

## Strategic Policy and Performance Council Meeting Agenda

JUNE 17, 2024 • 1:00 – 2:30 P.M., ET  
WESTSHORE GRAND | TAMPA  
MEETING ROOM: BAYSHORE BALLROOM

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### Chair's Welcome and Remarks

*Sophia Eccleston*

### Consent Item

*Sophia Eccleston*

1. February 27, 2024, Joint Council Meeting Minutes

### Action Items

*Adam Briggs*

1. Administrative Policy 074 – Individual Training Account Expenditure Requirements and Waiver Request Process
2. Strategic Policy – Emergency Response
3. Strategic Policy – Comprehensive Employment, Education, and Training

### Workforce Initiatives Update

*Dehryl McCall*

- 2023-24 State-level 15% Set Aside Funding Initiatives
- 2024-25 State-level 15% Set Aside Funding Initiatives Preview
- Credential Review Committee/Master Credentials List

### WIOA Combined Plan Report

*Warren Davis*

### Statewide Labor Market & Program Performance Analysis

*Jimmy Heckman*

*Chief, Bureau of Workforce Statistics and Economic Research  
FloridaCommerce*

*Kristy Farina*

*Economic Research and Analysis Administrator  
FloridaCommerce*

### Open Discussion/Public Comment

### Chair's Closing Remarks

*Sophia Eccleston*

## **Consent Item 1**

### **February 27, 2024, JOINT STRATEGIC POLICY AND PERFORMANCE COUNCIL AND FINANCE COUNCIL MEETING MINUTES**

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

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### **FOR CONSIDERATION**

- **Approval of February 27, 2024, Joint Strategic Policy and Performance Council and Finance Council Meeting Minutes, to include any modifications or changes noted by the council.**

**CareerSource Florida  
Joint Strategic Policy and Performance Council and  
Finance Council Meeting Minutes  
February 27, 2024**

**I. Call to Order**

Finance Council Chair Bill Johnson called the Joint Strategic Policy and Performance Council and Finance Council meeting to order at 10:00 a.m. on February 27, 2024.

**II. Roll Call**

Chair Johnson introduced Executive Assistant Kay Clement and invited her to conduct a roll call for both councils' members.

The following members were present for the Finance Council:

Bill Johnson  
John Adams  
Jennifer O'Flannery Anderson  
Robert Salonen  
Les Sims  
Meredith Standfield

The following members were present for the Strategic Policy and Performance Council:

Sophia Eccleston  
Bayne Beecher  
Robert Doyle  
Eric Hall  
Casey Penn  
Joe Marino  
Laurie Sallarulo  
Brian Sartain

**III. Chair's Opening Remarks**

Chair Johnson went over housekeeping items before providing a brief overview of the meeting agenda.

**IV. Consent Agenda**

Chair Johnson called for a motion from the Finance Council members to approve the consent items:

1. November 14, 2023, Finance Council and SPPC Joint Information Meeting Minutes
2. December 11, 2023, Finance Council Meeting Minutes

Motion: Robert Salonen

Second: John Adams

The consent items passed unanimously; however, a Finance Council quorum was not met therefore it was determined that these items would be presented at the next Finance Council meeting for approval. There were no public comments.

Chair Johnson called for a motion from the Strategic Policy and Performance Council members to approve the consent items:

1. November 14, 2023, Finance Council and SPPC Joint Information Meeting Minutes
2. December 11, 2023, Strategic Policy and Performance Council Meeting Minutes

Motion: Eric Hall  
Second: Laurie Sallarulo

The consent items passed unanimously. There were no public comments.

## **V. Action Items**

Chair Johnson introduced CareerSource Florida Senior Vice President of Workforce Program Development Dan McGrew and FloridaCommerce One-Stop and Program Support Bureau Chief Keantha Moore to brief the council on the action items.

### **1. Administrative Policy 110 Local Workforce Development Area and Board Governance**

Chair Johnson called for a vote from the Strategic Policy and Performance Council to approve the first action item.

**Motion:** Eric Hall  
**Second:** Joe Marino

The action item passed unanimously. There were no public comments.

### **2. Administrative Policy 091 Local Workforce Development Board Composition and Certification**

Chair Johnson called for a vote from the Strategic Policy and Performance Council to approve the second action item.

**Motion:** Eric Hall  
**Second:** Casey Penn

The action item passed unanimously. There were no public comments.

## **VI. IWT and QRT Grant Update**

CareerSource Florida Grants Manager Malissa Counts provided an update on IWT and QRT grants management.

Several board members had questions around grant allocation. Counts answered their questions, leaving council members with the consensus that grant awareness should be heightened to award all of the allocated funding.

## **VII. Workforce Initiatives Update**

Chair Johnson introduced CareerSource Florida Senior Director of Workforce Program Development Dr. Adam Briggs to provide a progress update on CareerSource Florida's involvement in the Hope Florida initiative. Briggs noted the support from the CareerSource Florida board to fund Hope Florida efforts, including staffing Hope Navigators at each local workforce development board. Briggs discussed advancements like improved referral processes, survey insights, and what future development looks like for Hope Florida.

Briggs handed it over to CareerSource Florida Director Susan Bosse to provide an update on apprenticeship expansion, highlighting monthly partner meetings to collect data, review outcomes, and identify strategies for apprenticeship expansion.

Bosse also briefed council members on the Florida Healthcare Training Initiative before introducing CareerSource Northeast Florida President and CEO Bruce Ferguson. Ferguson discussed the state of the healthcare industry in Florida and how Individual Training Accounts and customized training can help with occupational demand.

## **VIII. WIOA Combined Plan Economic Analysis**

FloridaCommerce Workforce Statistics and Economic Research Bureau Chief Jimmy Heckman discussed labor force participation in the state of Florida, workforce education, and increasing educational attainment through credentials of value, apprenticeship goals, and WIOA and Wagner Peyser program enrollment, all of which is outlined in the WIOA Combined Plan.

## **IX. Open Discussion/Public Comment**

Chair Johnson opened the floor for discussion to council members.

Chair Johnson asked if any members of the public wished to comment.

There were no comments from the public.

## **X. Chair's Closing Remarks**

Chair Johnson thanked everyone who provided updates to the council and reminded them of upcoming meetings. Chair Johnson adjourned the meeting at 11:30 a.m.

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

# Action Item 1

## REVISIONS TO CAREERSOURCE FLORIDA ADMINISTRATIVE POLICY 074 – INDIVIDUAL TRAINING ACCOUNT EXPENDITURE REQUIREMENTS AND WAIVER REQUEST PROCESS

CareerSource Florida, the state workforce development board, leads collaboration among the state's workforce development system, with a shared goal to accelerate employment opportunities that build economic prosperity for Floridians through access to the best workforce training and education available.

Public Law 113-128, The Workforce Innovation and Opportunity Act (WIOA), emphasizes training services including occupational skills training, on-the-job training, incumbent worker training, programs that combine workplace training with related instruction, training programs operated by the private sector, skill upgrading and retraining, entrepreneurial training, transitional jobs, job readiness training, adult education and literacy activities, and customized training. Individual Training Accounts (ITAs) are used for individuals who seek training services from eligible providers of training services. Local workforce development boards (LWDBs) coordinate funding for individual training accounts.

Section 445.003(3)(a)1, Florida Statutes, requires that at least 50 percent of the Title I WIOA Adult and Dislocated Worker funds that are passed through to LWDBs be allocated to ITAs. [The Allowable Programmatic Training and ITA Costs Crosswalk for WIOA Adult and Dislocated Worker Programs](#) developed by the Florida Department of Commerce Bureau of Financial Management provides details on what expenditures may be allocated and expended on ITAs.

In 2012, FloridaCommerce developed an administrative policy to provide guidance to LWDBs on costs allowable for the 50 percent expenditure requirement. In 2018, this ITA Expenditure Requirements and Waiver Request Process policy was issued. The policy described required activities and allowable costs for ITA expenditures and allowed an automatic waiver each local area could claim for the fiscal year based on calculations provided to each local area by FloridaCommerce's Bureau of Financial Management. In addition, the policy provided guidance for local boards to request permission to allocate and expend less funding on ITAs.

To ensure local boards are focused on education, employment, and training, CareerSource Florida Administrative Policy 074 – Individual Training Account

Expenditure Requirements and Waiver Request Process is amended affirming the state workforce development board's guiding principles to develop and implement strategies that support Floridians who need new skills and develop guidance that enables all workforce development partners, including LWDBs, to facilitate access to education, training and meaningful employment for job seekers, while also aiding business in identifying, developing, and retaining employees through high-impact support.

CareerSource Florida Administrative Policy 074 – Individual Training Account Expenditure Requirements and Waiver Request Process requires LWDBs to allocate and expend a minimum of 50 percent of the WIOA Adult and Dislocated Worker formula funds that they expect to expend each fiscal year (July-June) to satisfy the state ITA requirement. The percentage allocated for state ITA expenditures must be calculated using the carry-forward (estimated or actual when available) plus the portion of any new allocation budgeted for the current year. The required minimum allocation of 50 percent (or waiver percentage) of funds to be expended in the fiscal year must be reflected in the local board's budget that is submitted to FloridaCommerce.

The automatic waiver each local area could claim for the fiscal year based on CareerSource Florida's sliding scale provided by FloridaCommerce's Bureau of Financial Management is eliminated. LWDBs that require a state ITA waiver must submit a formal request to FloridaCommerce that has been approved by the LWDB and chief local elected official(s). The approved state ITA percentage waiver request must be submitted to FloridaCommerce's Bureau of Financial Management, who will review the waiver request for completeness and consult with CareerSource Florida to determine if waiver approval should be recommended.

Local boards that fail to spend the required 50 percent on ITA training or that have not secured a waiver risk having funds recaptured.

## **FOR CONSIDERATION**

- **Approve CareerSource Florida Administrative Policy 074 – Individual Training Account Expenditure Requirements and Waiver Request Process.**

**Supporting Documents:**

- [Public Law 113-128, Workforce Innovation and Opportunity Act, Section 134\(c\)\(2\)\(A\)\(xii\)\(VII\), Section 134\(c\)\(3\)\(D\) and Section 134\(c\)\(3\)\(F\)\(v\)](#)
- [Section 445.003\(3\)\(a\)\(1\), F.S.](#)
- [Administrative Policy 100, Work-Based Learning and Work-Based Training for Adults and Dislocated Workers](#)
- [Allowable Programmatic Training and ITA Costs Crosswalk](#)





**POLICY  
NUMBER  
074**

## **Administrative Policy**

<b>Title:</b>	Individual Training Account Expenditure Requirements and Waiver Request Process		
<b>Program:</b>	Workforce Innovation and Opportunity Act		
<b>Effective:</b>	June 29, 2012	<b>Revised:</b>	TBD

### **I. PURPOSE AND SCOPE**

The purpose of this policy is to outline the requirements to local workforce development boards (LWDBs) for the use of federal Title I Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker funds for Individual Training Account (ITA) expenditures.

This policy also describes the process for LWDBs to request a waiver of the state ITA requirement.

### **II. BACKGROUND**

Section 445.003(3)(a)1, Florida Statutes (F.S.) requires that at least 50 percent of the Title I WIOA Adult and Dislocated Worker funds that are passed through to LWDBs be allocated to ITAs, unless a LWDB obtains a waiver from the state workforce development board (state board).

### **III. AUTHORITY**

Workforce Innovation and Opportunity Act of 2014, [Public Law 113-128](#), Section 134(c)(2)(A)(xii)(VII), Section 134(c)(3)(D) and Section 134(c)(3)(F)(v)

[Section 445.003\(3\)\(a\)\(1\), F.S.](#)

### **IV. POLICIES AND PROCEDURES**

WIOA funds may only be used to provide training services to eligible participants when there is no grant or other assistance available to pay for training, or the eligible participant requires WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants established

under title IV of the Higher Education Act of 1965. ITAs must be coordinated with other sources of grant assistance as prescribed in [Administrative Policy 122 -Adult and Dislocated Worker Eligibility Program Eligibility](#). Veteran Assistance (VA) benefits for education and training services do not constitute “other grant assistance” under WIOA’s eligibility requirements. Pursuant to Section 445.003(3)(a)1, F.S., tuition, books and fees of training providers, and other training services authorized by WIOA qualify as state ITA expenditures. The [Allowable Programmatic Training and ITA Costs Crosswalk](#) provides direction to LWDBs on what expenditures qualify for the 50% ITA requirement and how the remaining funds should be used for career services (not associated with training costs).

FloridaCommerce established a state ITA cost-category and sub-cost categories to track associated costs and expenditures in the Subrecipient Enterprise Resource Application (SERA). LWDBs are required to submit state ITA expenditures in SERA as outlined in this policy.

## **A. Sub-Cost Categories**

The state ITA cost category is broken down into sub-cost categories which further specify activities allowable under the state ITA expenditure requirement. The sub-cost categories for the state ITA expenditure requirement are outlined below.

### **1. Occupational Skills Training**

Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. LWDBs must give priority consideration to training programs that lead to recognized credentials of value and postsecondary credentials, including those on the Master Credentials List, that align with in-demand and emerging industry sectors or occupations in the local area. The chosen occupational skills training must meet the quality standards in WIOA.

The training must:

- a. Be outcome-oriented and focused on an occupational goal specified in the participant’s individual service strategy.
- b. Be of sufficient duration to impart the skills needed to meet the occupational goal.
- c. Lead to the attainment of a recognized credential of value and postsecondary credential. A credential is documented verification of qualification or competence issued to an individual by a third party with the relevant authority or jurisdiction to issue such credentials (such as an accredited. This includes an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or Federal Government, or an associate or baccalaureate degree.

Supportive services required for participation in an occupational skills training activity are included in this sub-cost category. Any supportive services provided must be in accordance with [Administrative Policy - 109 Supportive Services and Needs-Related Payments](#) and recorded in Employ Florida in accordance with the Employ Florida Service Code Guide.

## **2. Other WIOA Specified Training**

Other WIOA specified training includes:

- a. On-the-job training.
- b. Registered apprenticeship programs.
- c. Programs that combine workplace training with related instruction and may include cooperative education programs.
- d. Incumbent worker training.
- e. Training programs operated by the private sector.
- f. Skill upgrading and retraining.
- g. Entrepreneurial training.
- h. Job readiness training in combination with other training activities.
- i. Adult education and literacy in combination with other training activities.
- j. Customized training.

Supportive services required for participation in an “other WIOA specified training” activity are included in this sub-cost category. Any supportive service provided must be in accordance with [Administrative Policy - 109 Supportive Services and Needs-Related Payments](#) and recorded in Employ Florida in accordance with the Employ Florida Service Code Guide.

## **3. Other Work-Based Learning Opportunities**

Work-based learning opportunities afford WIOA-eligible participants opportunities for career exploration and enhanced skill development. LWDBs may offer programs that incorporate paid and/or unpaid work experiences and have a combined instructional component of academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. [Administrative Policy 100 - Work-Based Learning and Work-Based Training for Adults and Dislocated Workers](#), describes the requirements for such activities.

These expenses are recorded in SERA as Work Experience and Internships.

## **4. Training Program Management**

Costs associated with training program management are staff costs:

- a. Directly related to developing, implementing, or coordinating authorized training programs identified in this policy.
- b. Associated with developing, implementing, or coordinating local training for eligible clients participating in training programs leveraged through other grants (e.g., Temporary Assistance for Needy Families, Pell Grants).

Staff costs are limited to salaries and benefits.

## 5. Training Case Management

Costs associated with training case management are staff:

- a. Costs directly related to case management and job placement services for clients in training (not clients seeking training).
- b. Expenditures associated with the provision of support services to individuals while they are in training.

Staff costs are limited to salaries and benefits.

### B. Requirements for Allocating and Reporting State ITA Funds

LWDBs must allocate and expend a minimum of 50 percent of the WIOA Adult and Dislocated Worker formula funds that they expect to expend each fiscal year (July-June) to satisfy the state ITA requirement. The percentage allocated for state ITA expenditures must be calculated using the carry-forward (estimated or actual when available) plus the portion of any new allocation budgeted for the current year. The required minimum allocation of 50 percent (or waiver percentage) of funds to be expended in the fiscal year must be reflected in the budget that is submitted to FloridaCommerce.

LWDBs must report related expenditures monthly in SERA for each of the specified state ITA sub-cost categories listed in Section IV.A of this policy. The [Allowable Programmatic Training and ITA Costs Crosswalk](#) reflects expenditures that qualify for the state ITA expenditure requirement.

To ensure the most effective use of WIOA funds, LWDBs that are unable to expend the required 50 percent of the Title I WIOA Adult and Dislocated Worker funds on ITAs or that have not secured a state ITA expenditure requirement waiver risk having funds recaptured and reallocated in accordance with [CareerSource Florida Strategic Policy 2002.01.09.A.3. - Recapture and Reallocation of WIOA Funds](#), or other related state guidance upon issuance.

### C. State ITA Waiver Requests

LWDBs that require a state ITA expenditure requirement waiver must submit to FloridaCommerce, a formal request that has been approved by the LWDB and chief local elected official(s) (CLEO). The approved state ITA expenditure requirement waiver request must be submitted to FloridaCommerce's Bureau of Financial Management for review. The following guidelines govern the management of the waiver review process:

1. Applications for waivers must be submitted no later than September 1, 2024, for program year (PY) 2024-2025. Beginning PY 2025-2026, applications for waivers must be submitted prior to July 1 of the PY for which the waiver will apply. Approved waivers are limited to one year.
2. The request must include the following:
  - a. Documentation describing the local budget for ITAs itemized by sub-cost categories as listed in **Section A. Sub-Cost Categories**.
  - b. Documentation showing local strategies and staff employed to increase access to training for customers and to enroll customers in training.

- c. Documentation describing local and regional strategies to limit the ongoing need for a waiver.
  - d. The lack of demand for each authorized training service.
  - e. The financial impact on the provision of client services.
  - f. Documentation showing approval from the LWDB and CLEO.
3. FloridaCommerce may require additional information from the LWDB to negotiate approval of a waiver.

Applications for waivers must be submitted to FloridaCommerce via email at [WaiverRequest@commerce.fl.gov](mailto:WaiverRequest@commerce.fl.gov). FloridaCommerce’s Bureaus of One-Stop and Program Support and Financial Management will review waiver requests for completeness and consult with CareerSource Florida to determine if waiver approval should be recommended to the state board.

**D. State and Local Monitoring**

Services and activities provided under WIOA must be monitored annually for compliance with WIOA requirements by FloridaCommerce. FloridaCommerce will monitor the requirements outlined in this policy and local operating procedures.

LWDBs must establish local fiscal and programmatic monitoring policies and procedures that include, at minimum:

- a. Monthly assessment of compliance with the state ITA expenditure requirements under the waiver.
- b. The roles of the LWDB and provider staff.
- c. Local monitoring procedures for implementation of the state’s policy.

**V. REVISION HISTORY**

<b>Date</b>	<b>Description</b>
TBD	Issued by the Florida Department of Commerce.
TBD	Revised by CareerSource Florida and the Florida Department of Commerce, and approved by the CareerSource Florida Board of Directors.
9/26/2018	Revised and renamed to Individual Training Account Expenditure Requirements and Waiver Request Process and issued by the Florida Department of Economic Opportunity.
6/29/2012	DEO FG-074, Individual Training Account (ITA) Costs Allowable for the 50% Expenditure Requirement, June 29, 2012, issued by the Florida Department of Economic Opportunity.

**VI. ATTACHMENTS**

[Allowable Programmatic Training and ITA Costs Crosswalk](#)

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

## **Action Item 2**

### **CAREERSOURCE FLORIDA STATE WORKFORCE DEVELOPMENT BOARD EMERGENCY RESPONSE STRATEGY**

CareerSource Florida leads collaboration among the state's workforce development system and plays a key role in supporting businesses and job seekers affected by hurricanes, natural disasters, and other events for which a state and federal state of emergency may be declared. In the event of a disaster or emergency situation, it is critical to ensure the demands placed upon the emergency management community and workforce development system are managed strategically, with workforce system operations structured to be both flexible and efficient in maximizing the distribution of assistance across the CareerSource Florida network.

Strategic policy 2024.06.18.A.2– State Workforce Development Board Emergency Response Strategy provides a framework for coordinating services with federal, state, and local partners including the Florida Department of Commerce and local workforce development boards. This policy directs CareerSource Florida to collaborate systematically with these entities to direct activities and serve the needs of local workforce development boards, local workforce development areas, career centers, and Workforce Innovation and Opportunity Act (WIOA) partners before, during, and after disasters and declared states of emergency.

Local workforce development boards, local workforce development areas and their career center staff shall consult with local government, chief local elected officials, and other stakeholders to develop streamlined strategies and policies to engage in systematic processes that ensure uninterrupted communication, collaboration, and service delivery with federal, state, and local partners.

This policy applies to CareerSource Florida, FloridaCommerce, and all local workforce development boards and local workforce development areas. Local workforce development boards shall describe strategies and policies related to this policy in their local workforce development plans.

### **FOR CONSIDERATION**

- **Approve CareerSource Florida Strategic Policy 2024.06.18.A.2– State Workforce Development Board Emergency Response Strategy.**



2024.06.18.A.2

## Strategic Policy

<b>Title:</b>	State Workforce Development Board Emergency Response Strategy
<b>Adopted:</b>	
<b>Effective:</b>	

### I. PURPOSE AND SCOPE

The CareerSource Florida network and its federal, state and local partners play a key role in supporting businesses and job seekers affected by hurricanes, natural disasters and events in which a state and federal state of emergency may be declared. As disasters become more frequent, severe, and complex, it is critical to ensure the demands placed upon the emergency management community and workforce development system are managed strategically and workforce system operations are structured to be both flexible and maximize assistance across the CareerSource Florida network.

This strategic policy describes the role of CareerSource Florida during disasters and states of emergency and provides a framework for coordinating services with federal, state and local partners including the Florida Department of Commerce (FloridaCommerce) and local workforce development boards.

### II. BACKGROUND

To adequately respond to and recover from emergencies and disasters, the Division of Emergency Management (Division) is charged with the responsibility of maintaining a comprehensive statewide program of emergency management and coordinating its efforts with the federal government, with other departments and agencies of state government and private sector organizations that have a role in emergency management. To fulfill these requirements the Division established the State Emergency Response Team (SERT) composed of agency-appointed Emergency Coordination Officers and staff from state agencies, volunteer and non-governmental organizations that operate under the direction and control of the Governor and the State Coordination Officer (SCO) from the Division.

The SERT is grouped into emergency support functions (ESFs) that conduct coordination and completion of response and recovery activities. FloridaCommerce is the lead agency for ESF 18, which coordinates local, state and federal agencies' actions that provide immediate and short-term assistance to business and industry as well as economic stabilization. ESF 18 works with business and industry to identify available resources to meet the needs of the state and its citizens, before, during and after a disaster.

CareerSource Florida works with FloridaCommerce, local workforce development boards, local workforce development areas, career centers and Workforce Innovation and Opportunity Act (WIOA) Combined Planning Partners to monitor and respond to natural disasters and other events that impact the workforce system. This collaboration includes but is not limited to surveying the needs of businesses and job seekers; providing training and guidance; directing the timely dissemination of information; ensuring simplified access to quality services and resources; accurately assessing damage; and delivering direct support and recovery assistance to impacted communities that help businesses and their employees get back to work quickly.

### III. POLICIES AND PROCEDURES

It is the policy of the CareerSource Florida Board of Directors, designated as Florida's state workforce development board, that CareerSource Florida and FloridaCommerce shall collaborate systematically to direct activities and serve the needs of local workforce development boards, local workforce development areas, career centers and WIOA partners before, during and after disasters and declared states of emergency.

During disasters and declared states of emergency, local workforce development boards and local workforce development areas shall support business and jobseeker customers through a combination of activities including but not limited to:

- **Providing simplified access to career centers and dedicated staff through on-site, virtual, and electronic interactions.**
- **Providing access to career center mobile units** as directed and coordinated by CareerSource Florida and FloridaCommerce in consultation with federal and state partners.
- **Providing simplified access to quality customer service and direct services to affected workers** including job training services; filing of reemployment assistance claims; resume preparation and job-readiness workshops; job placement services; career and skills assessment services; labor market information; referrals to community programs; information on the impacts of layoff on health coverage and other benefits; community resource workshops; veterans' programs and services for those with barriers to employment; supportive services; and job fairs and other special events.
- Administration and service delivery of Disaster Recovery Dislocated Worker Grant funding covered by the Disaster/Emergency Declaration including:
  - Working with local governmental and other agencies to assess the need for temporary disaster-relief workers and developing worksite agreements



- to address these needs.
  - Working with local employers to address talent needs in the wake of the disaster/emergency; and
  - Conducting outreach and eligibility determination of individuals applying for workforce services and providing eligible participants appropriate grant services
- Providing expedited access to individuals whose employment has been either lost or interrupted as a direct result of a major disaster and instruction on navigating **the Disaster Recovery Jobs Portal** to find job opportunities or post disaster-related jobs to assist in rebuilding affected communities.
- Providing access to **Rapid Response and Layoff Aversion** activities authorized under WIOA and described in [CareerSource Florida Strategic Policy 2021.06.09.A.2 – Rapid Response and Layoff Aversion System](#) and [Training and Employment Guidance Letter No. 19-16](#), to assist employers and impacted workers prior to and immediately following announcement of layoff or natural or other disaster resulting in a mass job dislocation.
- Encouraging business owners to navigate **FloridaDisaster.biz** to obtain information about preparedness resources, current disaster updates, recovery programs, and to complete the **Florida Business Damage Assessment Survey** to determine damage related to disaster impacts in Florida and understand individual business needs and to inform relief efforts.

In addition, local workforce development boards, local workforce development regions and their career center staff shall consult with local government, Chief Local Elected Officials and other stakeholders to develop streamlined strategies and policies to engage in systematic processes that accomplish the following:

- Creation of local board-led strategies and policies that ensure uninterrupted communication with federal, state and local partners and designation of trained employees to communicate with state and local partners, leadership, and board members before, during and after a state of emergency.
- Collaboration between local workforce development boards, local workforce development regions and state and local partners to develop and publish continuity of operations plans that seek to ensure the safety and availability of staff, minimize disruption of service delivery and maximize cooperation with all partners.
- Ongoing training of incumbent and new staff to ensure strong levels of awareness of operational activities before, during and after a state of emergency.
- Routine outreach including surveys to existing and potential business customers before and after states of emergency to obtain business intelligence and information about community business needs resulting from disasters and other emergencies.

This policy applies to CareerSource Florida, FloridaCommerce and all local workforce

development boards and local workforce development regions.

Local workforce development boards shall describe strategies and policies related to this policy in their local workforce development plans.

#### **IV. AUTHORITIES**

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

[Chapter 445.003 – 445.004, Florida Statutes](#)

[20 CFR Sections 679.100 - 130](#)

[Training and Employment Guidance Letter 19-16](#)

[20 CFR Part 680, Subpart C, Section 682.300 – Section 682.370](#)

[CareerSource Florida Strategic Policy 2020.06.04.A.2 – State Workforce Development Board Roles and Responsibilities](#)

[CareerSource Florida Strategic Policy 2021.06.09.A.2 – Rapid Response and Layoff Aversion System](#)

#### **V. HISTORY**

<b>Date</b>	<b>Description</b>

#### **VI. RESOURCES**

[Florida Virtual Business Emergency Operations Center - FloridaDisaster.biz](#)

[Workforce Services Quick Facts: Mobile Unit](#)

[Workforce Services Quick Facts: State Rapid Response Program](#)

[Disaster Recovery Dislocated Worker Grants](#)

[State of Florida Comprehensive Emergency Management Plan](#)

[ESF 18: Business, Industry and Economic Stabilization Annex](#)

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

## **Action Item 3**

### **CAREERSOURCE FLORIDA STRATEGIC POLICY COMPREHENSIVE EMPLOYMENT, EDUCATION AND TRAINING**

The CareerSource Florida Board of Directors equips local workforce development boards (LWDBs) and local workforce development areas with policy guidance and resources to support businesses and job seekers on a journey toward economic empowerment. CareerSource Florida, the Governor's designated organization responsible for workforce policy and development, designs, implements, and invests in strategies that foster collaboration and cooperation among workforce, education, and industry partners to help Floridians enter, remain, and succeed in the workforce. These strategies help Floridians and Florida businesses, advancing the development of the state's business climate.

The Reimagining Education and Career Help (REACH) Act called for CareerSource Florida to create a state employment, education, and training policy. On December 9, 2021, the CareerSource Florida Board of Directors approved Strategic Policy 2021.12.09.A.1 – Comprehensive Employment, Education, and Training.

Senate Bill 240 (2023) was signed into law amending the REACH Act, eliminating Enterprise Florida, Inc., and renaming the Florida Department of Economic Opportunity as the Florida Department of Commerce.

CareerSource Florida Strategic Policy 2021.12.09.A.1 – Comprehensive Employment, Education, and Training is updated to reflect these changes. This policy directs LWDBs to collaborate with all partners and to develop innovative strategies that focus on:

- Creating simplified access to and excellent customer service for Florida's workforce system that focuses on continuous improvement.
- Aligning programs and resources to meet local demand for labor in occupations that lead to self-sustaining jobs.
- Implementing data-driven accountability measures and quantifiable outcomes related to training programs, employment, and services to Florida businesses.

Local strategies shall prioritize employment, emphasize education and training, and ensure local boards are responsive to Florida employers' demand for labor. These strategies shall be described in each local workforce development board's plan and

should likewise be reflected in the local workforce development board's policies and operations.

### **FOR CONSIDERATION**

- **Approve sending CareerSource Florida Comprehensive Employment, Education, and Training Policy to CareerSource Florida Board of Directors for consideration.**



2021.12.09.A.1

## Strategic Policy

<b>Title:</b>	<b>Comprehensive Employment, Education and Training</b>
<b>Adopted:</b>	12/09/2021
<b>Effective:</b>	12/09/2021

### I. PURPOSE AND SCOPE

The purpose of the CareerSource Florida Board of Directors is to design, implement and invest in strategies that foster collaboration and cooperation among workforce, education and industry partners to help Floridians enter, remain and succeed in the workforce. These strategies help Floridians and businesses and advance the development of the state's business climate. A knowledgeable and skilled workforce is essential for attracting economic development opportunities that align with Florida growth strategies. Efforts at enhancing employment, education and training offer economic growth, upward mobility and diversification of Florida's economy.

Under the Workforce Innovation and Opportunity Act (WIOA), partner programs and entities jointly responsible for workforce and economic development, educational and other human resource programs are responsible for collaborating and creating a seamless, customer focused career center network that integrates service delivery across all programs. This integrated system will enhance job seekers' access to quality skills and employment and create a pipeline of talent for employers to find and hire qualified candidates. Local workforce development boards shall collaborate with partners and to develop innovative strategies that focus on:

- Creating simplified access to and providing excellent customer service for Florida's workforce.
- Focusing on continuous improvement, strengthening partnerships to leverage shared resources and eliminate duplication of services.
- Aligning programs and resources to meet local market demand in occupations that lead to self-sustaining jobs.
- Implementing data-driven accountability measures and quantifiable outcomes related to training programs, employment and services to Florida businesses.

This policy applies to CareerSource Florida, the Florida Department of Commerce and all local workforce development boards. Workforce development boards shall align local strategies and policies for employment, education and training with WIOA, Florida law and the state's workforce development plan.

Local strategies shall prioritize employment, emphasize education and training, and ensure local boards are responsive to Florida employers' demand for qualified workforce talent. These strategies shall be written and placed in each local workforce development board's four-year plan and reflected in the local workforce development board operating policies.

## II. BACKGROUND

WIOA requires each state's workforce development board to assist the Governor in developing, implementing and modifying a state workforce development plan. Florida's WIOA Combined State Plan describes Florida's strategy for supporting the publicly funded workforce system. The strategic policy of Florida's state workforce development board provides direction to ensure that publicly funded workforce development programs are administered consistent with the state plan and are compliant with WIOA.

Florida's WIOA Combined State Plan outlines strategic guidance on delivering services under WIOA and the Wagner-Peyser Act as described in [Training and Employment Guidance Letter No. 19-16](#). The guidance includes developing strategies to create a seamless customer-focused career center network that integrates service delivery across all programs to make it easier for workers to access the services they need to obtain skills and employment.

Florida's WIOA state plan also aligns with the Reimagining Education and Career Help (REACH) Act, which establishes a blueprint for Florida's talent ecosystem to ensure the state has the talent it needs to remain competitive in the new global economy. This blueprint includes strategies to integrate education and workforce systems that will expand and expedite opportunities through increased collaboration aimed at forming education, workforce and industry partnerships.

Local WIOA plans must align with Florida's WIOA Combined State Plan. Local WIOA plans describe how local workforce development boards implement strategies that help Floridians secure good jobs, while providing employers with the skilled workers they need to compete in the global economy.

### **III. POLICIES AND PROCEDURES**

Workforce-related programs must be responsive to business and industry needs by providing recruitment, hiring and training to satisfy Florida employers' current and future talent needs. Strategies should align with state board strategic guidance, local labor market data and industry sector and local business needs. A collaborative approach including industry, education and workforce partners should ensure the efficient use of resources.

It is the policy of the CareerSource Florida Board of Directors, designated as Florida's state workforce development board, that local workforce development boards shall leverage all allowable tools and resources in their authority to:

- Assist Floridians in securing employment that leads to economic self-sufficiency and reduces the need for public assistance.
- Provide opportunities for Floridians to develop skills intended to meet the present and future needs of Florida employers.
- Ensure that workforce-related programs — including those programs operated, delivered, or enabled, in whole or in part, by a state or local entity using federal funds or state appropriations to offer incentives, funding, support, or guidance for any of the purposes below — are responsive to present and future business and industry in relation to:
  - Job training.
  - The attainment of a credential of value identified pursuant to Section 445.004(4)(h)4.c., Florida Statutes and published on the Florida Master Credentials List.
  - The attainment of a postsecondary degree and,
  - Any other program that has, at least in part, the goal of securing employment or better employment for an individual and receives federal funds or a state appropriation.
- Prioritize evidence-based, results-driven solutions to improve outcomes of workforce programs for Floridians and Florida businesses.

- Develop collaborative partnerships that leverage multiple sources of funding to provide services to all customers seeking assistance, especially Florida’s vulnerable populations.
- Identify barriers to coordinate and align workforce-related programs and develop solutions to remove such barriers.

Local workforce development boards shall develop strategies and policies that provide simplified and expanded access to employment, education and training services. Allowable tools and resources include, but are not limited to, those described in Training and Employment Guidance Letter Number 19-16:

- Career services
- Transitional jobs
- Training services
- Training contracts including contracts with individual training providers
- Services for individuals with barriers to employment
- Dislocated worker services
- Services for underemployed and low-income individuals
- In-school and out-of-school youth services
- Work-based training including pre-apprenticeships, registered apprenticeships, customized training, and on-the-job training
- Incumbent Worker Training and Quick Response Training
- Supportive services and needs-related payments
- Other job seeker services, other employer services and other coordination activities
- Rapid response and layoff aversion
- Coordination with WIOA core programs including adult education and vocational rehabilitation
- Services for trade-impacted workers

Local workforce development boards should ensure local policies and procedures allow sufficient use of available and allowable service strategies to meet the goals of the state workforce development board.

#### **IV. AUTHORITIES**

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

[Chapter 445.003 – 445.004, Florida Statutes](#)

[Chapter 2021-164, Laws of Florida](#)

[Training and Employment Guidance Letter No. 19-16](#)



## V. RESOURCES

[The Florida Master Credentials List](#)

# Information Items



## Speaker Bios

### Jimmy Heckman

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

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

### Kristy Farina

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

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