



**Policy
Number
P9**

Workforce Policy

Title:	Availability of Services to Floridians		
Type:	Programmatic		
Program:	One-Stop Career Centers		
Effective:	September 21, 2021	Revised:	08/21/2025

I. PURPOSE AND SCOPE

Local workforce development boards (LWDBs) are required by law to provide universal access to workforce services for both job-seeker and employer customers.¹ This policy outlines statewide expectations for LWDBs, including setting and publicly posting one-stop career center hours, enhancing customer responsiveness, and maintaining clear, comprehensive communication to create a system that supports individuals in finding employment, assisting businesses in finding talent, and advances economic opportunities across Florida. Aligned with the REACH Act's goals to improve workforce coordination and expand opportunities for meaningful employment and economic freedom for Floridians², 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.

II. KEY PROGRAM OBJECTIVES

1. Provide high-quality, responsive, timely, and effective customer service that meets the needs of job seekers and employers.
2. Provide planned, targeted outreach to engage jobseekers and employers to increase community engagement, improve access to workforce services, strengthen business partnerships, and align with the needs of local employers to improve employment outcomes for those with barriers to employment within the local area.

¹ [20 CFR Part 678; § 445.004\(10\), Fla. Stat.](#)

² [Chapter 14.36, F.S](#)

3. Ensure availability of services to all Floridians—including Florida businesses, jobseekers with disabilities, limited English skills, those receiving public assistance, or other employment barriers—using universal design in physical and digital spaces.
4. Coordinate seamlessly across WIOA core and combined partner programs to deliver integrated services that support high-quality education, training, and employment outcomes.
5. Maintain transparency and accountability by clearly posting service hours, available resources, and accessibility information at career centers and on LWDB websites.
6. Foster continuous improvement by using customer feedback, data (including complaint resolution data), and staff input to enhance service delivery and ensure positive employment outcomes.

III. MEASURABLE PERFORMANCE OUTCOMES

1. Performance Measures to include:

a. For Job Seekers

- i. Outreach to potential participants (numbers by area, population type and identified barriers).
- ii. Time to determine eligibility.
- iii. Time to service provision.
- iv. Training and employment outcomes.
- v. Customer satisfaction ratings at least twice a year utilizing a variety of formats including one that is electronically accessible.

b. For Employers

- i. Business outreach (numbers by industry sector and business size)
- ii. Number of active partnerships (including apprenticeships, preapprenticeships, customized training, incumbent worker training, internships, work experience, and On-the-Job Training (OJT))
- iii. Number of active partnerships by industry sector
- iv. Time to execution of partnership agreements or contracts (including OJT)
- v. Business satisfaction ratings at least twice a year utilizing a variety of formats including one that is electronically accessible.

2. Compliance Measures to include:

- a. Posted hours, signage, and communication in compliance with state and federal regulations and [Florida Workforce System Statewide Brand Policy](#)
- b. Digital, physical, and telephonic accessibility in compliance with federal and state regulations

IV. POLICIES AND PROCEDURES

Each LWDB shall maintain service delivery standards in accordance with its Grantee-Subgrantee Agreement, the following policies and procedures, and all other applicable laws, rules, and guidelines.

The Governor sets statewide service delivery standards, requiring LWDBs to submit WIOA Local Plans that align with Florida's WIOA Combined Plan. Consistent with [Chapter 73B-7, Florida Administrative Code](#) and as directed by FloridaCommerce:

1. WIOA Regional and Local Plan Instructions mandate that career centers provide services during standard business hours at designated locations.
2. Each local workforce board signs a Grantee-Subgrantee Agreement with FloridaCommerce.
 - a. LWDBs must adopt and publicly post annual schedules of operations, covering daily hours, holidays, and service availability.
 - b. Centers affiliated with colleges or universities may align their schedules with the academic calendar.
3. FloridaCommerce and CareerSource Florida must be notified of schedule changes impacting the availability of walk-up services to Floridians as soon as possible.
 - a. Schedule changes must be approved in advance by FloridaCommerce, except in cases of emergencies, such as natural disasters or government directives.
 - b. If an emergency closure occurs, boards must notify FloridaCommerce and CareerSource Florida within 48 hours to ensure continuity of services using a method designated by FloridaCommerce.

A. Customer Service Expectations for One-Stop Centers and LWDBs Serving Job Seekers

LWDBs and career centers shall maintain a welcoming and safe environment that:

1. Has readily available options to support job seekers with challenges or barriers impeding meaningful participation.
2. Ensures all signage and communication follow the Florida Workforce System Statewide Brand Policy and encourage job seekers, including those with barriers to employment (childcare, transportation, homelessness, and other needs) to participate in person or online.
3. Does not employ any policy, procedure or signage at a LWDB site that functions as a bar to job seekers with children, or other identified barriers, from entry to those sites.
4. Engages potential customers in the community to ensure that job seekers are aware of available services.
5. Communicates in a timely, responsive, and respectful way when responding to requests from job seekers.

6. Determines jobseeker customer eligibility promptly and delivers services efficiently with a high level of communication and opportunities for feedback.
7. Gathers and shares data on job seeker satisfaction to inform training and supports increased job-seeker satisfaction, including:
 - a. timeliness of interactions;
 - b. provision of service and support;
 - c. clarity of communication; and
 - d. results from services provided.
8. Has a publicly available process that tracks and resolves customer complaints.
9. Provides training to employees on improving customer service and the roles of career center employees designated to resolve customer complaints.
10. Includes program outlines and descriptions of customer service goals in the LWDB WIOA Local and Regional Plans³.
11. Implements LOPs that align with customer service standards and other goals identified in the LWDB WIOA Four-year and Two-Year plans⁴.

B. Customer Service Expectations for One-Stop Centers and LWDBs Serving Employers

LWDBs and career centers shall:

1. Engage in strategic, data-driven outreach with employers and businesses within the community to ensure awareness of available services.
2. Communicate in a timely, responsive and respectful way when responding to requests from businesses.
3. Provide timely and efficient services and support.
4. Gather and share data on business customer satisfaction that inform training and supports increased business and community satisfaction, including:
 - a. timeliness of interactions
 - b. provision of service and support;
 - c. clarity of communication; and
 - d. results from services provided.
5. Have a publicly available process that tracks and resolves business customer complaints.
6. Train employees in improving customer service and on the role of career center employees designated to resolve customer complaints.
7. Include a program outline and customer service goals in the LWDB WIOA Four-year and Two-Year plans.
8. Implement LOPs that align with goals identified in the LWDB WIOA Four-year and Two-Year plans.

C. Availability and Hours of Operation

³ [Chapter 73B-7, F.A.C.](#)

⁴ [Chapter 73B-7, F.A.C.](#)

Comprehensive one-stop career centers must be open to the public for walk-up service during regular business hours and at least eight hours a day, Monday through Friday.⁵ As is common practice across the state, local career centers may offer additional service hours, in-person, or virtual appointments to accommodate individuals who work during regular business hours. Customers seeking in-person services at one-stop career centers should not be denied entry or access to services at those centers based on physical appearance, presence of children, or any other indicator that may be associated with the existence of a barrier to employment.

Career centers must clearly display their hours of operation on-site. Additionally, each LWDB, workforce area, and career center staff must provide customers with information on hours of operation and services available at other career centers in their local area. The schedule of operations, including standard hours and holiday closures (following state holidays), must be posted prominently on the LWDB's website in an easily accessible format.

Any restrictions to, or changes in standard availability or hours of operation must be communicated to and approved by CareerSource Florida and FloridaCommerce prior to the change occurring and using a method designated by FloridaCommerce.⁶

V. IMPLEMENTATION

LWDBs must include applicable local strategies in their WIOA Local and Regional Plans and operating policies. FloridaCommerce will monitor implementation.

VI. AUTHORITIES

[Public Law 113-128, The Workforce Innovation and Opportunity Act \(WIOA\)](#), Sections 107-108.

[20 CFR Part 678 and 20 CFR 679.500](#)

[Training and Employment Guidance Letter 04-15](#)

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

Agreement Between Local Workforce Development Boards and the Florida Department of Commerce ([The Grantee-Subgrantee Agreement](#))

[CareerSource Florida Administrative Policy 93 – One-Stop Career Center Certification Requirements](#)

[Florida Workforce System Statewide Brand Policy](#)

⁵ See [20 CFR § 678.305\(c\)](#).

⁶ Notifications of emergency closures must be consistent with [Insert Link to Workforce Policy – Emergency Response and Disaster Recovery].

VII. HISTORY

08/22/2025	Revised to incorporate Key Program Objectives, Measurable Performance Outcomes, and Implementation elements that require strategies and local operating procedures, including description of customer service standards and complaint resolution to be incorporated into WIOA Local Four-Year Plans and Two-Year Modifications; Emphasizes supporting individuals in finding employment, assisting businesses in finding talent, and advancing economic opportunities.
09/21/2021	Approved by CareerSource Florida Board of Directors

VIII. RESOURCES

[WorkforceGPS - Using Data to Help Open Doors for Universal Access and Outstanding Customer Service](#)