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Action Item 3

REVISIONS TO WORKFORCE POLICY 0124 STATEWIDE STANDARDIZATION OF TOOLS AND SERVICES

Public Law 113-128, the Workforce Innovation and Opportunity Act (WIOA), is designed to help job seekers access employment, education, training and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The Governor, the CareerSource Florida Board of Directors and the Florida Department of Commerce (FloridaCommerce) are committed to the appropriate and necessary use of federal and state workforce development funds. This commitment includes employing innovative strategies to streamline Florida's employment and training programs and provide universal access through a one-stop delivery system for employment services.

In 2021, Florida enacted the REACH Act to improve workforce development. In 2023, CareerSource Florida and FloridaCommerce worked with partners to create system-wide improvements for consistency and efficiency in areas like technology, administration, and procurement. The REACH Act requires the state board to reduce duplication and use resources efficiently. Senate Bill 240 added rules for consistent procurement and cost savings. The state board adopted **CareerSource Florida Workforce Policy 0124 - Statewide Standardization of Tools and Services** to provide guidance to local workforce development boards (LWDBs) on the requirement for the statewide use of state-procured tools and services and the framework for decision-making. Standardizing tools and resources ensure that a consistent experience for customers and staff statewide. The benefits of creating a uniform experience for job seekers and businesses include but are not limited to:

- Ease of expansion of relations with partner agencies, community-based organizations, businesses and other partners that work across multiple local workforce development areas.
- Structured and predictable delivery models that allow targeted performance analysis, troubleshooting and diagnosis, and implementation of continuous improvement models.

The CareerSource Florida Board of Directors serves as the principal workforce policy organization for the state as described in [Chapter 445.004\(2\), Florida Statutes](#). The state board establishes and directs the vision for the state workforce system. Federal and state law describes what items the state workforce development board (SWDB) must review,

approve, or consider, including workforce development policies. CareerSource Florida and the Florida Department of Commerce (FloridaCommerce) review policies for effectiveness and efficiency. Consistent with [20 CFR 683.215\(d\)](#) and goals established in [Section 14.36, Florida Statutes](#), Workforce Policy O124 – Statewide Standardization of Tools and Services is revised to establish a unified framework for statewide standardization of tools and services and provide guidance for the use of state-procured resources. This policy combines two policies developed during workforce system transformation and reduces duplication, promotes consistent use of state procured tools or services, and provides LWDBs an option to submit a waiver for consideration if a separate tool or service has been determined to better meet local needs.

CareerSource Florida and FloridaCommerce worked closely with LWDBs to refine policy goals, establish measurable outcomes, and incorporate systems to implement and monitor progress. The policy was sent to all 21 LWDBs from September 22 to October 2, 2025, for consultation. CareerSource Florida received 12 comments from two LWDBs. A thorough review of the comments was conducted by CareerSource Florida and FloridaCommerce. 73% of the feedback was incorporated into the policy.

This policy applies to CareerSource Florida, FloridaCommerce, all 21 LWDBs and all regional workforce development areas. LWDBs shall address local strategies and their policies on procurement of tools and services in their local operating procedures.

FOR CONSIDERATION

- **Approve revisions To CareerSource Florida Workforce Policy O124 - Statewide Standardization of Tools and Services.**