenticeship program sponsor for an Advanced Manufacturing and Production Technology course.

In September 2023, these institutions held an industry council meeting, gaining critical information to establish industry council committees for collaboration on initiatives and actions to be taken to boost the Aerospace/Aviation, Advanced Manufacturing, and IT/Cybersecurity workforce, and to meet growing industry talent pipeline demands across the region. These councils will meet throughout the year to discuss progress. A total of 164 participants have been served to date, with 150 receiving training services and 50 gaining employment.

Direct Support to Single, Pregnant Women

In the 2022-2023 program year, WIOA funding was distributed to two local workforce development boards to identify coordinators to work with agency partners. The coordinators directly assisted single, pregnant women job seekers with securing employment and training, with particular emphasis on work-based learning models. The CareerSource Florida Board of Directors authorized the awarding of \$1 million to CareerSource Central Florida and CareerSource Broward to assist single, pregnant women, as well as mothers of children ages five and younger, with engaging in career pathways that lead to self-sufficiency. To date, 146 participants have been served, with 67 receiving training services and 26 participants gaining employment.

Support System Improvements and REACH Act Implementation

The CareerSource Florida Board of Directors allocated \$3 million to support implementation of the REACH Act, focusing on strengthening the alignment of local workforce development boards to better support service excellence across the entire CareerSource Florida network. This investment produced [comprehensive reports](#) generated from stakeholder interviews, labor market analysis, and in-depth research into Florida's existing 24 local workforce development boards. This research ultimately provided the foundation for the [Florida Workforce System Transformation Plan](#).

Apprenticeship Navigators

The CareerSource Florida Board of Directors approved \$1.5 million to fund Apprenticeship Navigators at each local workforce development board. Apprenticeship Navigators create and implement outreach plans to educate employers, job seekers, and other stakeholders about the benefits of registered apprenticeship programs. They support regional Apprenticeship Accelerator events, collaborate with employers to develop apprenticeship standards, and work closely with Apprenticeship Training Representatives from the Florida Department of Education to expand apprenticeship programs throughout the state. Apprenticeship Navigators are also responsible for connecting individual job seekers with apprenticeship opportunities and supporting employers and apprentices utilizing various funding mechanisms, including customized training, incumbent worker training, on-the-job training, occupational skills training, and supportive services provided through WIOA.

Incumbent Worker Training Program

Incumbent Worker Training grants provide funding for customized training, including skills upgrade training, to existing for-profit businesses. Through these grants, Florida effectively retains businesses and enhances competitiveness by supporting skills upgrade training for current full-time employees. This year, CareerSource Florida implemented a new priority evaluation for grant applications to align with the REACH Act. Priorities included training linked to credentials on Florida's Master Credentials List, and hospitals operated by non-profit or government entities to provide opportunities for their employees to acquire new or improved skills. To support these efforts, the CareerSource Florida Board of Directors approved \$3 million for the 2022-2023 program year. CareerSource Florida awarded 87 Incumbent Worker Training grants totaling \$2.1 million to help companies train and retain more than 1,634 full-time employees. Industries served by Incumbent Worker Training grants include manufacturing, professional services, insurance, health care, trade and logistics, construction, and many others. Trainees' wages increased by more than 13% on average within 15 months of completing grant-supported training.

Quick Response Training Program

In its most recent state budget, Florida appropriated \$7.5 million for the state's Quick Response Training Program. Available to new and expanding companies, this nationally recognized grant program provides funds to create specialized training for new hires in high-skill industries. During the 2022-2023 program year, the program awarded 24 Quick Response Training grants to businesses in a range of industries including trade and logistics, manufacturing, professional services, and life sciences. More than 2,200 workers are projected to be trained using these grants.

Rapid Response Activities and Layoff Aversion

The state-approved allocation for rapid response/dislocated worker assistance consists of funds utilized for rapid response activities with a balance set aside as an emergency reserve. FloridaCommerce distributes and manages WIOA statewide rapid response funds. Each program year, up to 25% of Florida's WIOA dislocated worker allotment is reserved for rapid response activities including layoff aversion.

The State Rapid Response Program office conducts statewide rapid response activities and monitors rapid response activities provided by the local workforce development boards. When employers submit layoff and business closure notices under the Worker Adjustment and Retraining Notification (WARN) Act, FloridaCommerce staff distributes the WARN notices and associated background information to the affected local workforce development board and other appropriate economic development and workforce partners. Rapid response services are provided when there is an announcement or notification of a permanent business closure regardless of the number of affected employees, in the event of a mass layoff affecting 50 or more workers, a mass job dislocation resulting from a natural or other disaster, or when a petition is filed pursuant to the Trade Act. The State Rapid Response Program office screens employers adversely affected by the influence of foreign trade and competition to facilitate Trade Act petitions.

To support rapid response and layoff aversion activities, the state subscribed to EconoVue, a business intelligence data platform that provides real-time, actionable business information for use by state and local workforce development partners. For the 2022-2023 program year, a total of 163 WARN notices were processed affecting 8,906 workers. By accessing the EconoVue platform, program staff and local workforce development boards can assess the material change within business operations, prioritize layoff aversion activities to businesses with high financial stress, and provide information about available programs and resources. In response to mass layoffs, the platform allows staff to identify comparable opportunities for reemployment with local businesses in or around the impacted area.

Local rapid response teams include rapid response coordinators working with a combination of business development representatives, local trade adjustment assistance coordinators, DVR business outreach specialists, WIOA case managers, Local Veteran Employment Representatives (LVER), and representatives from the Department of Children and Families. Florida's decentralized model for providing rapid response services facilitates immediate and, when possible, on-site sessions that link adversely impacted workers to their local career centers. In support of rapid response activities, FloridaCommerce's mobile career centers can be deployed across the state to participate in job fairs. The mobile career centers offer a full array of employment, reemployment, and employer services on-site. In 2022, the State Rapid Response Program assisted adversely affected workers in 13 local workforce development areas.

Rural Initiatives

Florida has identified 29 counties, and five cities in three additional counties, as Rural Areas of Opportunity. These counties and cities face economic challenges unique to rural communities. Accordingly, the CareerSource Florida Board of Directors designated \$2 million in supplementary allocations for local workforce development boards identified as rural boards to further support operations. The monies allocated to this category funded critical workforce development needs in Florida's rural communities. A notable example of the impact of these efforts can be seen in the largely rural CareerSource Chipola workforce region, where rural funds were used to maintain a satellite office that would likely otherwise have been closed (in an area already facing challenges with broadband and cellular connectivity). These funds were also used to establish a pilot program named FUTURE U in local high schools, where learners benefitted from outreach efforts aimed at promoting awareness of employment opportunities in the local area, as well as engagement with virtual reality technologies that enable students to experience what work in certain occupations might be like.

Waivers

Florida had three waivers that were granted during the 2022-2023 program year.

Recapture and Reallocation of WIOA Funds

Florida submitted a request to the U.S. Department of Labor (USDOL) for a waiver of the reallocation provisions in WIOA Sections 128(c)(3) and 133(c)(3), which was approved on December 6, 2022. Approval of the request allowed the state to develop its own criteria rather than utilizing those required by federal statute for the reallocation of recaptured funds among local workforce development areas. FloridaCommerce is developing policy and procedures to implement this waiver to meet the REACH Act requirement that recaptured funds be redistributed to local workforce development areas based on a demonstrated need for additional funding.

WIOA Out-of-School Youth Expenditure Requirement

Florida submitted a request to USDOL for a waiver associated with the requirement in WIOA Section 129(a)(4)(A) and 20 Code of Federal Regulations 681.410 that the state and local areas expend 75% of the Governor’s reserve youth funds and local formula youth funds on out-of-school youth (OSY). USDOL approved the state’s request to lower the expenditure requirement of the Governor’s reserve youth funds to 50% for OSY on March 9, 2023. In addition, USDOL approved the state’s request to waive the requirement that local workforce development areas expend 75% of local youth formula funds on OSY; Florida was permitted to lower the local youth funds expenditure requirement to 50% for OSY.

WIOA In-School Youth Individual Training Accounts

Florida submitted a request to USDOL for a waiver associated with the requirements of 20 CFR 681.410 to allow WIOA Individual Training Accounts (ITAs) for in-school youth (ISY). USDOL approved the state’s request to waive the requirement limiting ITAs to only OSY ages 16-21.

While the waivers for the WIOA Youth program were granted late in the program year (PY), the data below is provided to demonstrate initial outcomes that are being tracked.

PY	Measure	Total OSY Youth Participants (%)	Total ISY Youth Participants (%)	Total Youth Participants
2021	Total Youth Participants	4,302 (78.7%)	1,167 (21.3%)	5,469
2022	Total Youth Participants	4,322 (83%)	881 (16.9%)	5,203

PY	Program	New OSY Youth Participants	New ISY Youth Participants	Total New Youth Participants
2021	New Youth Participants	2,363	347	2,710
2022	New Youth Participants	2,604	421	3,025

PY	OSY Enrolled in Education and Training	Using Individual Training Accounts	ISY Enrolled in Education and Training	Using Individual Training Accounts
2021	2,843	804	1,107	28
2022	2,976	846	843	14

Effectiveness in Serving Employers

USDOL developed three approaches for measuring effectiveness in serving employers, and requested states select two of the three approaches to report. This report encompasses all three approaches to gauging Florida’s performance in meeting critical workforce needs.

- **Retention with the Same Employer:** This measure determines whether the core programs are serving employers effectively by improving the skills of their workforce and decreasing employee turnover. During the 2022-2023 program year, Florida’s Retention Rate was 61.0%.
- **Repeat Business Customers:** This measure determines if employers who receive core services are satisfied with those services and became repeat customers. The measure also assesses the workforce development system’s ability to develop and maintain strong relationships with employers over extended periods of time. During the 2022-2023 program year, Florida’s Repeat Business Customer Rate was 60.4%. The Repeat Business Customer metric is also included in the state’s letter grade calculation.
- **Employer Penetration:** This measure determines if core programs are serving a large number of employers in an area and meeting their workforce needs. During the 2022-2023 program year, Florida’s Employer Penetration Rate was 2.4%. This metric is also included in the state’s letter grade calculation.

Current or Planned Research/Evaluation Projects

Workforce Needs 2.0

The Florida Chamber Foundation (Foundation) is finalizing the Florida Workforce Needs Study 2.0. This 24-month research project seeks to provide insight into how Florida businesses and educational institutions can better partner to promote the attainment of the hard and soft skills needed to narrow Florida’s workforce skills gaps and improve our talent pipeline.

In early 2023, Foundation staff, in collaboration with CareerSource Florida, convened a series of employer focus groups in geographically and economically representative areas of the state. Employers weighed in on skills-based employment needs previously identified to have a key role in Florida’s continued economic growth and development within distinct industry sectors: Production/Construction/Skilled Trades, Information Technology (IT), Healthcare, and Professional Services/Business and Finance

Research objectives are to gain insight into current and emerging skill needs, capture best practices in employer-educator partnerships, and identify ways to maximize utilization of training support initiatives. Notably, each session included significant time devoted to introducing employers to the work of the Credentials Review Committee, an overview of the Framework of Quality, review and feedback on the Master Credentials List, and identifying preferred methods of employer engagement moving forward. Everything learned will inform strategies and policy recommendations as part of the final report of research findings to be released by the end of 2023.

Apprenticeship Standards Builder Requirement Assessment

CareerSource Florida retained Ernst & Young LLP (EY) to evaluate existing apprenticeship processes, engage stakeholders, learn from state and national best practices, and identify strategic considerations to inform the adoption of the standards builder within the Registered Apprenticeship Partners Information Database System (RAPIDS). The results of the [study](#), conducted in partnership with the Florida Department of Education and FloridaCommerce, are being used to align interagency efforts for the expansion of apprenticeships throughout the state.

Planned Research

Florida seeks to better support low-income families in their transition from receiving public assistance benefits (such as Temporary Cash Assistance) to employment. Ultimately, helping them achieve long-term economic stability by maximizing the utilization of benefits within the Temporary Assistance for Needy Families (TANF) program through various strategies. These include case management services, job training, education services, increased access to childcare, transportation assistance, and financial education and counseling services. In the 2023-2024 program year, CareerSource Florida will engage in an evaluative study on the use of transitional benefits in the TANF program. This study will assess current usage and identify potential policy solutions to assist families in overcoming benefit cliffs and reduce public assistance recidivism.

Customer Satisfaction

Employ Florida Customer Satisfaction Surveys

FloridaCommerce uses a customer service survey to assess the experience of job seekers and businesses in using Employ Florida, the state's online labor exchange and case management system. Integrated within the Employ Florida system, the survey consists of seven questions. During the 2022-2023 program year, customers completed 6,039 surveys. Of those completing the survey, 89% were job seekers and 95% sought employment or career planning services. Approximately 35% of respondents reported no challenges in finding information on the Employ Florida website, and approximately 38% of respondents reported no challenges in understanding information on the Employ Florida website. Additionally, approximately 40% of the respondents rated their overall experience as good or excellent. Results are shared with the Employ Florida vendor to promote improvement.

Business Survey

CareerSource Florida engaged the research firm Integrated Insights to conduct a study of business partner engagement within and outside the CareerSource Florida network. The objective of the study was to measure the awareness of CareerSource Florida services and their perceived benefits to Florida businesses. A total of 177 businesses completed the survey. Of the businesses surveyed, 81 had worked with or were currently working with the CareerSource Florida network, while 96 companies had never engaged with the CareerSource Florida network. Of businesses that had used the services provided by the network, 59% reported being somewhat or very likely to use CareerSource Florida network services in their next recruitment search.

Sector Strategies and Business Engagement Strategies

WIOA, Florida law, and state strategic policies require sector strategy partnerships enlisting business, education, and community support for students to achieve long-term career goals. CareerSource Florida and its network strive to ensure all students obtain the academic and occupational skills needed to succeed in the workplace. Florida's workforce development strategy assists employers in upgrading or updating the skills of their employees and helps workers acquire education or training needed to secure in-demand jobs with higher wages. This strategy supports the state's efforts to attract and expand job-creating businesses offering high-paying, high-demand occupations. Sector strategies and business engagement strategies are components of Florida's WIOA Plan and state workforce development strategy. Building on prior years of strategic industry-

focused investments throughout the CareerSource Florida network, the CareerSource Florida Board of Directors sets aside funding for mobilizing local workforce development boards to further integrate sector strategies into talent pipeline development.

Apprenticeships

Registered apprenticeship and pre-apprenticeship training programs play a pivotal role in Florida’s strategy to build talent pipelines for targeted industry sectors. These programs have a dual role, ensuring Florida’s industries have access to a highly qualified workforce, while also equipping participants with advanced skills, knowledge, and industry-recognized credentials necessary for meaningful employment and rapid career advancement.

The Florida Department of Education, CareerSource Florida, and FloridaCommerce work collaboratively to leverage resources to expand apprenticeships in Florida. Through efforts including Apprentice Florida, the state’s apprenticeship marketing and outreach initiative, Florida achieved an 11% year-over-year increase in the number of registered apprenticeships, marking four straight years of increases. Florida now has a total of 120 occupations utilizing apprentices. The number of newly registered apprentices grew by 33% during the program year. Additionally, the number of graduating apprentices continues to climb, and in the 2022-2023 program year, the average exit wage of graduates was \$25.70 per hour or \$53,642 per year, an increase of \$4,013 over the previous year.

Apprenticeship Figures from Florida Department of Education

State of Florida Fiscal Year (FY)	2019-2020 ¹	2020-2021 ²	2021-2022 ³	2022-2023 ⁴
Active Apprentices	15,823	15,787	15,479	17,435
New Apprentices	4,196	3,500	3,757	5,005
Graduates	1,603	1,875	1,917	2,135
Active Programs	251	258	275	303
New Programs	29	19	27	36
Preapprenticeship Programs	37	42	53	62

Source: [Florida’s Annual Apprenticeship and Preapprenticeships Report Year 2022-2023](#)

1 [Florida’s Annual Apprenticeship and Preapprenticeships Report Year 2019-2020](#)

2 [Florida’s Annual Apprenticeship and Preapprenticeships Report Year 2020-2021](#)

3 [Florida’s Annual Apprenticeship and Preapprenticeships Report Year 2021-2022](#)

Career Pathways

The Credentials Review Committee is charged with taking into account appropriate sequences of credentials when developing the Master Credentials List. Accordingly, CareerSource Florida commissioned labor analytics consultant Lightcast to conduct a [Credential Review and Analysis](#) study to support this work. The study provides an analysis of actual job-to-job movement by credential earners and what next-level credentials employees seek along their career path. Lightcast also provided an [exploratory tool](#) that can be used to see the relationships between credentials, occupations, next-level occupations, and credentials associated with those next-level occupations.

One notable example of a local initiative related to career pathways is the creation of the [CareerSource Palm Beach County Learner Pathways](#), a workforce and education ecosystem designed to identify and grow talent pipelines for Palm Beach County businesses. These pathways have been developed in targeted industry

sectors including finance, IT, hospitality, healthcare, manufacturing, logistics and supply chain, construction and trades, and exercise and sports management. These pathways provide structured choices beginning in middle school, showing the availability of education offerings in Palm Beach County resulting in related employment. Each pathway contains links to a program of choice for more information and enrollment in education to work in Palm Beach County's main industries.

Sector Analysis

Financial and Professional Services: Florida is home to the nation's third-largest cluster of insurance and banking companies. These companies offer fintech (financial technology), banking, insurance, architecture, accounting, marketing, alternative investments, hedge funds, portfolio management, consulting, and engineering services, among others. Florida's financial and professional services industry cluster had 188,975 establishments, and employment of 1,281,901 in 2022. Employment was up by 89,944 jobs (7.5%) over the year. The 2022 average annual wage for workers in the financial and professional services industry cluster was \$106,962, exceeding the average annual wage for all industries (\$63,811) by 67.6%. Florida saw an 86% gain in corporate headquarters relocating to the state in 2022-2023, the most of any state in the country and 15% higher than the second-ranked state. South Florida continues to see major Wall Street financial firms establish operations in the area. While some companies and firms have increased their South Florida presence by establishing satellite offices, others have opted to relocate their headquarters and operations entirely.

Local workforce development boards continued to create and/or partner with other entities to expand career opportunities in the financial and professional services sector in their local areas. One example is CareerSource South Florida's partnership with Miami-Dade College and its 16th Annual Future Bankers and Financial Professionals Camp for high school students, which provided educational opportunities for students to enhance their math, communication, and financial literacy skills and attain industry certification — with the goal of preparing them for college and subsequent careers in financial services. Participants received bank teller training and, upon completion, the American Bankers Association Bank Teller Certificate. Graduates of the program can apply credits toward an associate degree from Miami-Dade College and receive a National Academy Foundation Certification. The program welcomed more than 135 students enrolled in Academy of Finance/Business programs at Miami-Dade County public high schools, as well as visiting students from Camden, NJ, and Hartford, CT.

Advanced Manufacturing: Florida's manufacturing industry accounts for more than \$58 billion in output to the state's economy and is home to more than 25,000 manufacturing companies. Florida is also one of the nation's leaders in medical manufacturing, ranking third in total medical technology employment with nearly 24,000 Florida jobs. In June 2023, Florida had 419,900 manufacturing jobs, an increase of 11,600 jobs year over year. All 24 local workforce development boards identified manufacturing as a targeted industry sector in their WIOA local plans. Strategies to strengthen sector partnerships and career pathways in manufacturing included continuous collaboration with FloridaMakes, the state's manufacturing extension partnership, the Advanced Manufacturing Workforce Leadership Council, and the board of directors' Talent Development Committee. With 14 regional manufacturing associations represented, the council meets monthly to discuss strategies to strengthen the talent pipeline for Florida's high-wage manufacturing sector with two primary goals: expansion of apprenticeship opportunities and marketing efforts to shift manufacturing career perceptions through its high school adoption initiative.

With support from CareerSource Florida, FloridaMakes continues to expand its statewide advanced manufacturing apprenticeship program. This program delivers Florida's manufacturers a hybrid training model that addresses entry-level skills gaps and provides foundational manufacturing knowledge, regardless of the specific occupation, for both new and existing employees. With online on-demand access to the foundational Manufacturing Skills Standards Council's Certified Production Technician training, apprentices are given the tools they need to move on to more specific occupations. This approach also bypasses the need for employees to attend courses at institutions, and provides flexible access for participants with lifestyles, work schedules, and geographical barriers that often prohibit engagement in traditional in-class offerings. During the 2022–

2023 program year, the second cohort of six apprentices successfully completed this training and all have remained employed.

Continued expansion in this sector is warranted as manufacturing jobs lead to self-sufficient wages and afford excellent career pathway opportunities. One notable example is CareerSource Suncoast's assistance in expanding manufacturing registered apprenticeship programs with local companies like New Dawn Electric and PGT Windows. There are now more than 60 manufacturing registered apprenticeships available in Florida. Additional partnerships continue to strengthen with local economic development organizations, such as the JAXUSA and CareerSource Northeast Florida partnership to develop career pathways in targeted sectors through the Earn-Up Initiative. Of note is the [Advanced Manufacturing Pathway](#) available online.

Trade and Logistics: Florida's Logistics and Distribution industry cluster had 61,193 establishments and employment of 701,035 in 2022. Employment in this cluster was up by 42,270 jobs (7.2%) over the year from 2021. As the "Gateway to the Americas," Florida's unique geographic location provides a worldwide hub for commerce. The state has one of the world's most extensive multi-modal transportation systems, featuring international airports, deep-water shipping ports, extensive highways, and railway networks. Florida's transportation infrastructure includes 12,130 centerline miles of state highways, 15 deep-water seaports, 2,746 miles of mainline railroad lines, 20 commercial airports, and six active spaceports.

Responding to growing demand, local workforce development boards work closely with business and education partners to sponsor or engage in developing registered apprenticeship programs in this important sector. CareerSource Northeast Florida's Transportation and Logistics team was instrumental in assisting in FlexCold's transition to Jacksonville. The team coordinated directly with FlexCold's Director of Talent Management in the initial staffing for the transition's first phase, conducted recruitments at the Gateway Career Center, and generated 40% of the initial staff from CareerSource Northeast Florida events. The relationship has continued to grow, with CareerSource Northeast Florida awarding \$26,000 to FlexCold through its Customized Training Program. FlexCold is now in the next phase of development and working with CareerSource Northeast Florida to help staff and offset the training costs to upskill current and new employees.

CareerSource South Florida, in partnership with Miami-Dade College, continues to expand its [Transportation and Logistics Specialists Apprenticeship Program](#) to serve the talent needs of South Florida companies.

Healthcare: A report commissioned by the Florida Hospital Association and the Safety Net Hospital Alliance of Florida projects that by 2035 there will be a shortage of 59,100 nurses in Florida. To reduce this shortage, the report recommends Florida increase education opportunities, develop career ladders, and emphasize a focus on recruitment and retention. Healthcare employers across the state also indicate there are inadequate numbers of individuals coming out of training programs that support allied healthcare occupations, such as respiratory therapists, medical lab technicians, surgical technologists, and phlebotomists. The CareerSource Florida network serves as a healthcare sector catalyst, connecting and convening partners in healthcare with education, workforce development, and community partners to share relevant data, resources, and best practices, while also developing actionable strategies to build the healthcare talent pipeline.

Using registered apprenticeships to train new and upskill existing workers is crucial in Florida's healthcare sector, and healthcare employers are effectively utilizing this workforce training model to address talent gaps. Numerous factors make necessary the use of this hands-on skills development and work-based learning model, especially the growing demand for healthcare services across the state, the continuing shortage of skilled healthcare workers, and the development of apprenticeship programs as a proven model for reducing turnover and improving retention.

CareerSource Florida partners with the Florida Department of Education to provide information and resources to assist healthcare employers in understanding how to use apprenticeships to develop and retain their talent. In FY 2022-2023, both agencies partnered with the Health Career Advancement Program (HCAP) to advance registered apprenticeships in the healthcare sector. HCAP has provided support for many of the healthcare

apprenticeship programs that were approved in 2022-2023, through the provision of education and guidance to healthcare employers at several Apprenticeship Accelerator events held throughout the state. Events were held in South Florida, Tallahassee, Gainesville, and Lakewood Ranch during the program year. Additionally, numerous registered apprenticeship standards in healthcare are being written or have been approved due to these Apprenticeship Accelerators and HCAP's technical expertise in this area.

The number of registered healthcare apprenticeships and pre-apprenticeships is rising as well, with more occupations added each year. Through the 2022-2023 program year, there were 32 healthcare apprenticeships and 301 active apprentices in occupations including emergency medical technician, pharmacy technician, surgical technologist, registered nurse, licensed practical nurse, and many other nursing and allied healthcare occupations. Additionally, the state has seven registered pre-apprenticeship programs in healthcare, including medical assistant, surgical technologist, home health aide, and pharmacy technician.

In support of these efforts, Florida's legislature prioritized non-profit hospitals for CareerSource Florida's Incumbent Worker Training grant awards, allowing nonprofit, government-funded, and for-profit hospitals to apply for up to \$100,000 in grant funding to upskill existing workers.

Information Technology: CareerSource Florida's collaboration with local workforce development boards, partners, and employer-led groups is vital in addressing talent needs in the technology industry. Florida continues to reskill its workforce and deliver diverse, in-demand technology talent. The IT industry cluster had 43,463 establishments and employment of 313,192 in 2022. Based on open jobs in the IT sector, Florida will continue to increase the number of credentials awarded in this industry by targeting opportunity populations through activities such as apprenticeships and other work-based training initiatives. During the program year, CareerSource Florida, in partnership with the Florida Department of Education, hosted Apprenticeship Accelerators in Hillsborough County in March and in Seminole County in May. Collaborations with partners such as the Florida Technology Council and registered apprenticeship sponsor, CommHIT, are helping shape Florida's response to IT workforce needs. During the program year, CareerSource Florida participated with local workforce development boards in IT roundtables to discuss industry needs and help develop an approach to scaling apprenticeships within the IT sector. These events raised awareness of best practices, identified current talent needs, and generated solutions to existing and future talent challenges in the industry.

Aviation and Aerospace: Florida has long been the world's premier gateway to space, the air traffic hub for the western hemisphere, a major center for flight training and maintenance/repair/overhaul operations, and home to the manufacturing of aircraft and aviation/aerospace components. Florida is home to Kennedy Space Center, Cecil Spaceport, and Cape Canaveral Space Force Station, along with 20 commercial airports. Florida is becoming a global hub for commercial space travel and infrastructure. Florida is also a leading location for defense manufacturers and is home to 20 major military installations. Florida has benefitted significantly from the talents and contributions of nearly 1.5 million veterans who call Florida home.

The aviation and aerospace industry cluster had 2,777 establishments in 2022 with employment of 130,198. Employment was up by 14,007 jobs (12.1%) from 2021. Aviation and aerospace employment reached a low of 78,999 jobs in 2004 but has gained 51,199 jobs (64.8%) since that time. Florida's aviation and aerospace industry continues to be among the state's primary target industries for growth.

In September 2022, Governor DeSantis announced nearly \$30 million in strategic investments being made in Florida to develop a sustainable pipeline of job-ready candidates in aviation, aerospace, defense manufacturing and IT/cybersecurity. The geographic focus for these efforts includes the state's eastern seaboard from Flagler to Martin counties, through creation of the [Florida Atlantic Workforce Alliance \(Alliance\)](#). More than \$27 million will support the Alliance's postsecondary educational providers and CareerSource Florida network partners, as they develop robust training programs in partnership with industry, local public-school districts, and economic development organizations. The Alliance unites and aligns workforce development, education, economic development, and employers to collectively boost the technical workforce to meet the growing industry demands in these industry sectors.

This group of stakeholders includes three local workforce development boards — CareerSource Brevard, CareerSource Flagler Volusia, and CareerSource Research Coast — as well as CareerSource Florida, Florida Department of Education, FloridaCommerce, Space Florida, and education partners including Eastern Florida State College, Daytona State College, and Indian River State College. Funding sources include \$11.5 million from the Governor’s Job Growth Grant Fund administered by FloridaCommerce; \$9 million in WIOA funding through CareerSource Florida; \$3 million from the Florida Department of Education’s Cybersecurity and IT Training Grant; and \$4 million from the Florida Department of Education’s Pathways to Career Opportunities Grant. In September 2023, the Alliance held an industry council meeting allowing it to gain critical information to establish industry council committees for initiatives and actions to be taken to meet growing industry talent pipeline demands for the Aerospace/Aviation, Advanced Manufacturing, and IT/Cybersecurity workforce. These industry councils will meet throughout the year to discuss progress.

In the 2022-2023 program year, CareerSource Florida worked with SpaceFlorida to gain essential information on what talent and credentials are needed for these critical industry sectors. SpaceFlorida convened a series of Sector Strategy Workgroup meetings where business, education and workforce leaders identified key skill areas, credentials, and career pathways that will ensure a strong talent pipeline. Feedback from these meetings has helped inform the related work of CareerSource Florida, the Credentials Review Committee, and other key stakeholders.

CareerSource Florida also worked with state leaders, industry representatives, local workforce development boards, and educational partners to discuss common industry credentials, certifications, and training needs in order to better align offerings at local workforce development boards, state colleges, technical colleges, state universities, and private post-secondary institutions. Ongoing and coordinated collaboration among aerospace industry representatives, community partners, education and training partners, and community stakeholders will continue to strengthen a comprehensive investment approach to cultivate talent pipelines and accelerate Florida’s competitiveness in this legacy sector.

Florida’s Performance Accountability System

Federal law, regulations, and instructions require extensive reporting of multiple performance data for federally funded programs. Florida workforce law also requires accountability of the state workforce development system, local workforce development boards, and training providers. Florida employs several methods for continuous performance monitoring that are valuable as both real-time management tools and tools for continuous improvement. Florida’s workforce development system applies, re-examines, refines, and refreshes its performance structure to ensure alignment with current labor market conditions and state outcome expectations. The structure is custom-designed to cover major programs such as WIOA, Wagner-Peyser, TANF, and Supplemental Nutrition and Assistance Program (SNAP) Employment & Training (E&T).

CareerSource Florida and FloridaCommerce use the USDOL statistical adjustment model to establish targets for negotiating state and local workforce development boards’ performance levels. This model considers state and local economic factors, including unemployment rates, industry sectors, and characteristics of participants entering the program. Tables with updated state-level performance are located within this report.

Section 445.007(3), Florida Statutes, requires FloridaCommerce to assign staff to meet annually with each local workforce development board to review performance and certify compliance with state and federal laws. Annual presentations on local workforce development boards’ programmatic and financial performance represent an opportunity for dialogue with local workforce development board members and provide content on how state and federal performance requirements impact their board’s performance outcomes.

During the 2022-2023 program year, CareerSource Florida’s Strategic Policy and Performance Council defined leading indicators of performance, such as WIOA participant enrollment trends including new enrollments in training services, services to businesses, and outcomes on programs paid for by WIOA Governor Set-Aside funds. Regular updates and analyses by FloridaCommerce help to inform decision making by the

CareerSource Florida Board of Directors. Strategic Policy and Performance Council meetings are archived on the [CareerSource Florida Boardroom](#) calendar.

Florida’s Performance Measures, Goals, and Progress

Pursuant to WIOA, states submitting a state plan must propose expected levels of performance for each of the prescribed primary indicators. Federal guidelines describe the primary indicators of performance as key factors in achieving the goals of WIOA. The indicators are used to:

- Establish performance goals at the state and local levels;
- Ensure comparability of state performance results; and
- Provide information for system-wide reporting and evaluation for program improvement.

Data on primary indicators of performance are collected from Florida’s management information systems, Department of Revenue wage records, and from the State Wage Interchange System (SWIS). These systems gather exit information on participants and provide real-time data elements for case management and performance reporting.

In response to USDOL’s Enhanced Desk Monitoring Review (EDMR) of Florida’s local workforce development boards’ program administration, Florida issued [Administrative Policy 115 – Common Exit](#). This policy provided guidance for ensuring efficient and effective integrated service delivery, tracking of service coordination, and aligning performance reporting for USDOL programs.

Florida also issued service code guides and provided technical assistance to local workforce development boards on managing exits for participants who are no longer actively engaged in activities. Local workforce development boards were advised to discontinue extending activities, close any open activities, and to create a final contact activity in the fourth quarter of program year 2020 for all participants who are no longer actively engaged in activities. As a result, Florida experienced a substantial increase in participant exits in the fourth quarter of program year 2020 when compared to the subsequent and prior quarters.

Approximately 40% of all participant exits in the 2020-2021 program year occurred during the fourth quarter. This increase affects the fourth quarter of the 2021-2022 program year through the third quarter of the 2022-2023 program year for the following primary indicators of performance: Entered Employment Rate 2nd Quarter After Exit and Median Earnings 2nd Quarter After Exit. This increase in exits will also affect the second quarter of program year 2022 through the first quarter of program year 2023 Entered Employment Rate, 4th Quarter After Exit, and Credential Attainment Rate.

The table below displays Florida’s negotiated rates for the required indicators of performance and the actual statewide outcomes achieved. Florida has established a standard to meet 90% of each negotiated goal for the state and local workforce development boards. The 90% criterion is shown in parentheses in the table below. Florida’s program year 2022-2023 statewide performance exceeded the 90% standard for 16 of the 18 indicators of performance.

WIOA Primary Indicators of Performance Program Year 2022-2023—Statewide	Negotiated Goal (90% of Goal)	Actual Performance	Difference Compared To 90% of Goal
Adult Employment – 2nd Quarter After Exit	85.5% (77.0%)	85.9%	+9.0%
Adult Employment – 4th Quarter After Exit	80.7% (72.6%)	66.2%	-6.4%

Adult Median Earnings – 2nd Quarter After Exit	\$8,411 (\$7,570)	\$9,620	+\$2,050
Adult Credential Attainment within 4th Quarter After Exit	70.0% (63.0%)	66.0%	+3.0%
Adult Measurable Skills Gains	58.0% (52.2%)	82.4%	+30.2%
Dislocated Worker Employment – 2nd Quarter After Exit	85.0% (76.5%)	83.3%	+6.8%
Dislocated Worker Employment – 4th Quarter After Exit	75.0% (67.5%)	74.2%	+6.7%
Dislocated Worker Median Earnings – 2nd Quarter After Exit	\$10,093 (\$9,084)	\$10,053	+\$969
Dislocated Worker Credential Attainment within 4th Quarter After Exit	82.7% (74.4%)	76.0%	+1.6%
Dislocated Worker Measurable Skills Gains	60.0% (54.0%)	80.2%	+26.2%
Youth Employment – 2nd Quarter After Exit	81.4% (73.3%)	81.1%	+7.8%
Youth Employment – 4th Quarter After Exit	77.6% (69.8%)	72.5%	+2.7%
Youth Median Earnings – 2nd Quarter After Exit	\$3,864 (\$3,478)	\$4,567	+\$1,089
Credential Attainment within 4th Quarter After Exit	70.0% (63.0%)	61.4%	-1.6%
Youth Measurable Skills Gains	55.0% (49.5%)	77.5%	+28.0%
Wagner-Peyser Employment – 2nd Quarter After Exit	65.0% (58.5%)	68.4%	+9.9%
Wagner-Peyser Employment – 4th Quarter After Exit	60.5% (54.4%)	65.8%	+11.4%
Wagner-Peyser Median Earnings – 2nd Quarter After Exit	\$5,659 (\$5,093)	\$7,053	+\$1,960

Local Performance

Upon completion of the state's negotiation with USDOL on state performance goals, CareerSource Florida and FloridaCommerce conducted performance target negotiations with each local workforce development board. Negotiated levels of performance were agreed upon for each local workforce development board. The following table summarizes outcomes based on these goals.

Local Workforce Development Board WIOA Primary Indicators of Performance

WIOA Indicators of Performance Program Year 2022-2023	State Goal	# Boards Achieving Local Goal	% Of Boards Achieving Local Goal
Adult Employment – 2 nd Quarter After Exit	85.5 %	22 of 24	91.7%
Adult Employment – 4 th Quarter After Exit	80.7%	17 of 24	70.8%
Adult Median Earnings – 2 nd Quarter After Exit	\$8,411	23 of 24	95.8%
Adult Credential Attainment within 4 th Quarter After Exit	70.0%	14 of 24	58.3%
Adult Measurable Skills Gains	58.0%	22 of 24	91.7%
Dislocated Worker Employment – 2 nd Quarter After Exit	85.0%	24 of 24	100.0%
Dislocated Worker Employment – 4 th Quarter After Exit	75.5%	18 of 24	75.0%
Dislocated Worker Median Earnings – 2 nd Quarter After Exit	\$10,093	21 of 24	87.5%
Dislocated Worker Credential Attainment within 4 th Quarter After Exit	82.7%	18 of 24	75.0%
Dislocated Worker Measurable Skills Gains	60.0%	17 of 24	70.8%
Youth Employment – 2 nd Quarter After Exit	81.4 %	19 of 24	79.2%
Youth Employment – 4 th Quarter After Exit	77.6%	16 of 24	66.7%
Youth Median Earnings – 2 nd Quarter After Exit	\$3,864	23 of 24	95.8%
Youth Credential Attainment within 4 th Quarter After Exit	70.0 %	15 of 24	62.5%
Youth Measurable Skills Gains	55.0%	22 of 24	91.7%
Wagner-Peyser Employment – 2 nd Quarter After Exit	65.0%	23 of 24	95.8%
Wagner-Peyser Employment – 4 th Quarter After Exit	60.5%	23 of 24	95.8%
Wagner-Peyser Median Earnings – 2 nd Quarter After Exit	\$5,659	24 of 24	100.0%

Data Validation

Florida's data validation strategy follows USDOL guidelines, including a periodic evaluation of monitoring protocols to ensure safeguards for protecting data integrity and promoting timely resolution of data inaccuracies. FloridaCommerce regularly reviews and validates records, checking the accuracy of management information system records and comparing keyed entries made by local workforce development board staff against original source documents. Annually, 1,200 participant records from the state's 24 local workforce development boards are randomly selected for review in the validation process, which includes a regular review for errors, missing data and out-of-range values, and performance integrity and accountability of system data and wage information. A record is determined to pass or fail based on whether the records match. Documentation of missing and/or erroneous data identified during the review process must be addressed by the local workforce development boards in corrective action plans.

Activities Provided Under the Wagner-Peyser Act Employment Service

Serving Populations with Barriers to Employment

The CareerSource Florida network provides comprehensive services and activities under the Wagner-Peyser Act to serve populations with barriers to employment. CareerSource Florida and FloridaCommerce participate on numerous boards and organizations to craft policy and deliver services throughout the state. Relevant services and organization partnerships follow in this section.

Jobs for Veterans State Grant: With funding from the USDOL Veterans' Employment and Training Service (VETS), FloridaCommerce administers the Jobs for Veterans State Grant (JVSG) program in coordination with Florida's local workforce development boards. The JVSG provides funding to support the staffing of Disabled Veterans' Outreach Program (DVOP) Specialists, Local Veterans Employment Representatives (LVERs), and consolidated positions throughout the CareerSource Florida network. The JVSG also supports the State Veterans' Program Office, including the State Veterans Program Coordinator and Assistant State Veterans Program Coordinator, Regional Veterans Program Coordinators, and Intensive Service Coordinators. The State Veterans' Program Office ensures consistency and excellence in program service delivery through policy, training, technical assistance, and monitoring.

Florida's JVSG program prepares veterans, transitioning service members, and other eligible persons for meaningful careers. The program offers eligible persons employment services delivered through a case management framework with an empathetic approach and veterans' perspective. DVOP Specialists work with eligible individuals to develop a proactive employment plan, connect them to a career center, and provide them with community resources to break down barriers to obtaining and maintaining employment. Work-ready veterans are marketed to employers in the community through individualized advocacy and job development activities facilitated by LVER staff. Several military and veteran initiatives were conducted for the 2022-2023 program year including:

Paychecks for Patriots — Paychecks for Patriots is a partnership with FloridaCommerce, the CareerSource Florida network, the Florida National Guard, the Florida Department of Veterans' Affairs, and participating Florida employers to hold job fairs for veterans and their families. Career centers across the state host Paychecks for Patriots events each year throughout the month of November to build connections between veteran job seekers and Florida's employers. Participating employers include national companies and many local businesses. More than 6,700 veterans and their family members participated in prior Paychecks for Patriots events, and 4,000 gained employment. Information about this program can be found online at FloridaJobs.org/PaychecksforPatriots.

Veterans' Performance Incentive Awards — The incentive awards are provided to recognize workforce development partners for excellence or demonstrated improvements in providing services to veterans and serve as an incentive to all local boards to improve their employment, training, and placement services for veterans. In the 2022-2023 program year, CareerSource Okaloosa Walton and

CareerSource Gulf Coast were recognized among small boards, CareerSource Escarosa and CareerSource Brevard were recognized among medium boards, and CareerSource Tampa Bay and CareerSource Palm Beach County were recognized among large boards for excellence in service to veterans.

Veterans Workforce Summit — FloridaCommerce’s State Veterans Program Office successfully hosted its second Florida Veterans Workforce Summit in program year 2022-2023. The summit consisted of training, presentations, breakout sessions, and practical exercises aimed at reaffirming the state’s commitment to ensuring Florida’s veterans receive the highest level of service through the JVSG program. The summit hosted more than 250 participants and featured presentations from several partner agencies, including USDOL VETS, Veterans Florida, and the Florida Division of Vocational Rehabilitation.

Department of Defense SkillBridge Program: FloridaCommerce partners with Veterans Florida to create state agency internships for separating or retiring active-duty service members under the U.S. Department of Defense (DoD) SkillBridge Program. Transitioning service members participating in the SkillBridge internship serve as a liaison between state agencies and local workforce development boards as they acquire new skills in Trade Adjustment Assistance, Rapid Response, and veteran employment programs. SkillBridge participants have opportunities to gain full-time employment once the training period ends. The DoD SkillBridge Program enables active-duty service members, with commander approval, to gain work experience through internships, fellowships, and apprenticeships with employers during their final six months of service. Military personnel of any rank and branch are eligible to participate and maintain their DoD salary and benefits during the training period. In the 2022-2023 program year, FloridaCommerce employed 30 SkillBridge service members who ranged in rank from Army Corporal to Navy Commander.

HIRE Vets Medallion Program: Florida promotes the HIRE Vets Medallion Program (HVMP) through the CareerSource Florida network and the JVSG program. As noted in [Veteran Program Letter 02-19](#), the HVMP provides employers an opportunity to receive special recognition from USDOL for hiring and retaining veterans. During 2022, HVMP applications were accepted from January 31, 2022, through April 30, 2022. For 2022, Florida was ranked second in the nation with 66 employers recognized as HVMP winners.

The JVSG program exceeded all negotiated performance targets for the 2022-2023 program year:

JVSG Indicators of Performance 2022	State Goal	State Performance	% Achieving Goal
Employment – 2 nd Quarter After Exit	51%	59.2%	116.1%
Employment – 4 th Quarter After Exit	49%	57.1%	116.5%
Median Earnings – 2 nd Quarter After Exit	\$5,750	\$7,810	135.8%

Military Family Employment Advocacy Program: The [Military Family Employment Advocacy Program \(MFEAP\)](#) is active in seven local workforce development boards containing a high concentration of active military bases. Military family employment advocates deliver workforce services to spouses and dependents of active-duty military personnel, through targeted workforce services and advocacy for military family members as the potential employees of prospective employers.

Recovery and Reentry Navigators: In the 2022-2023 program year, the CareerSource Florida Board of Directors allocated funding to expand efforts across the state to create and maintain linkages to addiction service providers and the workforce development system for services to individuals in recovery. Additionally, formerly incarcerated individuals often find it difficult to secure meaningful employment. Allocations awarded are used to fund navigators throughout Florida in developing and strengthening local partnerships with service

providers. FloridaCommerce hosts monthly meetings of Recovery and Reentry Navigators and local staff involved with other recovery initiatives to provide on-the-spot technical assistance and peer-to-peer support.

Advancing State Policy Integration for Recovery and Employment (ASPIRE): [Individual Placement and Support \(IPS\)](#) is an internationally recognized model of supported employment for people with serious mental illness. ASPIRE focuses on helping those with behavioral health conditions find gainful employment. Mainstream education and technical training are included as ways to advance career paths. The model emphasizes a collaborative approach between the mental health system and the vocational rehabilitation system. Vocational rehabilitation counselors and employment specialists are integrated with the individual's mental health treatment team to promote successful progress toward the individual's employment goals.

IPS is recognized by the Substance Abuse and Mental Health Services Administration as an evidence-based practice. In 2021, Florida applied for and was selected to participate in the [ASPIRE](#) initiative under USDOL. The initiative aims to assist states in aligning their policies and practices in support of competitive integrated employment for people with mental health conditions. Florida has continued participation in the ASPIRE initiative in the 2022-2023 program year and has focused on building sustainability for IPS. The initiative is expected to conclude in July 2024. CareerSource Florida participates in bi-weekly ASPIRE implementation team meetings and quarterly steering committee meetings. CareerSource Florida is currently working with ASPIRE partners to seek grant funds to expand this IPS initiative in Florida. Since 2021, Florida has expanded capacity to provide IPS at four new sites and has hired a full-time IPS State Trainer to assist new sites with implementation of the model. Outcome data from the initial expansion indicate that, as of June 2023, 50% of participants are competitively employed and/or attending a credit-bearing educational program. Participants who are employed earn a median wage of \$15 per hour and work an average of 32 hours per week.

The Assistive Technology Advisory Council: CareerSource Florida maintains representation on Florida's Assistive Technology Advisory Council, which acts as the board of directors for the Florida Alliance for Assistive Services & Technology (FAAST), Inc., a nonprofit organization whose mission is to improve the quality of life for Floridians with disabilities by increasing access to assistive technology through empowerment and collaboration. FAAST serves Floridians with disabilities and their family members, service providers, educators, therapists, employers, health and rehabilitation professionals, assistive technology vendors, procurement officials, and all other interested parties throughout the state.

Disaster Recovery National Dislocated Worker Grants

FloridaCommerce managed one new Disaster Recovery National Dislocated Worker Grant (DWG) award during the program year.

Hurricane Ian DWG: Florida received conditional approval for \$30 million to respond to damage caused by Hurricanes Ian and Nicole, and by the severe storm and flooding in Broward County. As of June 30, USDOL has awarded \$15 million to provide temporary disaster relief jobs and other services to eligible participants. Nine local workforce development boards are participating in this grant and provide humanitarian assistance to individuals and business owners affected by the storm, as well as clean up and restoration activities to remove debris and restore damaged properties. In the initial stages of implementation, FloridaCommerce and participating local workforce development boards met with USDOL to explore and implement new flexibilities provided in Training and Employment Guidance Letter 16-21.

COVID-19 DWG: Florida received an award of \$40,394,746 to respond to the disruptions caused by certain impacts of the pandemic. The grant ended March 31, 2023. Local workforce development boards around the state provided temporary disaster relief jobs that included food warehousing and distribution; sanitation and security of government and non-profit facilities; and case management to help those affected by the pandemic access needed services and resources. As the labor market recovered, local workforce development boards shifted to providing training and other services to help laid-off workers regain employment. This grant served 3,300 participants through work experience, training, temporary disaster relief jobs, and other services.

Promising Practices, Lessons Learned, and Success Stories

Hope Florida – A Pathway to Prosperity: Spearheaded by First Lady Casey DeSantis and implemented by the Department of Children and Families, Hope Florida uses Hope Navigators throughout the state to guide Floridians on an individualized path to economic prosperity, by focusing on community collaboration between the private sector, the faith-based community, nonprofits, and government entities to break down traditional service silos. CareerSource Central Florida worked hand-in-hand with the Florida Department of Children and Families' Hope Navigators to assist clients in overcoming barriers to employment, engage in training opportunities, and provide wrap-around support services. Based on the success of this local partnership, CareerSource Florida is expanding this initiative statewide in the 2023-2024 program year.

Innovative Registered Apprenticeship Models: Registered apprenticeships have emerged as an innovative talent development model, showcasing success across a spectrum of industries and demographic groups. This structured training approach not only addresses skill gaps within specific sectors, but also caters to a broad range of individuals, contributing to a more diverse and dynamic workforce. The following are several examples of apprenticeship programs that support our goal to expand apprenticeships to non-traditional occupations.

Web Accessibility Specialist Registered Apprenticeship — The Florida Department of Education's Division of Blind Services has the first-in-the-nation, state-agency led registered apprenticeship program to create employment opportunities for blind and visually impaired individuals, training them to enhance website accessibility for internet users of all disabilities. The Department's new Web Accessibility Specialist Registered Apprenticeship Program combines on-the-job training with educational instruction to progressively increase workers' skill levels, wages, and career options. Graduates will also receive internationally recognized portable credentials and their training may be applied toward further post-secondary education.

Law Enforcement Registered Apprenticeship — The Florida Deputy Sheriff's Association Law Enforcement Registered Apprenticeship Program, registered in June 2023, marks a pioneering effort in the state's law enforcement sector. The Police Officer, Sworn Deputy Sheriff apprenticeship offers participants a debt-free pathway to pursue a career in law enforcement.

K-12 Teacher Apprenticeship Program — The University of Florida's College of Education registered the K-12 Teacher apprenticeship. This post-baccalaureate earn-while-you-learn model provides mentor-guided on the job learning in classroom instruction and is designed to provide apprentices with knowledge of the theoretical and technical subjects related to the teaching profession. Apprentices will be eligible for licensure from the Florida Department of Education, and the University of Florida will confer a master's degree upon completion.

Summer Youth Employment Programs: In the 2022-2023 program year, 21 of Florida's local workforce development boards offered Summer Youth Employment Programs, including summer career exploration and employment programs ranging in duration from three to nine weeks. Employers from the public, private, and nonprofit sectors offered earn and learn opportunities to nearly 7,000 students, ages 14-24, to explore future careers, gain valuable work experience, obtain employable skills, receive financial literacy training, and put what they learned into practice. Students working in sectors including aviation, healthcare, IT, manufacturing, hospitality, financial services, and government experience received stipends and wages for their work.

Addressing State Workforce System Challenges

The 2021 REACH Act was enacted to address the evolving needs of Florida's economy by increasing the level of collaboration and cooperation among the state's business and education communities. The initiatives related to the act are working to address Florida's overall labor shortage, evidenced by more than 400,000 open jobs and 309,000 unemployed individuals. While the Credentials Review Committee works to identify needed

credentials and career paths for Florida job seekers and businesses, the workforce system is also looking to expand training models to address skills gaps through work-based learning and other customized programs.

The larger workforce ecosystem is also being redefined in Florida to include not only the CareerSource Florida network, but also agency partners in education, providers of public assistance and child welfare, and those specializing in populations with specific barriers to employment. Coordinating efforts across multiple agency partners is a continual challenge that is being addressed and overcome in Florida.

One hallmark of the 2021 REACH Act was the call for a “no wrong door” system of delivery for Floridians, resulting in the launch of the [FLWINS](#) project during the 2022-2023 program year. FloridaCommerce is leading this transformational initiative that will include an online opportunity portal, allowing access to available state, federal, and local workforce related services and tools. This project is a multi-year endeavor bringing together management information systems from the Florida Department of Children and Families, FloridaCommerce, and the Florida Department of Education’s Divisions of Career and Adult Education, Vocational Rehabilitation, and Blind Services. When complete, the portal will provide Floridians with broader access to education and training options, labor market information, career planning tools, workforce training, and education support.

Technical Assistance Needs of the State Workforce System

The approval of the Florida Workforce System Transformation Plan calls for Florida to reduce the number of local workforce development boards from 24 to 21 and requires the designation of WIOA planning regions.

For the 2024-2028 planning cycle, Florida is moving to a WIOA Combined Plan and bringing in partners from SNAP, TANF, Senior Community Service Employment Program, Unemployment Compensation, Trade Adjustment Assistance, Jobs for Veteran State Grants, and Community Services Block Grant programs.

Florida anticipates requesting technical assistance for each of these initiatives as needs arise.

Conclusion

The CareerSource Florida Board of Directors and FloridaCommerce are committed to supporting Florida’s continued economic growth and its goal to be first in workforce education by 2030. Initiatives begun in 2022-2023 focused on setting the foundation for an entire workforce system transformation for the state. As we continue to build upon this foundation, our efforts in 2023-2024 will focus on strengthening stakeholder collaboration and creating a uniform experience for job seekers and businesses resulting in:

- Expansion of relationships with partner agencies, community-based organizations, businesses, and other stakeholders 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.

The REACH Act’s requirements for workforce system transformation provide a comprehensive blueprint for enhancing access, alignment, and accountability across Florida’s workforce development system. As a state that continues to grow and prosper, a top priority of the CareerSource Florida Board of Directors and FloridaCommerce is to ensure our workforce system is one that fully supports *all* Floridians.

Under the leadership of Governor Ron DeSantis and the Florida Legislature, and in collaboration with numerous local, state, and federal partners, the Florida workforce system will continue implementing future-focused, impactful strategies that anticipate, meet, and exceed the needs of Florida’s growing business and workforce sectors.

APPENDIX I: WORKFORCE SYSTEM PARTNERS

The Reimagining Education and Career Help (REACH) Office within the Executive Office of the Governor serves as the primary integrator of cross-partner initiatives involving state agencies, key stakeholders within the workforce development ecosystem, and economic development entities across Florida. The REACH Office oversees the criteria for local workforce development board letter grades and its director also serves as the chair of the Credentials Review Committee.

CareerSource Florida is led by its board of directors, the majority of whom are appointed by the Governor, either directly or through their roles in state government, with one member appointed by the Florida Senate President and one member appointed by the Florida House Speaker. The board includes leaders in business, education, labor, economic and community development, and state government including WIOA core partners and the Florida Department of Children and Families, each of whom provided policy direction for over \$230 million in annual workforce investments during the 2022-2023 program year to address the employment and training needs of job seekers, workers, and businesses.

The Florida Department of Commerce (FloridaCommerce) assists the Governor in advancing Florida's economy by championing the state's economic development vision and administering state and federal programs and initiatives to help visitors, citizens, businesses, and communities. FloridaCommerce oversees the administration of the state's workforce development system and monitors, trains, and provides policy guidance and technical assistance on various federal workforce programs operated by the local workforce development boards. FloridaCommerce receives and accounts for federal funds for the state's workforce development system and provides financial and performance reporting to the USDOL and other federal organizations.

The Florida Department of Education, Division of Career and Adult Education (DCAE) has oversight of the adult education system implemented in districts, colleges, and community-based organizations. The division coordinates the distribution of federal adult education grants. DCAE works closely with local programs and provides guidance on state and federal guidelines, professional development and support in reporting data, and technical assistance on program improvement plans.

The Department of Education, Division of Vocational Rehabilitation (VR) is federally established under the Rehabilitation Act, as Amended (1998) and reauthorized as a core program of WIOA (2014). As a division of the Florida Department of Education, VR comprises a headquarters office, seven area offices and 96-unit offices located throughout Florida where customers receive direct services. The VR program is funded as a federal-state partnership, in which 21.3% of state general revenue matches a 78.7% federal grant.

The Department of Education, Division of Blind Services employment program is a federally established program under the Rehabilitation Act. The division is part of the Florida Department of Education and serves blind and visually impaired Floridians. Utilizing funds procured through a combination of state, federal, and community funding, the Division provides services to customers based on individual needs, in partnership with community rehabilitation providers and other partners.

Florida's local workforce development boards provide a coordinated and comprehensive delivery of local workforce development services. The local workforce development boards are led by members representing local businesses, economic development, education, vocational rehabilitation, community and state agencies, and local elected officials. The local workforce development boards focus on strategic planning, policy development and oversight of the local workforce investment system within their respective geographic areas. Statewide, local workforce development boards oversee approximately 100 career centers that offer high-quality services to businesses, as well as job training, education, and employment services to job-seeking Floridians. This system connects Florida's employers with skilled talent and Florida's job seekers with employment and career development opportunities.