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Action Item 2

CAREERSOURCE FLORIDA WORKFORCE POLICY 088 PERFORMANCE REQUIREMENTS FOR LOCAL WORKFORCE DEVELOPMENT BOARDS

The State Workforce Development Board helps the Governor develop and update accountability measures for the workforce system, ensuring high-quality services that meet business needs efficiently. Local workforce development boards (LWDBs) are essential in enhancing their local workforce systems and regional economies. They must:

- Maximize and continue to improve the quality of service, customer satisfaction, and effectiveness of services provided.
- Demonstrate effective collaboration with WIOA partners and workforce stakeholders.
- Maximize WIOA performance outcomes, in part through negotiations and eventual agreement upon local performance indicators with chief elected officials and the Governor.

CareerSource Florida Administrative Policy 088 – Performance Requirements for Local Workforce Development Boards provides guidance and information to LWDBs on performance requirements, to include requirements on negotiated local levels of performance and letter grades, required alignment among various performance measures, how performance is monitored, and potential consequences for local boards not meeting performance requirements.

CareerSource Florida and FloridaCommerce revised Administrative Policy 088 to clarify the policy, add new objectives and implementation details. Revisions include:

- **Performance Outcomes:** Information on both key federal performance indicators and state issued letter grades for LWDBs in one policy.
- **Performance Standards:** LWDBs must meet at least 90% of their performance targets. Annual reports are available 45 days after the program year ends, and adjusted performance levels will be provided.
- **Improvement Plans:** For performance issues, LWDBs may need to participate in mandatory technical assistance activities and the development of an Improvement Plan, which must be presented to the State Board for approval.

- **Letter Grades:** LWDBs are assigned letter grades based on performance and accountability measures identified by the Reimagining Education and Career Help (REACH) office in collaboration with CareerSource Florida and FloridaCommerce. These grades help LWDBs align with state and federal requirements.
- **Accountability Measures:** LWDBs are evaluated on their performance targets, which include return on investment, service to individuals with employment barriers, and engagement with employers and partners.
- **Support for Low Performers:** CareerSource Florida and FloridaCommerce will assist LWDBs with consistent low performance through targeted technical assistance and training.

FOR CONSIDERATION

- **Approve revisions to CareerSource Florida Workforce Policy 088 – Performance Requirements for Local Workforce Development Boards.**