

WORKFORCE INNOVATION AND OPPORTUNITY ACT

# ANNUAL STATEWIDE PERFORMANCE

# REPORT

PROGRAM YEAR 2023-24



**FLORIDACOMMERCE**

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## Introduction: Florida's Workforce System

Florida is home to the nation's third-largest workforce, and our talent pipeline is again ranked number one in the nation (Lightcast; U.S. News and World Report). Under the leadership of Governor DeSantis, Florida has made strategic investments in workforce development resulting in Florida ranking first in the nation for higher education, talent development, on the job training including apprenticeship, and entrepreneurship.

Florida's economic and labor force landscape continued its trend of outpacing the nation during the past program year. For 44 consecutive months, Florida's unemployment rate remained lower than the national rate. Florida's labor force also grew over the program year, increasing 0.4% and adding 47,000 individuals. Private sector employment increased 2.1%, adding 181,700 jobs over the program year which continued a trend of 81 consecutive months of outpacing the national 12-month growth rate.

As the Governor's principal workforce policy and investment board, CareerSource Florida, in collaboration with its network of 21 local workforce development boards, continues to connect employers with qualified, skilled talent and Floridians with employment and career development opportunities to achieve economic prosperity. As of mid-July, more than 321,000 businesses formed in 2024—more than any other state in the nation—and the CareerSource Florida network assisted 63,417 job seekers in securing employment, including 3,997 veterans. Additionally, 26,794 individuals served by the CareerSource Florida Network are now off public assistance.

In February 2022, the CareerSource Florida Board of Directors approved the Florida Workforce System Transformation Plan in alignment with the Reimagining Education and Career Help (REACH) Act, signed into law by Governor DeSantis in 2021. This comprehensive modernization initiative—the first of its kind in nearly 30 years—aimed to create efficiencies and strengthen outcomes for both job seekers and businesses by aligning and consolidating local workforce development areas, creating system-wide improvements, and enhancing regional planning. Notably, the number of local workforce development boards was successfully reduced from 24 to 21.

In 2024, CareerSource Florida strengthened the involvement of Chief Local Elected Officials (CLEOs) in the governance of local workforce development boards by implementing several policy changes. These initiatives aim to enhance accountability, transparency, and collaboration between CLEOs and the workforce boards. Key measures include increased oversight, strategic decision-making, training and support. These efforts have strengthened partnerships between local governments and workforce boards, aligning these efforts with the state's workforce and economic goals.

In 2024, CareerSource Florida submitted the state's first WIOA Combined Plan that exceeds federal requirements by articulating the state's cohesive vision with well-defined goals for the state. This approach demonstrates the transformative success of the REACH Act and Florida's efforts to increase the efficiency of its workforce system by strengthening partnerships among workforce stakeholders, increasing accountability and improving access and alignment to meet employer needs. All core and combined planning partners contributed to the WIOA Combined Plan and aligned to increase the number of educated and skilled Floridians available to meet the needs of Florida businesses.

One important partnership is the Hope Florida initiative serving single parents, individuals on government assistance, individuals with disabilities and their families, Florida seniors, juvenile justice youth, and Florida veterans, among others. Up to \$4.25 million in funding approved by the CareerSource Florida Board of Directors provides a Hope Navigator who works directly with Hope Florida participants at each of Florida's workforce development boards. Since Hope Florida's launch, nearly 30,000 Floridians have reduced or are no longer reliant on government assistance.

The Governor's priorities and those of the state workforce development board are reflected in this report.

**Describe progress towards meeting the state's strategic vision and goals for the workforce system. States have flexibility regarding the contents of the Annual Report Narrative, as long as they address the requested items and stay within the 25-page limit.**

**CareerSource Florida** is the Governor's designated organization responsible for workforce policy and investment. The CareerSource Florida network, comprised of 21 local workforce development boards across the state, facilitates access to education, training, and meaningful employment for job seekers, while also aiding businesses in identifying, developing, and retaining employees through high-impact support. As directed by our business-led board of directors, who are appointed by the Governor, CareerSource Florida works in partnership with the state agencies and educational institutions that make up Florida's workforce development system to ensure that Florida has a robust, globally competitive workforce. During FY 2023-2024, CareerSource Florida provided direction for more than \$226.8 million in annual workforce investments to address the employment and training needs of job seekers, workers, and businesses.

In 2023, the CareerSource Florida Board of Directors approved the Florida Workforce System Transformation Plan, which called for a reduction in the number of local workforce development boards from 24 to 21, which the Governor approved. The plan focused on three main pillars: alignment and consolidation, system-wide improvements, and regional planning. The next evolution of change—called Advancing Florida's Workforce System—will have three focuses through June 2025, including providing ongoing support for the newly consolidated boards, ongoing system-wide improvements, and regional planning. Additional information about this ongoing work can be obtained online at the following link: <https://careersourceflorida.com/boardroom/reach-act/>.

**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, and job training, education and employment services to job-seeking Floridians. This system connects employers with skilled talent and Florida's job seekers with employment and career development opportunities.

**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 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 United States Department of Labor (USDOL) and other federal organizations.

**Identify each waiver that the state has had in place for at least one program year and provide information regarding the state's progress toward achieving the goals and performance outcomes in ETA's letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state's waiver request. Discuss how activities carried out under each approved waiver have**

directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.

### Waivers

Florida had three waivers that were granted during the 2023-2024 program year that were re-approved as part of Florida's 2024-2028 WIOA Combined Plan.

### Recapture and Reallocation of WIOA Funds

Florida submitted a request to the USDOL for a waiver of the reallocation provisions at WIOA Sections 128(c)(3) and 133(c)(3) to allow the State to develop different criteria than required by statute for the reallocation of recaptured funds among local workforce areas. The Employment and Training Administration (ETA) approved the state's request through June 30, 2028, to waive the reallocation provisions and allow Florida to recapture funds according to state-developed criteria.

### WIOA Out-of-School Youth Expenditure Requirement

Florida submitted a request to the USDOL for a waiver associated with the requirement at WIOA Section 129(a)(4)(A) and 20 CFR 681.410 that the State and local areas expend 75% of Governor's reserve youth funds and local formula youth funds on out-of-school youth (OSY). The ETA approved the state's request to lower the expenditure requirement of reserve funds to 50 percent for OSY. Florida was permitted to lower the local youth funds expenditure requirement to 50% for OSY. The waiver is in effect for Program Years 2024 and 2025.

### WIOA In-School Youth Individual Training Accounts

Florida submitted a request to the USDOL for a waiver associated with the requirement 20 CFR 681.410 to allow WIOA individual training accounts for In School Youth. The ETA approved the State's request to waive the requirement limiting Individual Training Accounts to only OSY, ages 16-21. The waiver is in effect for Program Years 2024-2025.

The chart below provides data to demonstrate initial outcomes that are being tracked.

PY	Measure	Total OSY Youth Participants (%)	Total ISY Youth Participants (%)	Total Youth Participants
2022	Total Youth Participants	4,322 (83%)	881 (16.9%)	5,203
2023		4,386 (82%)	958 (18%)	5,344

PY	Program	New OSY Youth Participants	New ISY Youth Participants	Total New Youth Participants
2022	New Youth Participants	2,604	421	3,025
2023		2,509	510	3,019

PY	OSY Enrolled in Education and Training	Using Individual Training Accounts	ISY Enrolled in Education and Training	Using Individual Training Accounts
2022	2,976	846	843	14
2023	3,000	967	911	18

Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Serving Employers, or has any other metrics to assess employer engagement, describe the measure or metric as well.

### 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. Florida's report encompasses all three approaches to gauge 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 PY 2023-2024, Florida's Retention Rate was 60.9%.
- **Repeat Business Customers:** This measure determines whether 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 PY 2023-2024, Florida's Repeat Business Customer Rate was 63.1%. The Repeat Business Customer measure is also included in the state letter grade calculation.
- **Employer Penetration:** This measure determines whether the core programs are serving a large number of employers in an area and meeting their workforce needs. During PY 2023-2024, Florida's Employer Penetration Rate was 2.5%. The Employer Penetration measure is also included in the state letter grade calculation.

Describe (a) current or planned evaluation and related research projects, including methodologies used; (b) efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards; (c) a list of completed evaluation and related reports and links to where they were made accessible to the public electronically; (d) State efforts to provide data, survey responses, and timely site visits for Federal evaluations; and (e) any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

### Current or Planned Research/Evaluation Projects

Florida's Council of 100 released its report "Beyond Sunshine: Advancing Florida's World Class Economy for the Next Generation."

To harness the economic dynamism of Florida's regional economies and ensure continued growth, the Florida Council of 100 created a new economic development strategy centered around regional strengths and leveraging our world-class higher education system. The Florida Council of 100 formed an innovative platform for the regular convening of regional and rural economic development organizations to align common goals with the advancement of unique local initiatives. Underpinning this effort, over the last twelve months, in partnership with McKinsey & Company, the Florida Council of 100 examined the state's six regional and rural economies and identified the industries generating higher-wage and resilient jobs.

This data-driven work provides a framework for the new, globally attractive Florida. The Florida Council of 100 will participate in meetings of the state economic development community, including private companies, economic development organizations, educational and training institutions, political leadership, and investors, and help to create high-value jobs and develop the talent needed to fill them.

*Beyond Sunshine* outlines their approach to business-driven economic development and serves as a roadmap for securing Florida's economic success. The priorities are clear:

- Increase the focus and promotion of high-priority economic clusters in each region.

- Increase jobs in higher-wage industries and align talent at all levels to fill these roles.
- Position Florida domestically and internationally as the best place to start a career, build wealth, and raise a family.

CareerSource Florida leveraged the information in this report to help determine which industry sectors and in which areas would have the greatest impact of utilizing state-level 15% set-aside funding resulting in a greater return on investment.

**Describe the state’s approach to customer satisfaction, which may include such information used for one-stop center certification, in accordance with 20 CFR 678.800. This description should include: 1) the state’s methodologies; 2) the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; 3) the results and whether the results are generalizable to the entire population of customers; and 4) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.**

## **Customer Satisfaction**

### **Employ Florida Customer Satisfaction Surveys**

FloridaCommerce uses a customer service survey to assess the experience of job seekers and businesses using the state’s online labor exchange and case management system, Employ Florida. Integrated within the Employ Florida system, the survey consists of seven questions. During the 2023-2024 program year, customers completed 10,387 surveys. Of those completing the survey, approximately 93% were job seekers and 95% sought assistance with seeking employment or applying for reemployment assistance (unemployment) benefits. Approximately 46% of respondents reported no challenges in finding information on the Employ Florida website, while approximately 49% of respondents reported no challenges in understanding information on the Employ Florida website. Roughly 47% of customers felt the information obtained from Employ Florida met their needs. Lastly, approximately 50% of the respondents rated their overall experience as good or excellent. Results are shared with the Employ Florida vendor for continual improvement.

**In the report, states should provide information on:**

- **Progress made in achieving the state’s strategic vision and goals, as described in the state’s Unified or Combined Plan, for developing its workforce and meeting employer needs to support economic growth and economic self-sufficiency.**
- **Progress made in implementing sector strategies and career pathways. The discussion may include: business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.**
- **If the state has received a small state minimum allotment exception to decrease the minimum out-of-school youth expenditure requirement, describe how the exception has impacted services provided to both in-school youth and out-of-school youth, including specific strategies for serving each population, as well as how the state and/or local area is ensuring serving out-off-school youth remains a priority.**

### **Progress Made in Achieving State Strategic Vision and Goals**

Florida’s vision, established by Governor Ron DeSantis’ Executive Order 19-31, is to be number one in workforce education and talent development by 2030. Florida’s goals for preparing an educated and skilled workforce that meets the needs of Florida’s businesses include:



1. Developing a comprehensive education, employment, and training ecosystem that includes contributions from industry stakeholders and core and combined partners that streamlines access to high-quality workforce services and increases prosperity for employers and workers.
2. Working collaboratively with core and combined partners to expand Florida's labor force to meet employer demand while identifying and addressing barriers for opportunity populations.
3. Reducing duplication of services and maximizing efficient use of human and financial resources to serve Florida businesses and job seekers through aligning and expanding partnerships that leverage and braid funding and coordinate programming to improve outcomes and accountability.
4. Reducing welfare dependency and increasing economic self-sufficiency for Floridians by focusing on community collaboration between workforce, education, industry, and other partners to break down community silos and maximize the effectiveness of workforce development efforts.
5. Diversifying Florida's industry sectors of focus through enhanced, focused engagement with business and education stakeholders to build talent pipelines and enhance Florida's productivity and competitiveness.

### Intentional Collaboration with Economic Development

WIOA recognizes the need for coordination of economic development and workforce development programs. Economic development leaders recognize the future success of 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 21 local workforce development boards work to support the alignment of workforce investments and education and economic development organizations to provide Florida businesses with the skilled workers they need to succeed in a global economy.

**Florida Economic Development Council:** CareerSource Florida serves on the Florida Economic Development Council (FEDC) Board of Directors, offering valuable insights into the state's workforce system and supporting economic development. This commitment is further demonstrated by the participation of 25 members from 11 local workforce development boards within the CareerSource Florida network.

In April 2024, 15 representatives from the CareerSource Florida network attended the Florida Economic Development Council's Annual Conference, including CareerSource Florida President and CEO, Adrienne Johnston, who spoke on the value of the CareerSource Florida network and the strong partnership with Florida's economic development community.

**FloridaCommerce and SelectFlorida:** Florida's previous statewide economic development organization, Enterprise Florida, was dissolved by the Florida Legislature through House Bill 5 in 2023 and reformed as SelectFlorida to absorb the state's international commerce functions. Operating as a Direct Support Organization under the newly created Florida Department of Commerce, or FloridaCommerce, SelectFlorida is a partnership of businesses, government leaders, and economic development partners working together to improve Florida's economy, and serves as a catalyst for economic development, economic diversification into targeted industries, and high-wage job creation for Floridians. The CareerSource Florida network works closely with FloridaCommerce and SelectFlorida 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 such as recruitment, hiring, and training assistance through Quick Response and Incumbent Worker Training grants.

### Credentials Review Committee

After establishing Florida's inaugural Master Credentials List (MCL) in February 2023, CareerSource Florida continues to ensure the list reflects the state's emerging needs. The list—a comprehensive roster of state-approved degree and non-degree credentials that prepare Floridians for in-demand occupations—aligns the state's education system with the projected talent needs of various industries. The MCL serves as a public and transparent inventory of credentials that hold value in the current and future job market, guiding workforce education and training programs by informing the public about these valuable credentials. It is determined by the Florida Credentials Review Committee (CRC) made up of education, industry and workforce development leaders. The MCL is updated quarterly and helps inform and direct 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.

As of October 22, 2024, the Master Credentials List includes:

- 292 degree credentials
- 849 non-degree credentials
- 539 industry certifications
- 301 registered apprenticeships/579 registered apprenticeship occupations

### Letter Grades

Under the REACH Act, letter grades for local workforce development boards are released annually to provide greater transparency and accountability in Florida's workforce and education systems. To learn more about local workforce development board letter grades, please visit the [CareerSource Florida Analytics website](#).

### Reducing Welfare Dependency

CareerSource Florida continues to direct policy decisions to support federal and state goals of reducing welfare dependency. CareerSource Florida launched the innovative [Florida CLIFF Dashboard](#) in 2021. In June 2023, the CareerSource Florida Board of Directors approved a [strategic policy](#) requiring the use of the suite of CLIFF tools in all 21 local workforce development areas. CareerSource Florida continues to promote the use of these tools to assist Floridians in overcoming benefit cliffs during career advancement expanding use of the tool to partner agencies like the Department of Education's Division of Blind Services and Division of Vocational Rehabilitation, as well as the Department of Children and Families.

### Sector Strategies and Business Engagement Strategies

The CareerSource Florida network employs a sector strategies approach to business engagement by aligning public and private resources to build a skilled workforce that meets employer talent needs and defines career pathways for workers. These regional, industry-focused strategies improve career opportunities for job seekers and enhance industry competitiveness. Effective sector strategies rely on strong partnerships among businesses, workforce development, education, training, economic development, labor, and community organizations. Under WIOA, we prioritize these strategies to meet employer needs while developing career pathways for individuals.

In September 2024, the CareerSource Florida Board of Directors approved an updated Sector Strategies Strategic Policy that applies to CareerSource Florida, FloridaCommerce, and all local workforce development boards. The key program objectives include aligning workforce solutions with industry needs, creating and sustaining strong community and business partnerships, leveraging data for informed decision making, ensuring accountability and continuous improvement, and sustaining and scaling efforts.

In May 2023, Florida signed Senate Bill 240 into law, which required each local workforce development board to create an education and industry consortium comprised of representatives from educational institutions and businesses in their designated service delivery area. Each local workforce development board has since developed a consortium that meets at least quarterly. These consortiums also provide quarterly reports to their local workforce development board which outline local information related to educational programs and industry needs to inform the local boards on programs, services, and partnerships in the service delivery area. These quarterly reports are published on the respective local workforce development board's website and included in each local workforce development board's Workforce Innovation and Opportunity Act local plan, as well as on CareerSource Florida's website.

CareerSource Florida also has a robust Sector Strategies toolkit on its website, so that all local workforce development boards have resources and tools to support their sector partnerships and strategies. That toolkit can be found here: [CareerSource Florida Sector Strategies Toolkit](#).

### 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 play a dual role, ensuring that Florida's industries have access to the most highly qualified workforce while equipping students 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 marketing and outreach initiative, Florida achieved a 9% increase in the total number of registered apprenticeship and pre-apprenticeship programs over last year, which resulted in 32 new registered apprenticeship programs and 11 new registered pre-apprenticeship programs.

The number of newly registered apprentices grew by 21% resulting in 6,043 new active apprentices registered. There were 2,167 apprentices that completed their program in the past year, an increase of 32 over the previous year. Apprentices who completed their program and received an apprenticeship certificate of completion earned an average exit wage of \$27.81 per hour, which equates to an annual salary of \$57,837, an increase of \$4,376 over the previous year.

### Apprenticeship Figures from Florida Department of Education

State of Florida Fiscal Year	2020-2021 <sup>1</sup>	2021-2022 <sup>2</sup>	2022-2023 <sup>3</sup>	2023 - 2024 <sup>4</sup>
Active Apprentices	15,787	15,479	17,435	22,444
New Apprentices	3,500	3,757	5,005	6043
Graduates	1,875	1,917	2,135	2167
Active Programs	258	275	303	329
New Programs	19	27	36	32
Preapprenticeship Programs	42	53	62	68

<sup>1</sup>[Florida's Annual Apprenticeship and Preapprenticeships Report Year 2020-2021](#)

<sup>2</sup>[Florida's Annual Apprenticeship and Preapprenticeships Report Year 2021-2022](#)

<sup>3</sup>[Florida's Annual Apprenticeship and Preapprenticeships Report Year 2022-2023](#)

<sup>4</sup>[Florida's Annual Apprenticeship and Preapprenticeships Report Year 2023-2024](#)

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 a talent pipeline for Palm Beach County businesses. These pathways have been developed in targeted industry sectors including finance, information technology, 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 employment feeding the workforce talent pipeline within Palm Beach County. Each pathway contains links that link to a program of choice for more information and enrollment in education in Palm Beach County’s main industries.

### Talent Pipeline Management

The U.S. Department of Commerce's Talent Pipeline Management (TPM) is a strategic workforce development approach aimed at addressing the skills gap and labor shortages in various industries. TPM emphasizes close collaboration between employers, educational institutions, and workforce development organizations to align training and education programs with the specific needs of employers. This approach involves building partnerships known as "employer collaboratives" where industry leaders define the competencies and skills required for in-demand jobs, ensuring that educational institutions can tailor their programs accordingly. TPM encourages data-driven decision-making, tracking workforce needs in real-time, and fostering a demand-driven system that helps businesses access a skilled and responsive talent pool.

### Sector Analysis

Florida is home to over 198,000 financial and professional services establishments that provide services in finance, insurance, architecture, legal services, accounting, consulting, engineering, and more. Florida has 86 major banks with more than \$291 billion in-state assets and more than 2,000 regulated insurance companies doing business in the state, making Florida a major center of finance and insurance. Florida’s proximity to Latin America and the cultural ties of its residents to the region have helped position the state as an international banking center. The Financial and Professional Services industry cluster makes up approximately 13.8% of total employment for all industries in Florida. Florida’s Financial and Professional Services industry cluster had 198,210 establishments and employment of 1,331,3961 in 2023. Employment was up 47,207 jobs (+3.7%) over the year. The 2023 average annual wage for workers in the Financial and Professional Services industry cluster was \$111,084, exceeding the average annual wage for all industries (\$66,4511) by 67.2%. Florida has also seen significant growth in the number of companies calling the Sunshine State home. According to a recent Hire A Helper study, Florida saw an 86% net gain of corporations that moved their headquarters there, the highest net gain of any 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. Over the past five years, 140 companies have relocated or expanded to Palm Beach County, bringing in more than \$1.12 billion in capital investment and 13,110 jobs, according to the Palm Beach County Business Development Board.

**Advanced Manufacturing:** Florida’s manufacturing industry accounts for more than \$58 billion in output to the state’s economy. Our state 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 2023, Florida reached a new highest peak with 420,687 manufacturing jobs in 2023, an increase of 3.1 from 2022. All 21 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 partnerships and continuous collaboration with FloridaMakes, the state’s manufacturing extension

partnership, and its Advanced Manufacturing Workforce Leadership Council under its 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: 1) expansion of apprenticeship opportunities and 2) marketing efforts to shift career perceptions through its high school adoption initiative.

With support from CareerSource Florida, FloridaMakes continues to expand its statewide advanced manufacturing apprenticeship program, providing Florida's manufacturers with 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 students with lifestyles, work schedules, and geographical barriers that often prohibit participation in traditional "in-class" offerings.

**Trade and Logistics:** Florida's Logistics and Distribution industry cluster had 63,420 establishments and employment of 720,302 in 2023. Employment in this cluster was up 18,471 jobs (+2.6%) over the year from 2022. As the "Gateway to the Americas," Florida's unique geographic location provides a worldwide hub of 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 tracks, 20 commercial airports, and six active spaceports.

CareerSource Northeast Florida's Transportation and Logistics team was a partner in FlexCold's transition to Phase II. The Phase II Grand opening increased their storage capability to 55,000 pallet positions and an additional 355,000 square feet of warehouse space. They were able to add 20 new employees, enabling them to add a weekend shift and become a 24/7 organization providing cold storage logistics support to the northeast. CareerSource Northeast Florida awarded FlexCold \$17,000 through the Customized Training Program to upskill their employees in the new phase.

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

### **Healthcare:**

The Florida Hospital Association (FHA) reported significant progress in reducing nurse and allied health professional vacancies and turnover rates in 2024. According to the report, the overall nursing vacancy rate dropped to 7.8%, a 62% reduction from 2022, with over 16,000 vacancies compared to 58,000 in 2022. Allied health vacancies also saw improvement, with an 11% vacancy rate, a 28.1% decrease from 2022, and over 8,000 vacancies.

According to FHA's report, key initiatives contributing to these improvements include the state's PIPELINE and LINE funds, which have significantly reduced workforce shortages. Governor Ron DeSantis' 'Live Healthy' legislation allocated \$716 million to enhance healthcare access and workforce stability, including \$30 million for the FRAME program to assist nurses with student loan reimbursement. Since 2022, more than \$350 million has been invested in healthcare workforce partnerships and training, with additional support from the Hometown Heroes program. Hospitals are also adopting flexible employment models to reduce contract labor and enhance retention.

Despite recent improvements in retention, Florida still faces a significant healthcare workforce shortage. The Florida Nurse Workforce Projections report indicates that by 2035, the state will be short of 59,100 nurses and 18,000 physicians.

CareerSource Florida's strategic funding initiatives, ongoing support across the state of the healthcare sector, and the expanded use of Registered Apprenticeships are significantly enhancing the state's healthcare talent development outcomes. By committing nearly \$1 million in WIOA state set-aside funds, CareerSource Florida is addressing critical workforce shortages and supporting the training of healthcare professionals, directly impacting the number of individuals entering healthcare occupations in four of our 21 local workforce development board regions. As of the end of the 2022-2023 program year, there were 32 healthcare apprenticeship program occupations and currently there are 48 healthcare occupations. Registered Apprenticeships are essential for training and upskilling healthcare workers in Florida, addressing talent gaps due to the growing demand for healthcare services and the shortage of skilled workers.

Additionally, the Florida Legislature has expanded funding for CareerSource Florida's Incumbent Worker Training grant priorities to support nonprofit hospitals and healthcare facilities operated by local government entities, enabling them to offer nursing and allied health care opportunities for workers to acquire new or improved skills. These healthcare organizations can now apply for up to \$150,000 in funding to support necessary skills training for their healthcare staff.

**Information Technology:** CareerSource Florida's collaboration with local workforce development boards, partners, and employer-led groups is vital in addressing the talent needs in the technology industry. Florida continues to face an urgent need to reskill its workforce and deliver in-demand tech talent. The Information Technology (IT) industry cluster had 47,395 establishments and employment of 323,065 in 2023. 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 opportunities. During the program year, collaboration with partners such as the Florida Technology Council and Registered Apprenticeship Sponsor CommHIT are helping shape Florida's response to IT workforce needs.

**Aviation and Aerospace:** Florida has long been the world's premier gateway to space, an air traffic hub for the western hemisphere, a major center for flight training and maintenance/repair/overhaul operations, and home to 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 2,909 establishments in 2023 with employment of 144,648. Employment was up 12,198 jobs (+9.2 percent) from 2022. Florida's aviation/aerospace industry continues to be among the state's primary target industries for growth.

In the 2023-2024 program year, CareerSource Florida worked with state leaders, industry representatives, local workforce development boards and educational partners to discuss common credentials, certifications, and training needs with the goal of seeding and better aligning offerings at local workforce development boards, state colleges, technical colleges, state universities and private post-secondary institutions. Ongoing 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 short and long-term talent pipelines and accelerate Florida's competitiveness in this legacy sector.

### The state's performance accountability system including:

- Any specific state performance measures or goals and progress towards meeting them.
- Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance.
- The state's common exit policy, including which ETA-funded partner programs are included in the state's common exit policy.
- Negotiated performance levels for local areas for Titles I and III core programs for program years 2023-2024.
- The state's approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.

### 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 continually monitoring performance 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 support continuous improvement. The structure is custom-designed to cover major programs including WIOA, Wagner-Peyser, Welfare Transition (Temporary Assistance for Needy Families), and SNAP Employment and 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, providing information about how state and federal performance requirements impact their board's performance outcomes.

During the 2023-2024 program year, CareerSource Florida's Strategic Policy and Performance Council defined and then received regular updates on leading indicators of performance, such as WIOA participant enrollment trends including new enrollments in training services, services to businesses, and outcomes on programs funded through WIOA Governor's Set-Aside dollars. These regular updates and analyses help to inform decision making by the state board. Strategic Policy & 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.

- 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. These systems gather exit information on participants and provide real-time data elements for case management and performance reporting.

The table below displays Florida’s negotiated rates for the required indicators of performance and the actual statewide outcomes achieved. The state of 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 PY 2023-2024 performance exceeded the 90% standard for 18 of the 18 indicators of performance.

**State WIOA Statewide Indicators of Performance  
Program Year 2023- 2024**

<b>WIOA Primary Indicators of Performance</b>	<b>Negotiated Goal</b>	<b>Actual Performance</b>	<b>Difference Compared To 90% of Goal</b>
Adult Employment – 2nd Quarter After Exit	85.5% (77.0%)	86.0%	+9.0%
Adult Employment – 4th Quarter After Exit	80.7% (72.6%)	86.6%	+14.4%
Adult Median Earnings – 2nd Quarter After Exit	\$8,411 (\$7,570)	\$9,983.50	+\$2,413.50
Adult Credential Attainment within 4th Quarter After Exit	75.0% (67.5%)	76.8%	+9.5%
Adult Measurable Skills Gains	60.0% (54.0%)	85.1%	+31.0%
Dislocated Worker Employment – 2nd Quarter After Exit	85.0% (76.5%)	87.2%	+10.5%
Dislocated Worker Employment – 4th Quarter After Exit	80.2% (72.2%)	86.4%	+13.8%
Dislocated Worker Median Earnings – 2nd Quarter After Exit	\$10,093 (\$9,084)	\$10,717	+\$1,633
Dislocated Worker Credential Attainment within 4th Quarter After Exit	82.7% (74.4%)	75.2%	+0.6%
Dislocated Worker Measurable Skills Gains	60.0% (54.0%)	87.6%	+34.0%
Youth Employment – 2nd Quarter After Exit	81.4% (73.3%)	79.6%	+6.7%
Youth Employment – 4th Quarter After Exit	77.6% (69.8%)	79.9%	+10.2%
Youth Median Earnings – 2nd Quarter After Exit	\$3,864 (\$3,478)	\$4,812	+\$1,334
Credential Attainment within 4th Quarter After Exit	80.0% (72.0%)	76.6%	+5.0%
Youth Measurable Skills Gains	60.0% (54.0%)	79.8%	+26.0%
Wagner-Peyser Employment – 2nd Quarter After Exit	65.0% (58.5%)	69.1%	+10.5%
Wagner-Peyser Employment – 4th Quarter After Exit	64.2% (57.8%)	68.5%	+11.2%
Wagner-Peyser Median Earnings – 2nd Quarter After Exit	\$5,659 (\$5,093)	\$7,547	+\$2,454



## 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 Indicators of Performance Program Year 2023-2024

WIOA Indicators of Performance	State Goal	Boards Achieving	% Of Boards
		Local Goal	Achieving Local Goal
Adult Employment – 2 <sup>nd</sup> Quarter After Exit	85.5%	22 of 24	91.7%
Adult Employment – 4 <sup>th</sup> Quarter After Exit	80.7%	24 of 24	100.0%
Adult Median Earnings – 2 <sup>nd</sup> Quarter After Exit	\$8,411	24 of 24	100.0%
Adult Credential Attainment within 4 <sup>th</sup> Quarter After Exit	75.0%	18 of 24	75.0%
Adult Measurable Skills Gains	60.0%	24 of 24	100.0%
Dislocated Worker Employment – 2 <sup>nd</sup> Quarter After Exit	85.0%	19 of 24	79.2%
Dislocated Worker Employment – 4 <sup>th</sup> Quarter After Exit	80.2%	18 of 24	75.0%
Dislocated Worker Median Earnings – 2 <sup>nd</sup> Quarter After Exit	\$10,093	20 of 24	83.3%
Dislocated Worker Credential Attainment within 4 <sup>th</sup> Quarter After Exit	82.7%	15 of 24	62.5%
Dislocated Worker Measurable Skills Gains	60.0%	21 of 24	87.5%
Youth Employment – 2 <sup>nd</sup> Quarter After Exit	81.4%	21 of 24	87.5%
Youth Employment – 4 <sup>th</sup> Quarter After Exit	77.6%	22 of 24	91.7%
Youth Median Earnings – 2 <sup>nd</sup> Quarter After Exit	\$3,864	24 of 24	100.0%
Youth Credential Attainment within 4 <sup>th</sup> Quarter After Exit	80.0%	15 of 24	62.5%
Youth Measurable Skills Gains	60.0%	21 of 24	87.5%
Wagner-Peyser Employment – 2 <sup>nd</sup> Quarter After Exit	65.0%	24 of 24	100.0%
Wagner-Peyser Employment – 4 <sup>th</sup> Quarter After Exit	64.2%	24 of 24	100.0%
Wagner-Peyser Median Earnings – 2 <sup>nd</sup> 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 to protect data integrity and promote 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 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 a corrective action plan.

## Activities provided by state funds:

Activities provided with the funds reserved by the governor, which can be up to 15% of the state's allotment. In this section of the narrative, states may describe activities undertaken in whole or in part with their Governor's Reserve and how those activities have directly or indirectly impacted performance.

### Activities Implemented Through Governor's Set-Aside

The CareerSource Florida Board of Directors allocates state set-aside funds 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 2023-2024 program year, the CareerSource Florida Board of Directors approved the allocations to reflect the strategic initiatives and priorities of Governor Ron DeSantis to strengthen alignment among CareerSource Florida, the FloridaCommerce, and the Florida Department of Education to enhance WIOA implementation and further support Florida's economic growth.

### Florida Healthcare Training Initiative

The Florida Healthcare Training Initiative (FHTI) is a specialized program under WIOA that focuses on enhancing healthcare training opportunities and fostering a skilled healthcare workforce in Florida. FHTI recognizes the critical role of well-trained healthcare professionals in delivering quality healthcare services and aims to provide accessible and comprehensive training programs to individuals seeking healthcare careers. The CareerSource Florida Board of Directors provided \$2.75 million for this two-year initiative. The workforce boards participating in this initiative include CareerSource Escarosa, CareerSource Okaloosa Walton, CareerSource Northeast Florida, and CareerSource Broward.

### 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. The initiative is in the second of three years. The dollars were awarded to three local workforce development boards on Florida's Space Coast to create the Florida Atlantic Workforce Alliance. This allocation represented close to one-third of a more than \$27 million investment in the industry sector leveraging funds from FloridaCommerce's Job Growth Grant Fund, and the Department of Education's Cybersecurity and IT Training Grant and Pathways to Career Opportunities Grant.

### Apprenticeship Navigators

The CareerSource Florida Board of Directors approved \$1.75 million to fund dedicated Apprenticeship Navigators at each local workforce development board. Apprenticeship Navigators create and implement outreach plans to educate employers, jobseekers, and other stakeholders about the benefits of Registered Apprenticeship Programs. They create awareness of the benefits of Registered Apprenticeships to employers, education providers, business associations, and other potential stakeholders across their regions, 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 support 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 the Workforce Innovation and Opportunity Act (WIOA).

### Hope Florida – A Pathway to Prosperity

Spearheaded by First Lady Casey DeSantis and implemented through the Florida Department of Children and Families and other partner agencies, Hope Florida Navigators are funded in the CareerSource Florida network with the Governor's WIOA Set-Aside. The CareerSource Florida Board of Directors approved \$2.5 million in WIOA funding to support Hope Florida – A Pathway to Prosperity, and \$1.75 million in Wagner Peyser funding to provide dedicated Hope Florida Navigators. Hope Navigators throughout the state work to strengthen coordination between DCF and Florida's LWDBs to guide Floridians on an individualized path to economic prosperity, economic self-sufficiency and hope by focusing on community collaboration between private sector, faith-based community, nonprofits and government entities to break down traditional community silos. A referral process involving regional DCF offices and local workforce development boards allows access to specialized services and programming to help Hope Florida program participants find jobs, enroll in training, and launch new career pathways that lead to self-sufficiency and economic prosperity.

### 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 existing full-time employees. CareerSource Florida implemented a new priority evaluation for grant applications to align with the REACH Act. Priorities include training linked to credentials on Florida's Master Credentials List and hospitals operated by non-profit or government entities to provide opportunities for employees to acquire new or improved skills. The CareerSource Florida Board of Directors approved \$3 million for the 2023-2024 program year. CareerSource Florida awarded 69 Incumbent Worker Training grants totaling \$2.9 million to help companies train and retain more than 2,700 full-time employees. Industries served by Incumbent Worker Training grants include manufacturing, professional services, insurance, health care, trade and logistics, construction and many others.

### Quick Response Training Program

The state of Florida appropriated \$7.5 million dollars for the state Quick Response Training Program. Available to new and expanding companies, this nationally recognized grant program provides funds to create specialized training specifically for new hires in high-skill industries. During the 2023-2024 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 infotech. More than 2,700 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 allocated for rapid response activities with a balance set aside as 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 closing 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 closure regardless of the number of affected employees, 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 screens employers adversely affected by the influence of foreign trade and competition to facilitate Trade Act petitions. For program year 2023-2024, a total of 207 WARN notices were processed statewide impacting 12,080 workers.

To support rapid response and layoff aversion activities, the state subscribed to EconoVue, a business intelligence data platform which provides real-time, actionable business information for use by state and local workforce development partners. By accessing this platform, state and local workforce development board staff can assess material changes within business operations and 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 re-employment with local businesses and in surrounding counties.

CareerSource Florida Board of Directors approved \$3.5 million to fund local rapid response coordinators. In addition to these coordinators, local rapid response teams include business development representatives, local trade adjustment assistance coordinators, Division of Vocational Rehabilitation business outreach specialists, WIOA case managers, Local Veteran Employment Representatives (LVERs), and representatives from Department of Children and Families. Florida's decentralized model for providing rapid response services facilitates immediate and, whenever possible, on-site sessions that provide direct linkage of 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 and to assist in times of natural disaster. Mobile career centers offer a full array of employment, reemployment and employer services.

### Rural Initiatives

Florida 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 supplementary allocations for local workforce development boards identified as rural boards to further support operations. The \$2 million allocated to this category fund critical workforce development needs in Florida's rural communities.

- **Rapid response activities and layoff aversion, which may include:**
  - **Data on number of companies served and number of individuals served.**
  - **Discussion of strategies for linking Rapid Response recipients to American Job Centers and processes for intake or co-enrollment in the Trade Adjustment Assistance and the Dislocated Worker programs.**
  - **Discussion of layoff aversion strategies, including any metrics/outcomes developed and/or tracked by the state with respect to layoff aversion, such as return on investment or measures showing the economic benefits or Rapid Response and layoff aversion.**
  - **Discussion of how Rapid Response and layoff aversion activities are aligned with business engagement, sector strategy, and career pathway efforts, which may include a discussion of any systems, tools, networks or approaches designed to identify companies in distress and strategies to deliver necessary solutions as early as possible, as well as outcomes of the use of such systems of tools.**
  - **Discussion of specific types of services or workshops provided to both companies and affected workers.**

- **Activities provided under the Wagner-Peyser Act Employment Services section 7(b) (e.g., services to groups with special needs of extra costs of exemplary models for delivering services).**

## 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 in numerous boards and organizations to help craft policy and deliver services throughout the state. These include:

**Veterans:** With funding from the U.S. Department of Labor Veterans' Employment and Training Service (USDOL 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 (CPs) throughout the CareerSource Florida network. The JVSG also supports the State Veterans' Program Office, including the state veterans program coordinator (SVPC) and assistant coordinator, as well as regional veterans program coordinators and veteran readiness and employment coordinators. The State Veterans' Program Office ensures consistency and excellence in program service delivery through technical assistance, policy, training and monitoring.

Florida's JVSG program prepares veterans, transitioning service members and eligible persons for meaningful careers. The program offers eligible persons employment services delivered through the 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 by LVER staff. Several military and veteran initiatives were conducted for PY 2023-2024 including:

**Paychecks for Patriots:** Paychecks for Patriots is a partnership of the Florida Department of Commerce, 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. Local workforce development boards across the state host Paychecks for Patriots events each fall to strengthen connections between veteran job seekers and Florida's employers. 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 is online at [www.FloridaJobs.org/PaychecksforPatriots](http://www.FloridaJobs.org/PaychecksforPatriots).

**Veterans' Performance Incentive Awards:** The incentive awards are provided to recognize workforce development boards 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 PY 2023, for the small board category, CareerSource Okaloosa Walton won first place and CareerSource Gulf Coast won second place. For the medium board category, CareerSource Escarosa won first place and CareerSource Brevard won second place. Lastly, for the large board category, CareerSource Tampa Bay won first place and CareerSource Palm Beach County won second place.

**Department of Defense SkillBridge Program:** FloridaCommerce partnered 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 Florida Department of Commerce’s 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 in SkillBridge and maintain their DoD salary and benefits during the training period. In PY 2023-2024, FloridaCommerce employed two SkillBridge service members.

**Veterans Workforce Summit:** the FloridaCommerce State Veterans Program Office successfully hosted its third Florida Veterans Workforce Summit in PY 2023-2024. 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 200 participants and featured presentations from several partner agencies, including Veterans Florida, the Office of Federal Contract Compliance Program, and the National Labor Exchange.

**HIRE Vets Medallion Program:** Florida promoted the HIRE Vets Medallion Program (HVMP) through the CareerSource Florida network and the JVSG program. As noted in [Veteran Program Letter 02-19](#), the HIRE Vets Medallion program provides employers an opportunity to receive special recognition from USDOL for hiring and retaining veterans. During 2023, HVMP applications were accepted January 31, 2023, through April 30, 2023. For 2023, Florida was ranked second in the nation with 66 employers recognized as HIRE Vets Medallion winners.

The JVSG program met and exceeded all negotiated performance targets for PY 2023-2024:

JVSG Indicators of Performance 2023	State Goal	State Performance	% Achieving Goal
Employment – 2 <sup>nd</sup> Quarter After Exit	51%	58.6%	114.9%
Employment – 4 <sup>th</sup> Quarter After Exit	59%	57.5%	117.3%
Median Earnings – 2 <sup>nd</sup> 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 with high concentrations of active military bases. Military family employment advocates deliver workforce services to spouses and dependents of active-duty military personnel by providing targeted workforce services and promoting military family members as potential employees to prospective employers.

**The Assistive Technology Advisory Council:** CareerSource Florida maintains representation on the State of 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 who have 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 of Florida.

**Provide Information about Dislocated Worker Grants awarded to or within the state and how those funds are coordinated with state rapid response activities and dislocated worker programs as well as how the grants fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.**

### **National Dislocated Worker Grants**

FloridaCommerce managed two Disaster Recovery Dislocated Worker Grants (DWG) during the program year.

**Hurricane Ian DWG:** Florida was awarded \$30 million to respond to damage caused by Hurricanes Ian and Nicole and by the severe storm and flooding in Broward County. The grant period is September 2022 through September 2025. 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, as well as provide career services and training to eligible participants. By the end of June 2024, 631 participants were served, of which 588 were employed in temporary disaster-relief jobs.

**Hurricane Idalia DWG:** Florida received conditional approval for \$20 million and received \$6,666,667 through June 2024 to respond to damage caused by the storm. The grant period is August 2023 through August 2025. Two local workforce development boards are participating in this grant to date—both smaller areas with rural and coastal counties. The most significant impact of this storm was on clam growers in the crook of Florida’s Gulf Coast whose properties were damaged, and crops lost. Growers and their contracted employees have been employed in temporary disaster-relief jobs to clean up the properties and restore the lost crops. By the end of June 2024, 203 participants were served, of which 198 were employed in temporary disaster-relief jobs.

To ensure that Florida meets federal requirements for the State Trade and Rapid Response Program, TAA participants eligible for services are to be co-enrolled into the WIOA/Dislocated Worker (DW) Program and primarily served through this program. This process is included in the Co-enrollment Help Center located on FloridaJobs.org and in Administratively Policy.

**Provide information about the technical assistance needs of the state workforce system.**

### **Technical Assistance Needs of the State Workforce System**

As part of its Workforce System Transformation Plan, Florida reduced the number of local workforce development boards from 24 to 21 and is in the process of designating WIOA regional planning areas. Florida moved from a WIOA Unified Plan to a WIOA Combined Plan bringing in partners from the Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Senior Community Service Employment Program, Reemployment Assistance, Trade Adjustment Assistance, Jobs for Veteran State Grants, and Community Services Block Grant programs in the state.

**Provide information about promising practices, lessons learned, and success stories that focus on serving employers, communities and individuals with barriers to employment, including information based on the state’s evaluation and related research projects. This discussion should cover a broad range of at-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals who are basic skills deficient, individuals with limited language proficiency, individuals with disabilities, veterans, the long-term unemployed and other individuals with barriers to employment, or other populations the state may wish to discuss.**

## Promising Practices, Lessons Learned, and Success Stories

**Hope Florida – A Pathway to Prosperity:** Local workforce development boards are working hand-in-hand with the Florida Department of Children and Families’ Hope Navigators to assist individuals in overcoming barriers to employment, employment assistance, engage in training opportunities, and provide wrap-around support services. This partnership promotes awareness of the benefits of the Hope Florida initiative to employers, individuals, education providers, business associations, and other potential stakeholders across their regions, and work with those stakeholders to recruit businesses as Hope Florida employers. More recently, the Hope Florida initiative has expanded to include Florida’s very large veteran population as part of its efforts through the Paychecks for Patriots events held across the state. As noted above, more than 6,700 veterans and their family members participated in prior Paychecks for Patriots events and 4,000 gained employment.

## Provide information about challenges the state workforce system faces, which may include policy, implementation, or other relevant challenges.

### Addressing State Workforce System Challenges

The REACH Act addresses the evolving needs of Florida’s economy by increasing the level of collaboration among state businesses and education communities. While the Credentials Review Committee works to identify in-demand credentials and career paths for Florida job seekers and businesses, the workforce system seeks to expand training models that address the skills gap including work-based learning and customized training programs.

The larger workforce ecosystem is redefined in Florida to encompass 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 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. FloridaCommerce is leading this transformational initiative to build a consumer-first online opportunity portal allowing for common intake across core and combined partners and simplified access to state, federal, and local services and tools. This multi-year endeavor brings together management information systems from the 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, this portal will provide Floridians with broader access to education and training options, labor market information, career planning tools, workforce training, and education support. This initiative will take place over three to five years and set a foundation for enhanced coordination and service delivery to all Floridians.

### Conclusion

The CareerSource Florida Board of Directors is committed to supporting Florida’s continued economic growth and its goal to be number one in workforce education by 2030. Initiatives undertaken in 2023-2024 focused on setting the foundation for an entire workforce system transformation for the state. Leading into 2024-2025 efforts will continue to strengthen collaboration and create a uniform experience for job seekers and businesses resulting in:

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



- Improved consistency in performance and compliance monitoring.

The REACH Act and workforce system transformation provides a comprehensive blueprint for enhancing access, alignment, and accountability across Florida's workforce development system and remains a priority of the CareerSource Florida Board of Directors. Under the leadership of Florida's Governor and Legislature, and working closely with numerous local, state, and federal partners, the Florida workforce system will continue implementing future-focused and impactful strategies that anticipate, meet and exceed the needs of Florida's growing businesses and workforce sectors.