

Approved _____ X _____
Disapproved _____

Action Item 2

REVISIONS TO THE AVAILABILITY OF SERVICES TO FLORIDIANS WORKFORCE POLICY

The Governor and the CareerSource Florida Board of Directors, as the State Workforce Development Board, recognize the vital role local workforce development boards play in ensuring Floridians have access to the resources and services needed to obtain meaningful employment. Consistent with requirements outlined within both state and federal law, requiring local workforce development boards (LWDBs) to provide universal access to workforce services for both job-seekers and employer customers (section [445.003, Florida Statutes](#) and [20 CFR Part 678](#)) CareerSource Florida, and the Florida Department of Commerce (FloridaCommerce) collaborated to revise Workforce Policy P9 – Availability of Services to Floridians. This policy was approved by action of the CareerSource Florida Board of Directors in September 2021.

This policy is revised to set clear expectations for local workforce development boards (LWDBs) and career centers, focusing on improved support for jobseekers and now includes expectations specific to LWDB outreach to Florida businesses. Boards are required to publicly post one-stop career center hours, respond quickly and effectively to customers, and communicate clearly across services and programs. Aligned with the [REACH Act's](#) goals to improve workforce coordination and expand opportunities for meaningful employment and economic freedom for Floridians, this policy:

1. Guides LWDBs in delivering fast and effective services to Floridians, and
2. Strengthens accountability and transparency to ensure consistency for customers and improved leveraging of public funds.

CareerSource Florida and FloridaCommerce worked closely with LWDBs to refine policy goals, establish measurable outcomes, and build in systems to implement and monitor progress. These updates also ensure that customer service standards are met, local procedures are aligned, and service delivery is consistent statewide. This policy helps ensure workforce services are more efficient and accessible – connecting jobseekers with opportunities and helping businesses find the talent they need to grow Florida's economy.

This policy applies to CareerSource Florida, FloridaCommerce, all 21 LWDBs and all regional workforce development areas. Local workforce development boards shall address local strategies and their policies on availability of services in their local workforce development board plans.

FOR CONSIDERATION

- **Approve revisions to CareerSource Florida Workforce Policy P9 – Availability of Services to Floridians.**