

Approved _____ X _____
Disapproved _____

Action Item 2

REVISIONS TO CAREERSOURCE FLORIDA WORKFORCE POLICY 092 STAFF TRAINING AND CREDENTIALING

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. CareerSource Florida and FloridaCommerce reviewed CareerSource Florida Workforce Policy 092 – One-Stop Staff Credentialing and Skill Standards.

Consistent with [445.007, Florida Statutes](#) and [20 CFR 679.370](#), Local Workforce Development Boards (LWDBs) are charged with the oversight of local area workforce investment activities and workforce program development. Workforce Policy 092 – One-Stop Staff Credentialing is revised as Workforce Policy 092 – Staff Training and Credentialing to ensure that all staff providing direct customer service meet minimum credentialing and training standards as established by the CareerSource Florida Board of Directors and FloridaCommerce. This revised policy provides guidance to all LWDBs to ensure staff are knowledgeable, well-trained, and capable of delivering high-quality customer service to jobseekers and employers. The policy provides a framework to ensure continuous improvement by requiring career center staff to obtain continuing education units (CEU) and for LWDBs to develop local operating procedures related to training.

CareerSource Florida and FloridaCommerce worked closely with LWDBs to refine policy goals, establish measurable outcomes, and build systems to implement and monitor progress. This policy was sent to all 21 LWDBs for consultation from October 9-October 17, 2025. CareerSource Florida received 70 comments from 11 LWDBs. A thorough review of the comments was conducted by CareerSource Florida and FloridaCommerce. 68.60% of the feedback was incorporated into the policy.

This policy applies to CareerSource Florida, FloridaCommerce, all 21 LWDBs and all regional workforce development areas.

FOR CONSIDERATION

- **Approve revisions to CareerSource Florida Workforce Policy 092 – Staff Training and Credentialing.**