

AVAILABILITY OF SERVICES TO FLORIDIANS WORKFORCE POLICY DEVELOPMENT TRACKER

A. GENERAL INFORMATION

Policy Name: [Workforce Policy P9 - Availability of Services to Floridians \(2021\)](#)
Policy Type: Programmatic
Program: One-Stop Career Centers
Policy Rationale: This policy requires revisions to clarify key objectives, define measurable performance outcomes, and incorporate implementation and monitoring processes. Additional updates should ensure compliance with customer service standards, integrate local operating procedures, standardize service delivery, and improve access to one-stop career centers. These changes aim to enhance efficiency, consistency, and accessibility within workforce development services.
Date to Publish: August 22 – August 29

B. PROJECT SUMMARY

Consistent with requirements outlined within both state and federal law, local workforce development boards (LWDBs) are to provide universal access to workforce services for both jobseeker and employer customers (section 445.004, Florida Statutes and 20 CFR Part 678). 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 advancing economic opportunities across Florida.

CareerSource Florida and FloridaCommerce worked with executive directors and staff of local workforce development boards, and CareerSource Florida leadership to align the updated policy with the law, and existing policies.

C. OVERVIEW OF CHANGES

	Substantive Change	Location	Reason
1	The Purpose and Scope is clarified to emphasize universal access and customer responsiveness and to better align to the REACH Act to strengthen accountability and transparency to ensure consistency for customers and improved leveraging of public funds	Section I. Purpose and Scope (Page 1)	This strengthens the focus on clear communication and economic opportunity. 20 CFR Part 678 445.004(10), Fla. Stat.
2	Key Program Objectives added to include targeted outreach to job seekers and employers, enhanced accessibility for individuals with barriers including those with disabilities, language barriers, and customers on public assistance; emphasis on high-quality	Section II. Key Program Objectives (Page 1-2)	Key objectives serve as guiding principles that define the strategic and operational goals of the policy. This helps ensure clarity, consistency, and effectiveness by outlining

	customer service, integrated service delivery across WIOA partners; transparency in service hours and available resources; and focus on continuous improvement using feedback and data (including complaint resolution data).		what the policy aims to achieve.
3	Measurable Performance Outcomes added to include job seeker metrics related to WIOA indicators of performance, employer metrics related to outreach, partnerships, and business customer satisfaction ratings; and inclusion of compliance metrics; jobseeker and employer customer satisfaction ratings must be completed at least twice a year utilizing variety of formats including one that is electronically accessible.	Section III. Measurable Performance Outcomes (Page 2)	Measurable outcomes serve as key indicators of success and effectiveness allowing the SWDB, LWDBs, and stakeholders to assess whether the policy achieves its intended purpose.
4	Background Section Removed	Section IV. Background	Removed.
5	For changes in the availability of walk-up service hours at any CareerSource location in Florida, officials must get prior approval from FloridaCommerce. The only exception is for emergencies such as hurricanes or government directives. LWDBs must notify FloridaCommerce and CareerSource Florida within 48 hours, methods designated by FloridaCommerce.	Section IV(3)(a). Policies and Procedures (Page 3)	Notifying and obtaining approval from CareerSource Florida and FloridaCommerce of hours of operation and availability ensures consistency, accountability, and coordination across CareerSource locations and provides awareness of changes to public service availability. By requiring prior approval (except in emergencies) and timely notification, it helps maintain reliable access to services for job seekers and protects against disruptions in workforce support. It also ensures emergency decisions are properly documented and communicated, reinforcing transparency and continuity in operations statewide.
6	Career centers and LWDBs must create a safe, welcoming space for all job seekers, especially those facing barriers like childcare, transportation, or homelessness—by providing comprehensive, helpful support, clear communication, and access to services in person or online. Career center staff must respond respectfully and promptly to inquiries, evaluate eligibility timely, track customer satisfaction and	Section IV(A), Policies and Procedures, Customer Service Expectations for One-Stop Centers and LWDBs Serving Job Seekers (Pages 3-4)	Reflects core principles of the Florida Workforce Development System and implementation of local workforce plans. Chapter 73B-7, F.A.C. Chapter 73B-7, F.A.C.

	complaints, train staff on service improvement, and align goals with workforce plans to ensure consistently high-quality service.		
7	Career centers and LWDBs are expected to actively connect with employers through targeted, data-informed outreach and provide fast, respectful, and effective service. LWDBs must gather feedback from businesses to improve customer satisfaction, offer transparent complaint resolution processes, train staff on handling employer concerns, and ensure all customer service goals are clearly outlined and aligned with strategic workforce plans.	Section IV(B): Policies and Procedures, Customer Service Expectations for One-Stop Centers and LWDBs Serving Employers (Page 4)	Career centers and workforce boards are expected to build stronger partnerships with employers by using data, feedback, and strategic planning. This helps them quickly respond to labor market needs, improve training programs, boost job placements, and close skill gaps and transform career centers into proactive leaders in growing and supporting the regional workforce.
8	Career centers in Florida must be open for walk-in services at least eight hours a day, Monday through Friday, and may offer additional hours or virtual appointments to serve those with scheduling challenges. These centers must not turn away customers based on appearance, presence of children, or other potential barriers to employment. Hours of operation must be clearly displayed on-site and online, and any changes to availability must be approved in advance by CareerSource Florida and FloridaCommerce.	Section IV(c), Policies and Procedures, Availability and Hours of Operation (Page 4-5)	Grantee-Subgrantee Agreement requires boards to adopt and publicly post annual schedules of operations, covering daily hours, holidays, and service availability. 20 CFR § 678.305(c).
9	Local Operating Procedures (LOPs) are required and must be written into local Four-Year WIOA Plans and monitored by FloridaCommerce.	Section V. Implementation (Page 5).	LOPs help local areas provide guidance for career center staff and further define and clarify how programs are operated locally.
10	Section VI. Implementation describes monitoring requirements.	Section V. Implementation (Page 5).	This policy requires FloridaCommerce to monitor the requirements outlined in this policy and LOPs. LWDBs must establish local monitoring policies and procedures aligned with this policy.

C. LEGAL REFERENCES AND APPLICABLE GUIDANCE

[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](#)

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