



**POLICY
NUMBER
088**

Workforce Policy

Title:	Performance Requirements for Local Workforce Development Boards		
Program:	Workforce Innovation and Opportunity Act		
Effective:	07/20/2015	Revised:	02/20/2025

I. PURPOSE AND SCOPE

The purpose of this policy is to provide guidance and information to Local Workforce Development Boards (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.

II. KEY PROGRAM OBJECTIVES

LWDBs play a critical role in supporting their local workforce development system and regional economies. Consistent with the requirements outlined in 20 CFR 679.300 and 679.370, LWDBs are required to:

- 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 the negotiations and agreement upon local performance indicators with chief elected officials and the Governor.

The State Workforce Development Board, per 20 CFR 679.130, must assist the Governor in the development and updating of comprehensive accountability measures across the workforce

development system and its programs, including LWDBs. Performance and accountability measures for LWDBs are interconnected and designed to ensure the delivery of high-quality services aligned with business needs for maximum efficiency and return on investment.

III. MEASURABLE PERFORMANCE OUTCOMES

- [WIOA Primary Indicators of Performance](#)
- [LWDB Letter Grades](#)

IV. BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability measures and reporting requirements to assess the effectiveness of states and LWDBs in achieving positive outcomes for individuals served by the adult, dislocated worker and youth programs (WIOA) and the employment services program (Wagner-Peyser). For each state, the performance accountability measures must consist of the primary indicators of performance outlined in WIOA sec. 116(b)(2)(A) and the additional indicators of performance identified by the state (if any). For each local area, the local performance accountability measures must consist of the applicable primary indicators of performance outlined in WIOA sec. 116(b)(2)(A), additional indicators of performance identified by the state (if any) and the local level of performance for each indicator. Each LWDB is subject to the same primary indicators of performance that apply to the state.

V. AUTHORITY

WIOA Sections 107, 116, 122, and 133

20 Code of Federal Regulations (CFR) sections [679.130](#), [679.300](#), [679.130](#), and [679.370](#)
<https://www.ecfr.gov/current/title-20/chapter-V/part-679/subpart-C/section-679.300>
<https://www.ecfr.gov/current/title-20/chapter-V/part-679/subpart-C/section-679.370>
[Section 14.36, Florida Statutes](#)

Sections [445.004](#) and [445.007](#), Florida Statutes

VI. POLICIES AND PROCEDURES

A. Negotiated Local Levels of Performance

1. Negotiations and Adjustment Factors

LWDBs, Chief Local Elected Officials (CLEOs) and the Governor are required to negotiate and reach an agreement on local levels of performance based on the state negotiated levels of performance established under WIOA sec. 116(b)(3)(A). In negotiating the local levels of performance, adjustments shall be made for the expected economic conditions and characteristics of participants to be served by the LWDB using the statistical adjustment model developed pursuant to WIOA sec. 116(b)(3)(A)(viii). In addition, the negotiated local levels of performance applicable to a program year must be revised to reflect the actual economic conditions experienced and the characteristics of the populations served by the LWDB during such program year using the statistical adjustment model.

Negotiations for local levels of performance will be conducted every two years and will commence following the completion of the state's negotiations with the United States Department of Labor.

2. Required Threshold for Meeting Local Levels of Performance

For each performance indicator, an LWDB is determined to have met the standard if its performance is at or above 90 percent of the negotiated standard. Annual performance reports are available approximately 45 days after the end of the fourth quarter of a program year. Subsequent to the release of this information, the Florida Department of Commerce (FloridaCommerce) will produce the adjusted levels of performance for each LWDB in alignment with the statistical adjustment model.

3. Annual Performance Review Meeting

FloridaCommerce will meet with each LWDB annually to review the local area's performance outcomes as required by Chapter 445.007(3), F.S. During this meeting, FloridaCommerce will communicate the LWDB's performance standing for the program year (for each performance indicator), as well as provide a summary of programmatic and fiscal monitoring report findings.

4. Failure to Meet Local Levels of Performance

If an LWDB fails to meet the negotiated local levels of performance in any program year, technical assistance will be provided. The technical assistance may include:

- a. Assistance in the development of a performance improvement plan;
- b. The development of a modified WIOA local plan; and
- c. Other actions designed to assist the LWDB in improving performance.

When providing technical assistance, FloridaCommerce will take into consideration extenuating circumstances and/or variables not within the LWDB's control that may have impacted local performance when determining whether an LWDB failed to meet local performance standards, such as:

- a. Natural disasters that impacted local program operations;
- b. State and/or local economic and labor market conditions; and
- c. Mass layoffs in the local area that may have impacted elements of local performance.

B. Performance Improvement Plans

If it is determined that technical assistance will be provided to an LWDB in the development of a performance improvement plan (PIP), consideration will be given to the extent and nature of the identified opportunity to improve. The LWDB and FloridaCommerce will develop the PIP, which is required to be publicly available once developed. Progress on the implementation of PIPs is evaluated by FloridaCommerce and presented to the State Workforce Development Board.

For failures to meet negotiated local levels of performance, examples of PIP elements may include, but are not limited to:

1. Develop and implement a mandatory staff training plan that describes how the training helps to correct identified programmatic deficiencies and an assurance that the training will be executed within the first three months of the PIP. Once the mandatory staff training is executed, the LWDB shall provide supporting documentation to FloridaCommerce that the mandatory training has been executed, including verification that all relevant staff received said training.
2. Participate in one or more mandatory technical assistance activities provided in the areas where deficiencies were noted. The LWDB is required to provide a report on when and how recommendations/suggestions resulting from participation in the technical assistance activities will be incorporated into the LWDB's local operating procedures/program processes.
3. Complete monthly self-assessment reviews and submit summary reports to FloridaCommerce for the duration of the PIP.
4. Conduct quarterly performance status meetings with FloridaCommerce for the duration of the PIP.
5. Develop internal review processes to evaluate implementation of revised processes and policies and provide reports to FloridaCommerce as part of the quarterly review.
6. Require the LWDB to assemble a team of experts or a workgroup to identify systemic issues that may have resulted in failure to meet performance. Using the workgroup's findings, develop local board approved strategies to address areas of poor performance that include benchmarks, timelines with achievement/performance improvement milestones, and performance indicators to measure quarterly performance improvements.
7. Submit a modified local plan that accurately reflects the revised direction for the local board.
8. Disqualify the LWDB for performance incentives.

FloridaCommerce will review the LWDB's performance improvement efforts quarterly to determine if sufficient progress is being made towards achieving acceptable performance. FloridaCommerce will evaluate and verify all reports submitted by the LWDB and make the following determinations regarding the status of the LWDB's PIP:

1. **PIP Closure** – an LWDB that has satisfactorily achieved performance standards through corrective action will be considered compliant and the PIP will be closed.
2. **Continuance** – The LWDB has not satisfactorily achieved performance compliance but is showing improvement. The LWDB will be required to continue to work towards performance compliance under the original PIP conditions.
3. **Continuance with Modifications** – The LWDB has not satisfactorily achieved performance compliance and will remain on a PIP; however, modifications will be made to promote compliance efforts.
4. Engage in sanctions as prescribed in [Administrative Policy 104, Sanctions for Local Workforce Development Boards' Failure to Meet Federal and State Standards](#).

C. Sanctions

If an LWDB fails to meet the adjusted levels of performance for the same primary indicator of performance for a third consecutive program year, corrective action must be taken in accordance with WIOA sec. 116(g) and 20 CFR 677.220, as further prescribed in [Administrative Policy 104, Sanctions for Local Workforce Development Boards' Failure to Meet Federal and State Standards](#). The corrective action must include the development of a reorganization plan in consultation with the Governor.

D. Letter Grades

Per 20 CFR 679.130(d), one of the requirements of the state's workforce development board, CareerSource Florida, is the development and updating of comprehensive performance and accountability measures. Consistent with this requirement as well as those outlined in sections 445.004 and 14.36, Florida Statutes, CareerSource Florida makes public letter grades that have been calculated for each LWDB. LWDBs should utilize this information, as well as other data, to ensure alignment within local WIOA plans, state performance indicators, and LWDB performance.

Required data and information that must be part of LWDB accountability measures include the following:

- LWDB performance on local negotiated WIOA targets (20 CFR 679.370 and s. 445.004, F.S.)
- Measures of return on investment (20 CFR 679.370 and s. 445.007, F.S.)
- Improvement by each local workforce development board in the long-term self-sufficiency of participants to include LWDB level of service to individuals with barriers to employment in their local area and how well the services provided meet the workforce needs of those individuals (20 CFR 679.370, s. 445.007 and s. 14.36, F.S.), and
- Measures of effectiveness of engagement with employers, businesses, and state-level WIOA partners (including co-enrollment with state-level WIOA partner programs), (20 CFR 679.370 and s. 445.007, F.S.)

Given the above and consistent with both federal and state requirements, the REACH office in collaboration with CareerSource Florida and FloridaCommerce, develops letter grades for each LWDB. The approved methodology for the annual calculation of letter grades shall be [publicly posted](#) by CareerSource Florida annually by October 15th.

Collaborative Review of LWDB Performance

CareerSource Florida will review LWDB performance in collaboration with the REACH office and FloridaCommerce to identify assistance and support(s) needed by LWDBs scoring in the fourth quartile. Additionally, Performance Improvement Plans, as referenced above, may contain additional required actions for LWDBs scoring in the fourth quartile. Identified LWDBs will receive notice if the development of a Performance Improvement Plan is required, which must be presented to the State Workforce Development Board for review and approval.

VII. IMPLEMENTATION

1. Local workforce development boards and local workforce development regions shall engage key stakeholders and relevant partners as necessary to ensure accurate and timely reporting.

2. Local workforce development boards shall develop policies to ensure the policies and procedures of this policy are completed.
3. Local workforce development boards shall ensure performance documentation is submitted to the FloridaCommerce accurately and in a streamlined and authoritative manner directed by the Department.
4. Local workforce development boards shall implement necessary human resources and data management systems to submit regular performance and financial reports detailing progress towards identified performance targets to include negotiated goals and information on return on investment.
5. Local workforce development boards and the FloridaCommerce shall develop feedback mechanisms to gather and share input including identifying technical assistance and other needs.
6. Failure to develop internal procedures or execute this policy may result in monitoring findings or corrective action.
7. Additionally, following negotiations between FloridaCommerce and the LWDBs, the Negotiated Levels of Performance on the WIOA primary indicators become the standard against which LWDB performance is measured biennially, as reflected in Appendix 1: Performance Goals for the Core Programs in the WIOA Combined Plan.
8. Similarly, current LWDB performance on [letter grades](#) is reported quarterly, and this performance is aggregated in the annual letter grade assigned to each LWDB by October 15, per [Chapter 445.004\(8\), F.S.](#)

VIII. REVISION HISTORY

Date	Description
02/20/2025	This policy is revised to streamline the Purpose and Scope, add Key Program Objectives, and a section on Implementation.
02/20/2020	Revised, renamed and approved by the CareerSource Florida Board of Directors.
07/20/2015	Issued by the Florida Department of Economic Opportunity as FGOSPS-88, Corrective Action and Reorganization for Failure to Meet Local Performance.

IX. RESOURCES

[LWDB Approved WIOA Plans](#)

[2024-2027 WIOA Combined Plan](#)