



**Policy
P10**

Workforce Policy

Title:	Comprehensive Employment, Education and Training
Program:	Workforce Innovation and Opportunity Act
Effective:	12/09/2021

I. PURPOSE AND SCOPE

The purpose of the CareerSource Florida Board of Directors is to design, implement and invest in strategies that foster collaboration and cooperation among workforce, education and industry partners to help Floridians enter, remain and succeed in the workforce. These strategies help Floridians and businesses and advance the development of the state's business climate. A knowledgeable and skilled workforce is essential for attracting economic development opportunities that align with Florida growth strategies. Efforts at enhancing employment, education and training offer economic growth, upward mobility and diversification of Florida's economy.

Under the Workforce Innovation and Opportunity Act (WIOA), partner programs and entities jointly responsible for workforce and economic development, educational and other human resource programs are responsible for collaborating and creating a seamless, customer focused career center network that integrates service delivery across all programs. This integrated system will enhance job seekers' access to quality skills and employment and create a pipeline of talent for employers to find and hire qualified candidates. Local workforce development boards (LWDBs) shall collaborate with partners and to develop innovative strategies that focus on:

- Creating simplified access to and providing excellent customer service for Florida's workforce.
- Focusing on continuous improvement, strengthening partnerships to leverage shared

resources and eliminate duplication of services.

- Aligning programs and resources to meet local market demand in occupations that lead to self-sustaining jobs.
- Implementing data-driven accountability measures and quantifiable outcomes related to training programs, employment and services to Florida businesses.

This policy applies to CareerSource Florida, the Florida Department of Commerce and all LWDBs and local workforce development regions. LWDBs shall align local strategies and policies for employment, education and training with WIOA, Florida law and the state's workforce development plan.

Local strategies shall prioritize employment, emphasize education and training, and ensure local boards are responsive to Florida employers' demand for qualified workforce talent. These strategies shall be written and placed in each LWDB's four-year plan and reflected in the LWDB local operating policies.

II. BACKGROUND

WIOA requires each state's workforce development board to assist the Governor in developing, implementing and modifying a state workforce development plan. Florida's WIOA Combined State Plan describes Florida's strategy for supporting the publicly funded workforce system. The strategic policy of Florida's state workforce development board provides direction to ensure that publicly funded workforce development programs are administered consistent with the state plan and are compliant with WIOA.

Florida's WIOA Combined State Plan outlines strategic guidance on delivering services under WIOA and the Wagner-Peyser Act as described in [Training and Employment Guidance Letter No. 19-16](#). The guidance includes developing strategies to create a seamless customer-focused career center network that integrates service delivery across all programs to make it easier for workers to access the services they need to obtain skills and employment.

Florida's WIOA state plan also aligns with the Reimagining Education and Career Help (REACH) Act, which establishes a blueprint for Florida's talent ecosystem to ensure the state has the talent it needs to remain competitive in the new global economy. This blueprint includes strategies to integrate education and workforce systems that will expand and expedite opportunities through increased collaboration aimed at forming education, workforce and industry partnerships.

Local WIOA plans must align with Florida's WIOA Combined State Plan. Local WIOA plans describe how LWDBs implement strategies that help Floridians secure good jobs; while providing employers with the skilled workers they need to compete in the global economy.

III. POLICIES AND PROCEDURES

Workforce-related programs must be responsive to business and industry needs by providing recruitment, hiring and training to satisfy Florida employers' current and future talent needs. Strategies should align with state board strategic guidance, local labor market data and industry sector and local business needs. A collaborative approach including industry, education and workforce partners should ensure the efficient use of resources.

It is the policy of the CareerSource Florida Board of Directors, designated as Florida's state workforce development board, that LWDBs shall leverage all allowable tools and resources in their authority to:

- Assist Floridians in securing employment that leads to economic self-sufficiency and reduces the need for public assistance.
- Provide opportunities for Floridians to develop skills intended to meet the present and future needs of Florida employers.
- Ensure that workforce-related programs — including those programs operated, delivered, or enabled, in whole or in part, by a state or local entity using federal funds or state appropriations to offer incentives, funding, support, or guidance for any of the purposes below — are responsive to present and future business and industry in relation to:
 - Job training.
 - The attainment of a credential of value identified pursuant to Section 445.004(4)(h)4.c., Florida Statutes and published on the Florida Master Credentials List.
 - The attainment of a postsecondary degree and,
 - Any other program that has, at least in part, the goal of securing employment or better employment for an individual and receives federal funds or a state appropriation.
- Prioritize evidence-based, results-driven solutions to improve outcomes of workforce programs for Floridians and Florida businesses.
- Develop collaborative partnerships that leverage multiple sources of funding to provide services to all customers seeking assistance, especially Florida's vulnerable populations.
- Identify barriers to coordinate and align workforce-related programs and develop solutions to remove such barriers.

LWDBs shall develop strategies and policies that provide simplified and expanded access to employment, education and training services. Allowable tools and resources include, but are not limited to, those described in Training and Employment Guidance Letter Number 19-16:

- Career services
- Transitional jobs
- Training services
- Training contracts including contracts with individual training providers.
- Services for individuals with barriers to employment
- Dislocated worker services
- Services for underemployed and low-income individuals
- In-school and out-of-school youth services
- Work-based training including pre-apprenticeships, registered apprenticeships, customized training, and on-the-job training.
- Incumbent Worker Training and Quick Response Training
- Supportive services and needs-related payments
- Other job seeker services, other employer services and other coordination activities
- Rapid response and layoff aversion
- Coordination with WIOA core programs including adult education and vocational rehabilitation
- Services for trade-impacted workers

LWDBs should ensure local policies and procedures allow sufficient use of available and allowable service strategies to meet the goals of the state workforce development board.

IV. AUTHORITIES

[Public Law 113-128, the Workforce Innovation and Opportunity Act \(WIOA\)](#)

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

[Chapter 2021-164, Laws of Florida](#)

[Training and Employment Guidance Letter No. 19-16](#)

V. ATTACHMENTS AND RESOURCES

[The Florida Master Credentials List](#)