

## Strategic Policy and Performance Council Meeting Agenda

JUNE 2, 2026 • 1:00 – 3:00 P.M., ET  
MIAMI DADE COLLEGE WOLFSON CAMPUS – CHAPMAN CONFERENCE CENTER

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### Chair's Welcome and Remarks

*Sophia Eccleston*

### Consent Agenda

1. January 2026 Joint Council Meeting Minutes
2. Recommendation to Sunset CareerSource Florida Policies
  - G12 Regional Planning Areas
  - P10 Comprehensive Employment, Education and Training Strategy
  - P26 Guidance Domestic Violence
  - P27 Guidance Individual Development Accounts
  - P23 Guidance Relocation Assistance
  - O4 Grievance and Hearing Procedures
  - O42 Collection of Demographic Data Final Guidance
  - O75 Guidelines for the Disclosure of Financial Interests
  - P72 Projecting Employment Hours
  - P7 Rapid Response and Layoff Aversion System Strategy
  - F76 – Annual Submission of Regional Workforce Board Budget to Career Source Florida

### WIOA State Plan Two-year Modification

*Victoria Gaitanis*

### Action Items

1. P5 Registered Apprenticeship
2. P123 Planning Region Identification and Requirements
3. G103 Performance Requirements for Local Workforce Development Boards
4. P89 Business and Employer Services
5. Subsequent Designation of Local Workforce Development Areas and Local Workforce Development Board Composition and Certification
  - a. Full Approvals
  - b. Conditional Approvals
6. Local Workforce Development Board Requests for Designation as Direct Service Provider(s) and Requests to Serve as One Stop Operators
  - a. Full Approvals
  - b. Conditional Approvals
  - c. Denials
7. CareerSource Florida Designation of Two Regional Planning Areas
  - a. Northwest Florida Workforce Collective
  - b. Nature Coast Regional Planning Area

**Supporting Business Engagement and Outreach**

***Kelli Walter***  
***Nilda Blanco***

**LWDB Monitoring Updates**

***Karmyn Hill***  
*Bureau Chief of One Stop & Program Support*  
*FloridaCommerce*  
***Erin Sampson***

**Statewide Labor Market and Workforce Performance Update**

***Jimmy Heckman***  
*Chief, Bureau of Workforce Statistics and Economic Research*  
*FloridaCommerce*  
***Kristy Farina***  
*Economic Research and Analysis Administrator*  
*FloridaCommerce*

**Florida's Statistical Adjustment Model**

***Victoria Gaitanis***  
***Kristy Farina***  
*Economic Research and Analysis Administrator*  
*FloridaCommerce*

**Open Discussion/Public Comment**

**Chair's Closing Remarks**

***Sophia Eccleston***

**Information Items**

# Consent Item 1

## January 2026, SPPC MEETING MINUTES

In accordance with Article VII, Section 7.3 of the approved bylaws, the corporation is required to keep correct and complete books and records of accounts and shall keep minutes on the proceedings of the board of directors.

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### FOR CONSIDERATION

- **Approval of January 27, 2026, Strategic Policy and Performance Council Meeting Minutes, to include any modifications or changes noted by the council.**

**CareerSource Florida  
Strategic Policy and Performance Council Meeting Minutes  
January 27, 2026**

**I. Call to Order**

Chair Sophia Eccleston called the Strategic Policy and Performance Council meeting to order at 10:00 a.m. on January 27, 2026.

**II. Roll Call**

CareerSource Florida Board Relations Director Madison Frazee conducted a roll call. The following members were present:

Sophia Eccleston  
Bayne Beecher  
Tim Hinson  
Joe Marino  
Laurie Sallarulo  
Brian Sartain  
Scott Singer

**III. Consent Agenda**

Chair Eccleston called for a vote to approve the Consent Agenda.

**1. November 2025 Joint Council Meeting Minutes**

**2. Sunset Policies:**

- **P83 – Direct Provider of Workforce Services**
- **P91 – Local Workforce Development Board Composition and Certification**
- **P93 – One-Stop Delivery System and One-Stop Center Certification Requirements**

**Motion:** Joe Marino

**Second:** Laurie Sallarulo

The consent agenda passed unanimously. There were no public comments.

**IV. WIOA State Plan Two-year Modification**

CareerSource Florida Vice President of Workforce Program Development Victoria Gaitanis noted Florida's WIOA Combined Plan two-year modification updates the state's workforce development strategy to align with new federal guidance, economic priorities, and industry workforce needs. She highlighted how the plan focuses on strengthening partnerships across workforce, education, and industry stakeholders while emphasizing apprenticeships, credential attainment, workforce system integration, and accountability for measurable outcomes.

The modification also highlights Florida's priority industries, investments in workforce technology and data systems, and continued efforts to reduce barriers to employment and improve economic self-sufficiency for Floridians. Key goals include streamlining workforce services, expanding work-based learning opportunities, and ensuring Florida's workforce system remains agile, business-focused, and responsive to labor market demands.

**V. Action Items**

CareerSource Florida Vice President of Workforce Program Development Victoria Gaitanis presented five action items for the council's consideration.

**1. Recommendation to Seek Federal Waivers to Increase Flexibility in Service Provision and to Remove Barriers**

Chair Eccleston called for a vote to approve the action item.

**Motion:** Tim Hinson  
**Second:** Brian Sartain

The action item passed. There were no public comments.

**2. Workforce Policy G104 – Sanctions and Other Required Corrective Actions for Local Workforce Development Boards Who Fail to Meet Federal and State Standards**

Chair Eccleston called for a vote to approve the action item.

**Motion:** Bayne Beecher  
**Second:** Tim Hinson

The action item passed unanimously. There were no public comments.

**3. Workforce Policy G105 – Composition and Certification of Local Workforce Development Boards; Certification of One-Stop Systems and Boards, and Direct Service Provider Designation**

Chair Eccleston called for a vote to approve the action item.

**Motion:** Joe Marino  
**Second:** Tim Hinson

The action item passed unanimously. There were no public comments.

**4. Workforce Policy O125 – Business Partnerships, Employer Engagement and Economic Development Support**

Chair Eccleston called for a vote to approve the action item.

**Motion:** Joe Marino  
**Second:** Tim Hinson

The action item passed unanimously. There were no public comments.

**5. Workforce Policy P74 – Individual Training Account Expenditure Requirements and Waiver Process**

Chair Eccleston called for a vote to approve the action item.

**Motion:** Tim Hinson

**Second:** Joe Marino

The action item passed unanimously. There were no public comments.

**VI. Workforce Program Development Initiatives Update**

CareerSource Florida Vice President of Workforce Program Development Victoria Gaitanis presented a high-level review of CareerSource Florida's 2025 workforce policy efforts, highlighting initiatives to streamline and modernize workforce policies, improve coordination with local workforce boards and partners, and strengthen the connection between policy, technical assistance, and workforce outcomes. The presentation also noted increased participation in work-based learning and apprenticeship programs, along with continued focus areas for 2026 including business engagement, workforce training alignment, and policy simplification.

Dr. Erin Samson, director of workforce program development at CareerSource Florida, presented an update on Florida's rural workforce initiatives and the use of state funding to expand workforce services in rural communities. The presentation highlighted efforts to improve access to training, employment services, transportation, child care, and workforce partnerships through flexible funding models, co-enrollment strategies, and local collaborations. Early results showed increased participant engagement, credential attainment, and expanded outreach efforts across rural regions of the state.

**VII. Statewide Labor Market and Workforce Performance Update**

FloridaCommerce Bureau Chief of Workforce Statistics and Economic Research Jimmy Heckman provided a statewide labor market update, highlighting trends in unemployment, workforce participation, and industry growth across Florida. The presentation focused on labor market conditions impacting younger workers, emerging employment trends, and continued job growth in key sectors such as healthcare.

FloridaCommerce Economic Research and Analysis Administrator Kristy Farina presented an overview of workforce development board performance under WIOA, including statewide performance indicators, participant outcomes, and progress toward federal workforce goals. The presentation also highlighted areas of strong performance and ongoing efforts to improve accountability and workforce system outcomes statewide.

**VIII. Program Performance Update**

CareerSource Florida Director of Workforce Programs Daniel Harper presented an update on local workforce development board letter grades for Program Year 2025, including changes to the state's performance measurement methodology under Florida's REACH Act. The presentation highlighted updates to the grading rubric, including transitioning co-enrollment from an extra credit category to a required performance metric to encourage greater consistency and accountability across local workforce boards. Daniel also reviewed how the revised scoring structure will impact local board evaluations and noted that updated informational letter grades will be published publicly through CareerSource Florida's analytics portal.

Vice President of Workforce Program Development Victoria Gaitanis provided an overview of Florida's workforce performance accountability framework, emphasizing the state's goal of maintaining a workforce system that is data-driven, outcome-focused, and responsive to both businesses and job seekers. Her presentation highlighted how state and federal performance measures, letter grades, and accountability standards are used to monitor local workforce board performance while prioritizing technical assistance, continuous improvement, and support before corrective actions or sanctions become necessary. She also reinforced the importance of using performance data to drive better workforce outcomes statewide.

**IX. Open Discussion/Public Comment**

Chair Eccleston thanked the members for their time and participation before asking if any council members or members of the public wished to comment.

There were no public comments.

**X. Chair's Closing Remarks**

Chair Eccleston thanked the council for their attention and engagement before reminding council members of upcoming meetings and events.

The meeting was adjourned at 11:41 a.m.

*Additional meeting dialogue is recorded and available online at [this link](#).*

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

## Consent Item 2

### RECOMMENDATION TO SUNSET ELEVEN CAREERSOURCE FLORIDA WORKFORCE POLICIES

The CareerSource Florida Board of Directors serves as the principal workforce policy organization for the state as described in [Section 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 their effectiveness and efficiency and recommend the rescission of policies, as necessary. The following policies are recommended for rescission:

**Workforce Policy G12 – Regional Planning Areas Strategic Policy:** This 2023 strategic policy established regional planning areas (RPAs) aligned with WIOA, Florida law, and SWDB direction. CareerSource Florida Workforce Policy P123 operationalizes RPA designation, making it duplicative of Policy G12. As a result, Policy G12 is recommended for sunset, with future RPA guidance incorporated into P123 or issued as technical assistance.

**Workforce Policy P10 – Comprehensive Employment, Education and Training Strategy:** This 2021 policy was created after the passage of the REACH Act to guide Florida’s workforce system in building a more connected, customer-focused network of employment, education, and training services. It was written as a strategic policy—not an operational one—to set direction for how state and local partners should align WIOA programs, remove barriers, support employers’ talent needs, and help Floridians gain skills leading to good jobs. Its original intent was to promote collaboration, simplify access to services, and strengthen accountability across the workforce system. Since 2021, this guidance has been incorporated into other statewide policies and Florida’s WIOA Combined Plan, reducing the need for a standalone policy.

**Workforce Policy P26 – Guidance-Domestic Violence:** This 2002 policy explains how Welfare Transition staff should identify and support Temporary Cash Assistance participants who are dealing with domestic violence, including screening, confidentiality rules, referrals, safety planning, and exemptions from work requirements. The policy was implemented under laws that existed before WIOA and much of the guidance is no longer current or in use. The policy will be transitioned to a Technical Assistance Letter

(TAL) and reissued with updates to reflect current programs, structures, and statutory authority.

**Workforce Policy P27 – Guidance-Individual Development Accounts:** This 2002 guidance explains how Regional Workforce Boards and fiduciary partners were to create and manage Individual Development Accounts (IDAs) for Temporary Cash Assistance participants, including eligibility, savings rules, matching funds, allowed uses such as education, first time homeownership, or small business startup, and detailed administrative requirements for boards, fiduciary entities, and financial institutions; however, because it predates WIOA and major changes to TANF and workforce structures, most of its provisions are no longer relevant or operational and it is recommended that the policy be sunset.

**Workforce Policy P23 – Guidance-Relocation Assistance:** This 2004 Relocation Assistance policy explains how Florida’s Welfare Transition Program helped Temporary Cash Assistance applicants and recipients move to communities with better job opportunities or to escape domestic violence, outlining eligibility, required planning, budgeting, documentation, follow-up, and data entry expectations. Because the workforce policy predates WIOA and major changes to TANF and workforce structures, the guidance is no longer operational or aligned with current systems, processes, or organizational responsibilities. This outdated policy will be fully revised and reissued as a technical assistance letter to reflect modern requirements and practices.

**Workforce Policy O4 – Grievance and Hearing Procedures:** This 2007 policy, developed prior to WIOA, established a unified grievance and complaint system aligned with 20 CFR Part 658 and Florida Administrative Code, outlining processes from local to federal levels. It also delegated TANF noncompliance determinations to LWDBs and required state hearings to follow FAC procedures. As these processes are now governed by current statute and rule, the policy is obsolete and no longer necessary.

**Workforce Policy O42 – Guidelines for Compliance with Section 188 of the Workforce Investment Act: Collection of Demographic Data Final Guidance:** This 2012 policy, developed prior to WIOA, outlines how Florida’s workforce system was expected to collect demographic policy data at the point when individuals first provided personal information, ensuring compliance with Section 188 of WIA and 29 CFR Part 37. Its purpose was to guide state and local programs in meeting federal requirements for recording, maintaining, and using demographic information. Because this policy was created under WIA and predates WIOA, it is now obsolete and outdated. It is recommended that the policy be sunset, with any necessary updated guidance issued through technical assistance letters.

**Workforce Policy O75 – Guidelines for the Disclosure of Financial Interests Required of Members and Executive Directors of Regional Workforce Development Boards:** This 2012 policy, developed prior to WIOA, required financial disclosures for LWDB board members and executive directors under section 112.3145, F.S. Updated requirements are now fully addressed in [Workforce Policy O4 – Ethics and Transparency](#) (revised in 2021 and 2024), making the 2012 policy obsolete.

**Workforce Policy P72 – Projecting Employment Hours:** This 2011 policy, developed prior to WIOA, allowed LWDBs to project TANF and SNAP work participation hours based on verified employment data to maintain participation rates. As it relies on outdated systems and guidance, it is no longer aligned with current practices and is recommended for sunset.

**Workforce Policy P7 – Rapid Response and Layoff Aversion System Strategic Policy:** This 2021 policy is now part of **Workforce Policy P89 Business and Employer Services** which incorporates allowable rapid response and layoff aversion activities under WIOA. Administrative rules and operational guidance for rapid response and layoff aversion are now issued through technical assistance letters.

**F76 – Annual Submission of Regional Workforce Board Budget to Career Source Florida:** This Final Guidance document was implemented under the Workforce Investment Act and laws that existed before WIOA. The guidance issued by FloridaCommerce (formerly the Florida Department of Economic Opportunity) informed Regional Workforce Boards (now known as LWDBs) involved in implementing the Workforce Investment Act. The guidance is no longer current or in use.

Sunset of these policies is consistent with the Florida workforce system's goals to remove duplication of services and reduce administrative redundancies. CareerSource Florida and FloridaCommerce recommend the sunset of these policies and their removal from the CareerSource Florida list of active and current state workforce policies.

### **FOR CONSIDERATION**

- **Approve the sunset of eleven (11) workforce policies and guidance documents and remove them from the CareerSource Florida list of active and current state workforce policies.**

## CareerSource Florida Policy Updates – Overview

### Workforce Policy P5 – Registered Apprenticeship (Revised)

- **Shifts to an operational P5 policy:** Streamlined format with a strong emphasis on implementation, compliance, and actionable requirements.
- **Introduces enforceable performance accountability:** Requires LWDB tracking of apprentices served, new programs, and completion/credential outcomes.
- **Establishes clear LWDB responsibilities:** Mandates integration into service delivery, 15-day data entry, awareness of FDOE programs, and development of Local Operating Procedures.
- **Strengthens coordination and roles:** Formalizes FDOE leadership and requires structured collaboration with ATRs and Apprenticeship Navigators aligned to business services and economic development.
- **Expands operational expectations and standards:** Includes detailed sponsor guidance, stricter pre-apprenticeship definitions, required use of funds for participation, system/data requirements, and ongoing monitoring with technical assistance.

### Workforce Policy P123 – Planning Region Identification and Requirements (Revised)

- Shifts from a designation-focused administrative policy to an operational workforce policy centered on regional planning and collaboration.
- Eliminates the formal application and approval process for creating planning regions and instead requires all LWDBs to be part of regions assigned by the Governor, consistent with federal law.
- Adds clear objectives and measurable outcomes focused on service consistency, cost reduction, shared resources, and improved performance.
- Strengthens implementation and accountability by requiring alignment of local operating procedures, shared service strategies, and data-sharing across regions.
- Removes or streamlines Background, Authority, Definitions, and Resources
- Citations are updated to align with newer policies and statutes.
- Clarifies roles to emphasize that the Governor assigns regions, the state board guides strategy, and FloridaCommerce oversees implementation and compliance.

### Workforce Policy G103 – Performance Requirements for Local Workforce Development Boards (Revised)

- Replaces Policy 088 with Policy G103 and restructures the policy into a streamlined governance-focused framework with fewer standalone sections.
- Reframes the purpose to emphasize continuous improvement, accountability, and data integrity rather than general guidance on performance requirements.
- Introduces a three-tier monitoring and escalation system (ongoing oversight, required technical assistance/PIPs, and corrective action/turnaround) to replace the simpler progression in the current policy.
- Defines clearer performance thresholds, scoring methodology, and explicit triggers for technical assistance and performance improvement plans based on indicator and program scores.
- Shifts PIPs from prescriptive task lists to a standardized framework requiring performance analysis, root cause analysis, strategies, targets, and timelines.

- Strengthens accountability by adding subgroup performance considerations, formal data validation requirements, and a federal/state escalation framework while removing some prior requirements (such as detailed PIP examples and public posting).

### **Workforce Policy P89 – Business and Employer Services (New)**

- Establishes statewide requirements for planning, delivering, documenting, and improving business and employer services aligned with employer demand.
- Requires LWDBs to engage employers as strategic partners and coordinate with education, industry, and economic development partners to build talent pipelines.
- Delivers demand-driven workforce solutions using labor market data, employer input, and sector strategies to improve hiring, training, and performance outcomes.
- Provides required and optional employer services, including labor exchange, recruitment, training, and customized support, using WIOA funds.
- Operates rapid response and layoff aversion as core services to prevent layoffs, support business stability, and assist workers when layoffs occur.
- Implements integrated service delivery, monitor performance and compliance, and use data and employer feedback to continuously improve outcomes.

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

# Action Item 1

## **REVISIONS TO CAREERSOURCE FLORIDA WORKFORCE POLICY P5 – REGISTERED APPRENTICESHIP POLICY**

Federal and state law describes what items the state workforce development board (SWDB) must review, approve, or consider, including state workforce policies. CareerSource Florida and the Florida Department of Commerce (FloridaCommerce) review policies for alignment, effectiveness, and efficiency. CareerSource Florida and FloridaCommerce reviewed CareerSource Florida Workforce Policy P5- Apprenticeship Strategy and determined revisions necessary to better align the policy with more recent federal guidance and state strategic objectives.

This revised policy strengthens Florida’s workforce system by expanding high-quality Registered Apprenticeships and pre-apprenticeships as priority training strategies under the Workforce Innovation and Opportunity Act (WIOA). The policy directs Local Workforce Development Boards (LWDBs) to actively promote, develop, and support these programs; to collaborate with employers, education partners, and Apprenticeship Training Representatives; and ensure RAPs are incorporated into local service delivery. LWDBs should use all allowable WIOA activities to help participants enter and succeed in apprenticeship programs, designate and support apprenticeship navigators, and add RAPs to local ETPLs without extra requirements. It further requires boards to recruit apprentices, update conflicting local policies, and coordinate across regions to ensure consistent, statewide expansion of apprenticeship opportunities.

LWDBs must maintain local operating procedures compliant with WIOA, 20 CFR, and Chapter 445, Florida Statutes, ensuring accurate reporting and accountability. Performance measures include those designed to gauge the effectiveness of LWDB services to individuals with barriers to employment and employer engagement. These requirements include activities associated with apprenticeship and preapprenticeship and aim to guarantee high-quality workforce services and continuous improvement across Florida’s workforce system.

CareerSource Florida and FloridaCommerce worked 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 April 10 – April 27, 2026. CareerSource Florida received 16 comments from 6 LWDBs. A thorough review of the comments was conducted by CareerSource Florida and FloridaCommerce. Approximately 81% of the feedback was incorporated into the policy or used to inform technical assistance and guidance.

This policy applies to CareerSource Florida, FloridaCommerce, all 21 LWDBs and all planning regions.

## **FOR CONSIDERATION**

- **Approve to move forward to the full State Workforce Development Board the recommended revisions to this workforce policy.**

**[LWDB Consultation P5 Registered Apprenticeship](#)**



**Policy Number**  
**P5**

<b>Title:</b>	<b>Registered Apprenticeship</b>		
<b>Type:</b>	Programmatic		
<b>Program:</b>	Workforce Innovation and Opportunity Act		
<b>Effective:</b>	12/12/2023	<b>Revised:</b>	TBD

## I. PURPOSE AND SCOPE

Florida’s workforce development strategy prioritizes elevating Registered Apprenticeship Programs (RAPs), registered preapprenticeships, and other earn-and-learn training models as central components of the state’s talent development system. The Florida Department of Education has primary responsibility for administering apprenticeship and preapprenticeship.<sup>1</sup> Florida’s workforce system works in coordination with the department to advance RAPs and registered preapprenticeship programs as high-quality, work-based learning pathways that combine paid, structured on-the-job learning with Related Technical Instruction (RTI), leading to in-demand, industry-recognized, portable credentials.<sup>2</sup> Consistent with WIOA regulations and [CareerSource Florida Workforce Policy 100 – Work-Based Training and Work-Based Learning Opportunities](#), Local Workforce Development Boards (LWDBs) must integrate apprenticeship and preapprenticeship into regional talent strategies, service delivery, and employer engagement.

Florida law recognizes state registered preapprenticeship as a program formally linked to a RAP and designed to prepare individuals for entry into apprenticeship occupations.<sup>3</sup> The State Workforce Development Board requires LWDBs to support access to earn-and-learn opportunities and to expand programs aligned to employer demand and sector priorities.

## II. KEY OBJECTIVES AND MEASURABLE PERFORMANCE OUTCOMES

### A. Key Objectives

LWDBs will:

1. Set goals, in addition to state established goals, designed to increase sponsorship of

<sup>1</sup> See Chapter 446, F.S.

<sup>2</sup> National Apprenticeship Act, [29 USC 50](#); [29 CFR Part 29](#) & [29 CFR Part 30](#).

<sup>3</sup> Sections 446.021 and 446.052, F.S.; [Rule 6A-23.010, F.A.C.](#)

- and participation in RAPs and registered preapprenticeships in targeted and emerging industries within the area served by the LWDB.
2. Standardize apprenticeship-related business services and employer engagement practices.
  3. Coordinate with Apprenticeship Training Representatives (ATRs) and partners.

## **B. Measurable Performance Outcomes**

An LWDB's work to increase apprenticeships and preapprenticeships contributes to all its federally required performance indicators (employment rate, median earnings, credential attainment, measurable skill gains, and effectiveness in serving employers). Leading indicators that assist an LWDB in identifying its effectiveness in apprenticeships and preapprenticeships include:

1. New eligible apprentices and preapprentices served annually and year over year.
2. New RAPs and registered preapprenticeships supported/expanded.
3. Completions (as applicable).

## **III. POLICY AND PROCEDURES**

### **A. Local Workforce Development Board Core Responsibilities**

The CareerSource Florida network will support Registered Apprenticeship Programs (RAPs) through technical assistance<sup>4</sup> and the use of WIOA funds for eligible participants. LWDBs must actively promote RAPs by collaborating with employers, industry associations, education partners, and regional Apprenticeship Training Representatives (ATRs). LWDBs should serve as RAP sponsors when employer interest exists and no other sponsor is available, in alignment with state and local plans.

Each LWDB and planning region must implement apprenticeship strategies consistent with WIOA, Florida's WIOA Combined Plan, and Florida law; incorporate them into local and regional WIOA plans; and integrate them into service delivery, business engagement, and sector strategies.<sup>5</sup> LWDBs must, as part of their planning efforts, prioritize state-identified targeted industry sectors<sup>6</sup> that demonstrate documented labor market demand, wage outcomes, and a clear career pathway.<sup>7</sup>

LWDBs must regularly monitor the Florida Department of Education's (FDOE) inventory of registered apprenticeship and preapprenticeship programs. Regular monitoring of the inventory will assist LWDBs in meeting their apprenticeship goals. LWDBs may define the monitoring process of the FDOE inventory in their Local Operating Procedures (LOPs).

LWDBs must provide targeted assistance as needed to support apprenticeship program development and expansion, and, where applicable, leverage approved federal waivers to strengthen apprenticeship implementation. LWDBs should use the [Apprentice Florida website](#) to assist businesses in establishing apprenticeships and educate individuals about pursuing careers through apprenticeships.

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<sup>4</sup> [Training and Employment Guidance Letter No. 13-16.](#)

<sup>5</sup> [Workforce Policy O3 – Sector Strategies.](#)

<sup>6</sup> [See s. 445.004\(4\)\(h\), F.S.](#)

<sup>7</sup> "Target industry business" means a corporate headquarters business or any business that is engaged in one of the target industries identified pursuant to the criteria developed by FloridaCommerce at [s. 288.005\(a\)-\(f\), F.S.](#)

LWDBs must collaborate with ATRs, education providers, employers offering apprenticeships, and apprenticeship sponsors and intermediaries to coordinate related instruction, training, mentorship, and participant recruitment, ensuring access for youth, adults, and individuals with barriers to employment. LWDBs should encourage and support RAPs within their area to be part of the state's eligible training provider list if they have not already elected to do so.

LWDBs must comply with all applicable federal and state requirements governing registered apprenticeships and WIOA programs and must revise local policies as necessary to ensure alignment.

### **1. RAP Sponsorship**

LWDBs should serve as RAP sponsors:

- a. to support small- and mid-sized employers that lack the capacity to sponsor programs independently;
- b. to assist the state in increasing the number of available RAPs in local areas; and
- c. to meet established and approved LWDB apprenticeship goals consistent with state and local plans.

As a RAP sponsor, an LWDB is responsible for the administration and oversight of all program components, including but not limited to the following:

- i. Development and customization of program standards in partnership with employers.
- ii. Registration of apprentices.
- iii. Maintenance of program and apprentice records.
- iv. Assurance of requirements for RTI delivery.
- v. Periodic evaluation of apprentices' progress.

As a RAP sponsor, LWDBs can better match training to what employers need. They can build industry-led programs that close skill gaps that also help jobseekers find self-sustaining employment. Registered apprenticeships may qualify for federal and state funding, and sponsorship can help attract other public and private support. Sponsorship also strengthens employer partnerships and improves coordination and employer satisfaction.

### **2. Registered Preapprenticeship Pipeline**

Registered preapprenticeship programs must meet state and federal requirements for program length, be registered with the Florida Department of Education, and be sponsored by one or more RAPs in the same occupation or industry sector. LWDBs must promote and support the development and expansion of these programs. Pursuant to s. 446.021(5), F.S., registered preapprenticeship programs prepare individuals for entry into RAPs through structured instruction and training that builds workforce readiness skills.

## **B. Allowable Support for RAPs and Registered Preapprenticeship Programs**

LWDBs must use allowable WIOA activities and other grant resources to support participation and completion in state-approved RAPs and registered preapprenticeship programs, including (as applicable under local policy and eligibility):

1. Career and supportive services
2. OJT, customized training, incumbent worker training

3. Occupational skills training and cohort models
4. Work experience/internships (particularly for youth models)
5. RTI support through ITAs or training contracts, as permitted (20 CFR Part 680)

The goal for the state and all LWDBs is to provide responsive and efficient support for employers and jobseekers. As such, LWDBs may not adopt local requirements that unreasonably restrict promotion, access to, or cause unnecessary and extended delays to RAP participation when otherwise allowable under state and federal policy.

### **C. Apprenticeship Navigators**

Each LWDB will designate an Apprenticeship Navigator who serves as the LWDB subject matter expert and liaison between LWDB staff, employers, training providers, and existing RAP sponsors/intermediaries. The Apprenticeship Navigator in each local area collects and shares relevant apprenticeship data and participates in state-sponsored apprenticeship training regularly to assist career centers in their efforts to coordinate a unified, seamless experience for employers and WIOA eligible apprentices. LWDBs must ensure the Apprenticeship Navigators are accurately included in the CareerSource Florida Network Directory at <https://analytics.careersourceflorida.com/NetworkDirectory/>.

Each Apprenticeship Navigator must collaborate regularly with the ATR in their region and be familiar with ATRs in other regions; assist with the creation of new RAPs; connect employers to existing programs; and help recruit and support WIOA eligible apprentices. Apprenticeship Navigators will use Apprentice Florida and other statewide available tools and services, in addition to coordinating with career services teams to provide candidates for apprenticeship to employers.

#### **1. Business Engagement and Strategic Coordination**

Consistent with [Workforce Policy O125 Business Engagement and Economic Development Support](#), Apprenticeship Navigators serve as liaisons with both their local boards' business services unit and those within boards in their planning region to establish and develop effective relationships and networks with the business community to enhance employer engagement, expand demand-driven training programs, and advance regional economic development.

Apprenticeship Navigators will engage with employers and economic development and industry associations to assess current and long-term hiring needs, ensure a clear understanding of RAPs, and review applicable statewide RAPs for identified occupations. Navigators will obtain required standards and appendices from Florida Department of Education (FDOE) ATRs, facilitate coordination between the employer and the RAP sponsor, and provide ongoing engagement and support throughout the RAP approval process.

#### **2. Data Entry and Validation**

LWDBs must ensure that all service-related data is entered into Employ Florida within 15 calendar days of service delivery in alignment with training, technical assistance, and guidance issued by FloridaCommerce in consultation with CareerSource Florida and the FDOE.

### **D. Eligible Training Provider List**

WIOA allows LWDBs to fund training services for eligible participants through an Individual Training Account (ITA) if the training provider is on the Eligible Training Provider List (ETPL).<sup>8</sup> RAPs are automatically eligible to be added to the ETPL and can be added by contacting FloridaCommerce at [ETPL@commerce.fl.gov](mailto:ETPL@commerce.fl.gov). LWDBs may not require RAPs to complete additional forms, apply further eligibility criteria, or provide information beyond what is detailed in USDOL [Training and Guidance Letter \(TEGL\) 08-19](#).

Registered apprenticeship sponsors are also exempt from many of the ETPL performance reporting requirements detailed in WIOA Sections 116(d)(4) and 122. However, RAPs may voluntarily report performance outcomes.

Preapprenticeship programs are not automatically eligible for the ETPL and must be added using the established process.

Increasing the number of RAPs on the ETPL will ensure access to a wide variety of quality job-driven training programs, improve customer choice for WIOA-eligible participants, and contribute to the strategic goals of apprenticeship expansion outlined in this policy. CareerSource Florida, FloridaCommerce, and the Florida Department of Education collaborate to ensure that all RAPs are encouraged to “opt in” to the ETPL at the time of registration. Additionally, LWDBs must continue to inform existing RAPs of the purpose of the ETPL, the value of inclusion, and their automatic eligibility status.

LWDBs may support apprenticeship programs through OJT, IWT, and customized training contracts without the program being included on the ETPL.

#### **IV. IMPLEMENTATION**

Each LWDB must describe how it implements apprenticeship strategies consistent with WIOA, Florida Law, Florida’s WIOA Combined Plan, and this policy. These strategies should be incorporated into WIOA local plans and Local Operating Procedures (LOPs) that explain how LWDBs collaborate with employers, develop programs, determine eligibility, enroll participants, and coordinate with Apprenticeship Training Representatives and Apprenticeship Navigators. LOPs should emphasize efficient and responsive support to job seekers and businesses in RAP and registered preapprenticeship participation. Boards must also include their apprenticeship strategy in their WIOA local plans, showing how they reach out to businesses, recruit participants, build partnerships, and how they plan to meet targets for both RAP participation and sponsorship in their local areas.

FloridaCommerce, in consultation with CareerSource Florida and the Florida Department of Education, will provide technical assistance and training for ensuring compliance with workforce policy requirements.

CareerSource Florida and FloridaCommerce will monitor each board’s progress. CareerSource Florida will report on statewide results and ensure boards meet the goals of this policy.

#### **V. ATTACHMENTS AND OTHER RESOURCES**

[ApprenticeFlorida.com](http://ApprenticeFlorida.com)

[Apprenticeship.gov](http://Apprenticeship.gov)

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<sup>8</sup> [Workforce Policy P90 – WIOA Eligible Training Provider List](#)

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

## **Action Item 2**

### **REVISED WORKFORCE POLICY P123 PLANNING REGION IDENTIFICATION AND REQUIREMENTS**

Consistent with the Workforce Innovation and Opportunity Act (WIOA) and 20 CFR 679.500(c), the Governor must establish and disseminate to Local Workforce Development Boards (LWDBs) and regional planning areas a policy for the submission of local and regional plans. The policy must set a deadline for the submission of the regional and local plans that accounts for the activities required in plan development outlined in 20 CFR 679.510 and 20 CFR 679.550.

In 2023, the SWDB approved CareerSource Florida Workforce Policy G12 – Regional Planning Areas which described the SWDB’s strategy for identifying planning regions. This policy was operationalized by Workforce Policy P123 – Regional Planning Area Identification and Requirements. CareerSource Florida and the Florida Department of Commerce (FloridaCommerce) reviewed these policies for effectiveness and efficiency and determined they should be revised as a single workforce policy.

Revised Workforce Policy P123 requires every LWDB to be part of a Planning Region assigned by the Governor in consultation with LWDBs and Chief Local Elected Officials (CLEOs), consistent with federal law. The leaner policy aims to align workforce strategies with shared labor markets and regional economic development goals to increase alignment in the state’s workforce system and reduce costs. It focuses on consistent services for jobseekers and businesses, addressing shared labor shortages and skills gaps, expanding earn-and-learn options, and reducing administrative costs through collaboration. The policy sets minimum criteria and deliverables: each Planning Region must include at least two contiguous Florida LWDBs, show shared labor market and economic characteristics, and have LWDBs and CLEOs jointly submit regional plans and cooperative service delivery agreements that standardize processes, coordinate training and supportive services, support sector strategies, share resources and data, and update plans at the two-year point after public comment and state review.

The revised policy eliminates outdated and unnecessary procedures and processes. Additions to the policy include stronger statewide requirements, clearer objectives and measurable outcomes, and more detailed planning, agreement, review, and mid-cycle modification requirements, plus clearer implementation oversight by FloridaCommerce with CareerSource Florida.

This policy was sent to all 21 LWDBs for consultation from April 10 – April 27, 2026. CareerSource Florida received 12 comments from 5 LWDBs. A thorough review of the comments was conducted by CareerSource Florida and FloridaCommerce. Approximately 84% of the feedback received was incorporated into the policy or used to inform technical assistance and guidance.

This policy applies to CareerSource Florida, FloridaCommerce, all 21 LWDBs and all planning regions.

## **FOR CONSIDERATION**

- **Approve to move forward to the full State Workforce Development Board the recommended revisions to this workforce policy.**

**[LWDB Consultation P123 Planning Region Identification and Requirements](#)**



# Workforce Policy

**POLICY  
NUMBER**  
  
**P123**

<b>Title:</b>	<b>Planning Region Identification and Requirements</b>		
<b>Type:</b>	Programmatic		
<b>Program:</b>	Workforce Innovation and Opportunity Act		
<b>Effective:</b>	December 22, 2023	<b>Revised:</b>	TBD

## I. PURPOSE AND SCOPE

All Local Workforce Development Boards (LWDBs) are required to be part of Planning Regions. LWDBs are assigned to Planning Regions by the Governor, in consultation with LWDBs and Chief Local Elected Officials (CLEOs).<sup>1</sup>

This policy establishes requirements for Planning Regions that align workforce strategies with shared labor markets and regional economic development goals. The purpose is to improve service coordination, address common labor shortages, and reduce administrative costs through regional collaboration. This policy supports the State Workforce Development Board’s (SWDB) role in guiding regional collaboration and the Florida Department of Commerce’s (FloridaCommerce) responsibility for monitoring compliance with federal and state planning requirements.

## II. KEY OBJECTIVES AND MEASURABLE PERFORMANCE OUTCOMES

### A. Key Objectives

1. Increase consistency of services, strategic alignment, and collaboration among LWDBs and CLEOs through the creation of a single regional workforce strategy that:
  - a. Uses a regional service delivery approach so jobseekers and businesses receive consistent services, and the region can address shared worker shortages and skills gaps.
  - b. Expands access to employment and training services including earn-and-learn options such as registered apprenticeship, registered preapprenticeship, and on-the-job training.
  - c. Assist LWDBs within a region in meeting or exceeding required performance indicators.
2. Improve efficiency and lower costs by combining administrative work and sharing resources across the region.

<sup>1</sup> Public Law 113-128, the Workforce Innovation and Opportunity Act Sec 106 ([WIOA](#))

[20 CFR 679.210](#)  
[20 CFR 679.510](#)

## **B. Measurable Performance Outcomes**

The outcomes described in this section are intended to measure the increase in LWDB partnerships and collaboration with their regional areas which supports LWDBs, and the State, in meeting or exceeding required performance targets and providing a strong return on investment to the state for these activities.

1. Reduction in LWDB administrative and operational costs through regional partnerships, and standardization of tools and services.
2. Utilization of shared resources, resulting in improved efficiency and more consistent, high quality services across the region.
3. Meeting or exceeding required local area performance targets through regional partnerships, standardization of tools and services, and shared resources.

## **III. POLICIES AND PROCEDURES**

### **A. Authority and Assignment of Planning Regions**

All LWDBs are required to be part of a Planning Region,<sup>2</sup> which consists of two or more LWDBs working collaboratively across a shared regional economy.

Regional planning supports coordinated workforce development by enabling LWDBs to:

1. Align workforce strategies around common industries, employers, and job seekers;
2. Jointly address regional labor shortages and skills gaps; and
3. Reduce duplication and improve efficiency through shared services and resources.

### **B. Identification and Requirements for Planning Regions**

Consistent with [20 CFR 679.210](#), each Planning Region must:

1. Include at least two contiguous LWDBs within Florida.<sup>3</sup>
2. Demonstrate shared characteristics such as:
  - a. Share a single labor market.
  - b. Share a common economic development area.
  - c. Shared population centers, commuting patterns, industrial composition, labor force conditions, and geographic boundaries; and
  - d. Access to federal and non-federal resources including appropriate education and training institutions, to administer activities under WIOA subtitle B.
3. CLEOs and LWDBs must jointly participate in the regional planning process and certify continued compliance with designation requirements during each plan cycle.

### **C. Regional Planning Process Requirements**

Planning Regions are subject to the regional planning requirements outlined in [20 CFR 679.510](#) and [Chapter 445.004\(6\)\(f\), F.S.](#) Planning Regions must submit regional plans that meet federal requirements and include signed cooperative service delivery agreements, as required by [20 CFR 679.510\(a\)\(2\)](#) and this policy. LWDBs and CLEOs within an identified Planning Region must participate in a regional planning process that results in:

1. A regional plan that meets the requirements outlined in [20 CFR 679.510\(a\)\(2\)](#), and complies with the guidance issued by CareerSource Florida, in coordination with FloridaCommerce and includes:
  - a. Regional service strategies using cooperative service delivery agreements that include

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<sup>2</sup> [WIOA Sec. 106\(a\)\(1\)-\(2\)](#) and [20 CFR 679.210\(a\)](#)

<sup>3</sup> Although WIOA allows regions to consist of one local area or two or more contiguous local areas in two or more states, Florida's planning regions will be two or more contiguous local areas within Florida.

- but are not limited to:
- i. Common eligibility standards and enrollment processes.
  - ii. Common training and coordination of supportive service offerings based on regional needs.
  - iii. Sharing common technology tools and data systems (excluding Employ Florida).
- b. Implementation of sector strategies for targeted sectors and/or in-demand sectors and occupations.
  - c. A plan for the collaborative collection and analysis of regional labor market data.<sup>4</sup>
  - d. Coordination of administrative and operational cost arrangements, including the pooling of funds for administrative costs, as appropriate.
  - e. Coordination of transportation and other supportive services, as appropriate.
  - f. Coordination of services with regional economic development services and providers.
  - g. The establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with the Governor on local levels of performance for, and report on, the performance accountability measures described in WIOA sec. 116(c) for local areas or the planning region.<sup>5</sup>

#### **D. Regional Plans**

Regional plans must incorporate each LWDB's plan in accordance with instructions and technical assistance issued by FloridaCommerce, in coordination with CareerSource Florida. A single plan submission via the regional plan is allowed if all components for the regional plan and each LWDB local plan is included as part of the single submission. For additional information on this topic, see [Training and Employment Notice No. 21-16, WIOA Regional and Local Planning and Local Board Responsibilities Questions and Answers](#).

Consistent with the goals established in Section 14.36, Chapter 445.004(6)(f), F.S. and [CareerSource Florida Workforce Policy O124 – Statewide Standardization of Tools and Services](#), Planning Regions must make efforts to reduce or share costs by minimizing duplication and effectively using technology, tools, and services among areas in their Planning Region. Planning Regions assist by providing services and negotiating improved rates for the LWDBs in their planning area.

Regional plans should include strategies for how planning regions effectively and efficiently collaborate to partner, provide consistent services, address common labor needs, and reduce costs. LWDBs and Planning Regions should use workforce statistics, economic research, business intelligence, and performance data to assess collective regional performance and target opportunities for technical assistance and support. FloridaCommerce provides economic and other data at [www.floridajobs.org/economic-data](http://www.floridajobs.org/economic-data). The FloridaCommerce Bureau of Workforce Statistics and Economic Research provides performance data. CareerSource Florida provides other data including letter grades at <https://analytics.careersourceflorida.com/LetterGrades>. LWDBs and Planning Regions have access to state-procured and authorized business intelligence and other tools and services.

LWDBs must make Regional Plans available for public comment for a period of no longer than 30 days and must submit all comments that express disagreement with their Regional Plans. Consistent with the requirements of [20 CFR 679.570](#), FloridaCommerce and CareerSource Florida will review completed plans and make recommendations to the SWDB to send approved plans to the Governor for review. Plans will be considered approved 90 days after

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<sup>4</sup> The state will provide technical assistance and labor market data, as requested by local areas, to assist with such regional planning and subsequent service delivery efforts.

<sup>5</sup> WIOA sec. 107(c)(1c)(1)(H), [Workforce Policy G103 - Performance Requirements for LWDBs](#), and [20 CFR 679.510\(a\)\(1\)\(viii\)](#) require LWDBs and CLEOs in a Planning Region to jointly negotiate performance levels with FloridaCommerce. Each local area's representatives are responsible for this process.

receipt of the plan, unless rejected by the Governor's Office.

At the end of the first 2-year period of the 4-year local plan, the LWDBs within a planning region, in partnership with the appropriate chief elected officials, must review the regional plan, and prepare and submit modifications to the regional plan to reflect changes:

1. In regional labor market and economic conditions; and
2. Other factors affecting the implementation of the local plan, including but not limited to changes in the financing available to support WIOA title I and partner-provided WIOA services.

#### **IV. IMPLEMENTATION**

Each LWDB in each Planning Region must collaborate to ensure local operating procedures (LOPs) align with the regional plan and describe shared regional service strategies, administrative functions, and sector strategy work conducted across the area. Planning Regions must also establish clear data-sharing methods and protocols so partners can coordinate streamlined and efficient service delivery. The state's identified Planning Regions must be included in the state's WIOA Plan.

FloridaCommerce, in consultation with CareerSource Florida, oversees the implementation of this policy and the broader regional planning process. The Department, in consultation with CareerSource Florida, provides technical assistance, labor market data, and other resources that strengthen planning and support consistent, high-quality service delivery.

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

## Action Item 3

### REVISIONS TO CAREERSOURCE FLORIDA WORKFORCE POLICY G103 PERFORMANCE REQUIREMENTS FOR LOCAL WORKFORCE DEVELOPMENT BOARDS

Consistent with state and federal requirements, CareerSource Florida and FloridaCommerce reviewed CareerSource Florida Workforce Policy G103 – Performance Requirements for Local Workforce Development Boards and determined revisions were needed.

This policy sets performance requirements for Local Workforce Development Boards (LWDBs) under the Workforce Innovation and Opportunity Act (WIOA) and in alignment with state law. LWDBs must meet negotiated local levels of performance based on WIOA §116(b)(3)(A), adjusted using a statistical adjustment model. Revisions identify performance, consistent with federal guidance, which must be measured through WIOA primary indicators. Consistent with [Training and Employment Guidance Letter 11-19, Change 2](#), LWDBs who fail to meet adjusted local levels of performance for a single year must be provided with required technical assistance, including a Performance Improvement Plan. To support excellence across the state's workforce system, and to provide LWDBs with clear guidance and support prior to required technical assistance, the system of performance and compliance monitoring has been integrated into this process.

Consistent with [Training and Employment Guidance Letter 23-19, Change 3](#), this policy also establishes Data Validation Requirements to ensure LWDBs comply with U.S. Department of Labor (DOL) data accuracy, reliability, and integrity standards for WIOA core and non-core programs. These requirements implement guidance for validating required performance data submitted by grant recipients of U.S. Department of Labor Workforce Programs and apply to all DOL funded programs operated or overseen by LWDBs.

LWDBs must maintain local operating procedures compliant with WIOA, 20 CFR, and Chapter 445, Florida Statutes, ensuring accurate reporting and accountability consistent with the activities described in this policy. Performance measures include those designed to gauge the effectiveness of LWDB services to individuals with barriers to employment and employer engagement. These requirements aim to guarantee high-

quality workforce services and continuous improvement across Florida's workforce system.

CareerSource Florida and FloridaCommerce worked 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 April 10 – April 27, 2026, CareerSource Florida received 11 comments from 3 LWDBs. A thorough review of the comments was conducted by CareerSource Florida and FloridaCommerce. Approximately 82% of the feedback received was incorporated into the policy or used to inform the development of technical assistance and guidance.

This policy applies to CareerSource Florida, FloridaCommerce, all 21 LWDBs and all planning regions.

### **FOR CONSIDERATION**

- **Approve to move forward to the full State Workforce Development Board the recommended revisions to this policy.**

**[LWDB Consultation G103 Performance Requirements for LWDBs](#)**



**POLICY  
NUMBER**

**G103**

## **Workforce Policy**

<b>Title:</b>	<b>Performance Requirements for Local Workforce Development Boards</b>		
<b>Type:</b>	<b>Governance</b>		
<b>Program:</b>	<b>Workforce Innovation and Opportunity Act</b>		
<b>Effective:</b>	<b>07/20/2015</b>	<b>Revised:</b>	<b>TBD</b>

### **I. PURPOSE AND SCOPE**

The Workforce Innovation and Opportunity Act (WIOA) require states and Local Workforce Development Boards (LWDBs) to measure, monitor, and continuously improve the effectiveness of workforce programs serving adults, dislocated workers, youth, and employers.

This policy establishes a comprehensive framework for evaluating LWDB performance, providing technical assistance, implementing corrective actions, and ensuring the integrity of reported data. The policy is designed to ensure high-performing workforce outcomes and promote continuous improvement across Florida's workforce system.

### **II. KEY OBJECTIVES AND MEASURABLE PERFORMANCE OUTCOMES**

#### **A. Key Objectives and Measurable Performance Outcomes**

LWDBs play a critical role in advancing Florida's economic and workforce priorities. To support these objectives, LWDBs are expected to:

1. Deliver high-quality, customer-focused workforce services for businesses and job seekers;
2. Collaborate effectively with one-stop partners and workforce stakeholders; and
3. Meet or exceed state and federal performance expectations.

### **III. POLICIES AND PROCEDURES**

#### **A. Negotiated Local Levels of Performance**

##### **1. Negotiations and Adjustment Factors**

Terms with respect to the process of establishing levels of performance under section 116(b) of WIOA for LWDBs are consistent with those established by the US Department of Labor (USDOL) within section 4 of [Training and Employment Guidance Letter 11-19, Change 2](#).

LWDBs, Chief Local Elected Officials (CLEOs), and the Governor negotiate local levels of performance every two years in alignment with state-negotiated levels under

WIOA. These negotiations consider economic conditions and use a local-level statistical adjustment model to ensure fairness and consistency that is consistent with requirements in [20 CFR 677.170\(c\)](#).

## 2. **Required Threshold for Meeting Local Levels of Performance**

An LWDB meets performance standards when each performance indicator and the overall program score are 90 percent or higher. An **Individual Indicator Score** compares the actual performance result on an indicator to the adjusted goal, and a **Program Score** is the average of all indicator scores in a program for the year.

## B. **Tiered Monitoring Efforts**

### 1. **Overview:**

FloridaCommerce, in collaboration with CareerSource Florida, applies a tiered monitoring framework to support continuous improvement and accountability. The framework is progressive, proportional, and data based. Both performance and compliance monitoring activities focus on performance outcomes, data integrity, regulatory compliance, and operational effectiveness. Results of LWDB Programmatic Compliance and Performance monitoring, in alignment with [USDOL's Core Monitoring Guide](#), include the below:

- **Promising Practice:** A workforce activity or strategy that is replicable, scalable, and can be detected in a LWDB's performance outcomes. Note that the inclusion of promising practices does not constitute state endorsement of the practice or a recommendation for future funding.
- **Area of Concern/Other Noncompliance Issue:** Occurs when a violation has been identified that could lead to a finding if not addressed but is small in scope with no demonstrated impact on required state or federal performance and no demonstrated violation of a regulatory requirement.
- **Findings/Corrective Action:** Occurs when there is a demonstrated violation of a regulatory requirement (federal regulation, state statute, grant agreement, and/or term or condition).

### 2. **Tier 1 – Ongoing Performance Oversight and Continuous Improvement**

Tier 1 applies to all LWDBs and includes routine and desktop performance monitoring reviews; annual performance meetings; public transparency through publicly available performance data that includes quarterly and annual updates to LWDB letter grades and federal performance indicators; and voluntary technical assistance, which may be requested by an LWDB at any time.

All LWDBs are expected to use performance data, letter grades, and review feedback to make proactive adjustments to local operations, policies, and service delivery.

### 3. **Tier 2 – Required Technical Assistance and Performance Improvement Plans**

Tier 2 is initiated when the following conditions are met.

Required Technical Assistance and enhanced monitoring is triggered when the following conditions are met:

- An Individual Indicator Score falls below 90 percent for a single measure within a core program for a single year; or
- Two or more consecutive years with findings of programmatic noncompliance; or
- Failure to meet negotiated levels of performance for any subgroup population, consistent with technical assistance, where levels have been established in a

single year.<sup>1</sup>

**Performance Improvement Plans (PIPs)** are corrective in nature and intended to support LWDBs in restoring acceptable performance before escalating to more intensive oversight. A required PIP as part of Tier 2 is triggered when the following conditions are met:

- An Individual Indicator Score for a core program falls below 50 percent of the adjusted level of performance; or
- An Individual Indicator Score for adjusted levels of performance falls below 90 percent for a single year; or
- An LWDB Program Score falls below 90 percent for a core program for a single year.

When a PIP has been determined as necessary consistent with the triggers outlined above, declining performance outcomes for two or more years with subgroups, such as veterans or individuals receiving public assistance, may be required as part of LWDB improvement planning.

The LWDB must develop the PIP in coordination with FloridaCommerce and submit the plan within a timeframe established by the State, not to exceed 60 days from notification. The PIP must be approved by the LWDB and reflect documented oversight of performance deficiencies and corrective strategies. FloridaCommerce, in consultation with CareerSource Florida, will review and approve the PIP prior to implementation and will assess progress on PIP implementation and share this progress with the SWDB.

**At minimum, the PIP must include:**

1. **Performance Analysis:** A detailed analysis of performance outcomes including identification of indicators not meeting performance thresholds and contributing factors.
2. **Root Cause Analysis:** An assessment of underlying causes of performance deficiencies, which may include operational practices, service delivery design, provider data, staff capacity, data integrity issues, cohort levels, or external economic conditions.
3. **Improvement Strategies:** Specific, actionable steps the LWDB will take to address identified deficiencies. Strategies must be clearly linked to root causes and may include changes in service delivery, staff training, or enhanced employer engagement.
4. **Improvement Targets:** Defined interim performance targets and measurable benchmarks, including quarterly expectations for improvement.
5. **Implementation Timeline:** A structured timeline outlining when corrective actions will be implemented and when results are expected, not to exceed two years.
6. **Technical Assistance and Support:** Identification of areas where State-provided technical assistance or peer support is required.

LWDBs on a PIP must report interim outcomes to FloridaCommerce and CareerSource Florida. FloridaCommerce and CareerSource Florida will review the LWDB's performance improvement efforts quarterly to determine if sufficient progress is being made and if a LWDB's PIP should be closed; continued; or whether escalation, consistent with [Workforce Policy G104](#) is necessary.

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<sup>1</sup> As indicated in [Workforce Policy G104 – Sanctions and Other Required Corrective Action for Local Workforce Development Boards Who Fail to Meet Federal and State Standards](#), when evaluating subgroup performance, cohort size will be taken into consideration to ensure statistical validity and fairness in the assessment process.

#### 4. Tier 3 – Corrective Actions, Turn-Around, and Board-Level Interventions

Tier 3 occurs when an LWDB fails to successfully achieve or resolve the terms of the approved PIP. Tier 3 actions may include formal notice, require corrective action, and require turnaround planning, consistent with technical assistance issued by FloridaCommerce in collaboration with CareerSource Florida.

Tier 3 represents the highest level of oversight and is intended to protect program integrity, ensure accountability, and safeguard state and federal workforce funds. LWDBs failing to demonstrate improvements or address deficiencies identified may be subject to sanctions and other corrective actions as outlined in [Workforce Policy G104](#).

#### 5. Progression and De-escalation

LWDBs may **progress between tiers** based on performance outcomes, demonstrated corrective action, and sustained improvement.

Accountability Framework: Federal and State Performance Escalation		
	Federal (WIOA Performance)	State (Supplemental Measures)
1.	Technical Assistance	Formal Notification to CLEO, Board Chair, and Executive Director
2.	Performance Improvement Plan (PIP) (See Section II C)	Required Improvement Strategy and Enhanced Monitoring
3.	Escalation under Workforce Policy G104	Governance Review and Consideration in Board Certification Evaluation

#### C. Performance Measurement through Letter Grades

Per [20 CFR 679.130\(d\)](#), the State Board must develop and update comprehensive performance and accountability measures. Consistent with this requirement, as well as those outlined in sections [445.004](#) and [14.36, Florida Statutes](#), the REACH office, in collaboration with CareerSource Florida and FloridaCommerce, develops letter grades for each LWDB. The approved methodology for the annual calculation of letter grades is [publicly](#) posted by CareerSource Florida annually by October 15th. LWDBs should utilize this information, as well as other data, to ensure alignment within local WIOA plans, state performance indicators, and LWDB performance.

#### D. Validating Performance Data Submitted by Grant Recipients of USDOL Workforce Programs

LWDBs must locally monitor and review their performance and participant data regularly to ensure the accurate entry, reporting, and ongoing verification of all performance data. LWDBs are required to implement internal controls and validation procedures that prevent inaccuracies, ensure timely correction of data issues, and support the reliability of federally reported data.<sup>2</sup> LWDBs must upload all required supporting documentation using the state-identified case management system, [Employ Florida](#).<sup>3</sup> FloridaCommerce will validate data in alignment with federal guidance and issued technical assistance and guidance for LWDBs.

<sup>2</sup> [TEGL 23-19, Change 3](#).

<sup>3</sup> [State Workforce Policy O124, Statewide Standardization of Tools and Services](#).

**IV. IMPLEMENTATION**

LWDBs must establish and maintain local operating procedures (LOPs) that fully comply with WIOA; 20 CFR; Chapter 445, Florida Statutes; and this policy. LWDBs are responsible for implementing human resources and data management systems to track progress toward performance. Performance documentation must be submitted regularly to FloridaCommerce and in accordance with CareerSource Florida workforce policies and technical assistance letters (TAL).

**V. ATTACHMENTS AND RESOURCES**

[Workforce GPS Performance Community](#)

[Workforce GPS - 2025 Core Monitoring Guide](#)

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

## Action Item 4

### NEW WORKFORCE POLICY P89 – BUSINESS AND EMPLOYER SERVICES

Consistent with state and Federal law, CareerSource Florida and FloridaCommerce recommend implementation of New Workforce Policy P89 – Business and Employer Services to provide Local Workforce Development Boards clear guidance related to business and employer services.

Local Workforce Development Boards (LWDBs) must provide employer-focused services through the one-stop system consistent with [20 CFR 678.435](#) and Florida's WIOA Combined Plan. This policy establishes statewide expectations for business and employer services, including employer outreach, sector partnership engagement, and delivery of workforce solutions that support hiring, retention, and skill development. LWDBs must integrate business services with employment, education, and training activities in alignment with [Training and Employment Guidance Letter \(TEGL\) 19-16](#), [TEGL 03-23](#), and [TEGL 16-16](#), and coordinate efforts with economic and education partners to support regional labor market needs.

LWDBs must maintain local operating procedures compliant with WIOA, 20 CFR, and Chapter 445, Florida Statutes, ensuring accurate reporting and accountability for those activities associated with this policy. Performance measures include those designed to gauge the effectiveness of LWDB services to individuals with barriers to employment and employer engagement. These requirements aim to guarantee high-quality workforce services and continuous improvement across Florida's workforce system.

CareerSource Florida and FloridaCommerce worked 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 April 10 – April 27, 2026. CareerSource Florida received 24 comments from 6 LWDBs. A thorough review of the comments was conducted by CareerSource Florida and FloridaCommerce. Approximately 88% of feedback received was incorporated into the policy or used to inform the development of technical assistance and guidance.

This policy applies to CareerSource Florida, FloridaCommerce, all 21 LWDBs and all planning regions.

## FOR CONSIDERATION

- Approve to move forward to the full State Workforce Development Board this new workforce policy.

### ATTACHMENTS

[LWDB Consultation P89 Business and Employer Services](#)



# Workforce Policy

**POLICY  
NUMBER**

**P89**

<b>Title:</b>	Business and Employer Services		
<b>Policy Type:</b>	Programmatic		
<b>Program:</b>	Workforce Innovation and Opportunity Act		
<b>Effective:</b>	TBD	<b>Revised:</b>	N/A

## I. PURPOSE AND SCOPE

Florida’s workforce system is built around the needs of employers. Through strong business engagement, Florida helps businesses find skilled workers, close talent gaps, and respond quickly to changing labor market needs. Real-time labor market data and direct employer input guide training, hiring strategies, and workforce solutions—leading to faster job placement, industry-recognized credentials, higher earnings, and stronger WIOA performance outcomes.

Local Workforce Development Boards (LWDBs) are central to this effort. LWDBs align business services with education and training partners to build regional talent pipelines, support work-based learning, prevent layoffs, and strengthen local economies. Consistent with [Workforce Policy O125 – Business Engagement and Economic Development Support](#), this policy establishes clear statewide expectations for planning, delivering, documenting, and continuously improving business and employer services based on proven industry demand. These requirements apply to all LWDBs and workforce service providers using WIOA funds.

## II. KEY OBJECTIVES AND MEASURABLE PERFORMANCE OUTCOMES

LWDBs must demonstrate measurable improvements in:

- a. Alignment of training investments with labor market demand.
- b. Increase in on-the-job training, customized training, incumbent worker training, apprenticeships, and participation in other work-based training models.
- c. Candidate referral and hiring efficiency.
- d. Increased entered employment, median earnings, and effectiveness in serving employers.
- e. Continued repeat business and year-over-year business penetration.

## III. POLICIES AND PROCEDURES

Meaningful and sustained engagement with business is essential to achieving improved workforce system performance. By positioning employers as active partners in workforce strategy, program design, training delivery, candidate preparation, and recruitment and hiring activities, LWDBs drive stronger WIOA performance outcomes—including employment, earnings, and credential attainment—while ensuring federal and state

education and training investments are aligned with real-time industry needs. This employer-driven approach increases economic self-sufficiency, job placement and retention, reduces reliance on public assistance, and advances economic mobility for Floridians in high-demand, career-sustaining pathways.

## **A. Engaging Businesses as Strategic Partners**

LWDBs function as connectors, conveners, and collaborators that engage employers as strategic partners rather than one-time customers. Boards convene businesses through roundtables, focus groups, sector partnerships, Education and Industry Consortiums, and other forums that support the co-design of solutions addressing talent, training, and community workforce challenges. Employer engagement is comprehensive, targeted, and aligned with sector strategies and local labor market needs, ensuring that employers directly inform service design and regional workforce priorities.

### **1. Coordination and Partnerships**

Strong coordination and partnerships between LWDBs and industry ensure workforce, education, and economic development efforts align with employer needs and support efficient, high-quality service delivery. LWDBs should:

- a. Coordinate with local and regional economic development organizations, education partners, and industry associations.
- b. Establish formal partnerships through MOUs or comparable agreements.
- c. Participate in sector strategies and industry partnerships to address shared workforce challenges and promote a unified response to labor market demand.
- d. Collaborate with Education and Industry Consortiums consistent with [Workforce Policy O13 – Education and Industry Consortiums](#).
- e. Implement results-focused, work-based learning efforts to address employer-focused skills needs.
- f. Leverage co-enrollment opportunities and braid funding sources where appropriate.
- g. Streamline services to reduce duplication and remove barriers to efficient service delivery.

## **B. Delivering Workforce Solutions That Add Value**

LWDBs deliver demand driven business services that meet documented employer needs and produce measurable outcomes. Employer feedback, service data, sector strategies, statewide workforce priorities, and labor market information are used to design, assess, and adjust services such as recruitment support, labor exchange, workforce intelligence, and work based learning. LWDBs must maintain staff capacity, technology systems, and outreach strategies necessary to deliver business services efficiently and in alignment with WIOA requirements, federal guidance, and state priorities.

Consistent with the Reimagining Education and Career Help (REACH) Act<sup>1</sup> and [TEGL 19-16](#), LWDBs should leverage all allowable tools and resources authorized under WIOA and state law to expand access to employment, education, and training services that meet employer-validated talent needs and support pathways that lead to economic self-sufficiency, wage growth, and career advancement.

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<sup>1</sup> [s. 14.36, Florida Statutes](#)

## 1. Required Business and Employer Services

Consistent with WIOA sec. 134(d)(1)(A) and [20 CFR 678.435\(a\)](#), certain career services must be made available to local employers, specifically labor exchange activities and labor market information described in 20 CFR 678.430(a)(4)(ii) and 20 CFR 678.430(a)(6). LWDBs must establish and develop relationships and networks with large and small employers and their intermediaries. Local areas must also develop, convene, or implement industry or sector partnerships.

LWDBs may use WIOA Adult and Dislocated Worker funds to effectively deliver business and employer services, including the following:

- a. Strategic employer engagement and workforce planning
- b. Talent recruitment supported by labor market intelligence
- c. Targeted training, rapid response, and incentive alignment

## 2. Optional Business and Employer Services

Consistent with WIOA sec. 134(d)(1)(A) and [20 CFR 678.435\(b\)](#), LWDBs may use WIOA and Dislocated Worker funds to effectively deliver the business and employer services including the following:

- a. Customized business services may be provided to employers and employer organizations, including:
  - i. Targeted recruitment and hiring support
  - ii. HR consultation, compliance guidance, and accommodations
  - iii. Customized labor market and workforce insights

## C. Rapid Response and Layoff Aversion as Core Business Services

As required by [20 CFR 682 Subpart C](#) and [Training and Employment Guidance Letter \(TEGL\) No. 19-16](#), LWDBs must operate a strong rapid response and layoff aversion system as a core business service. Early action helps employers avoid layoffs, reduce their size, and limit harm to workers and local economies. Rapid response focuses first on business stability, job retention, and quick support when job loss risks appear.

LWDBs must maintain active relationships with employers and key partners, including economic development groups, chambers, small business support organizations, and local governments. These relationships ensure employers know who to contact and when. Early notice allows rapid response staff to assess risk quickly and deliver practical solutions that help businesses adjust and stay competitive.

Rapid response must prioritize layoff aversion. LWDBs must use business engagement, planning, data analysis, short-time compensation education, and other prevention tools to stop or delay layoffs. Early warning systems must trigger immediate outreach and service delivery when businesses face closure or downsizing. When layoffs cannot be avoided, LWDBs must act quickly to support employers and connect workers to reemployment and training services, while meeting all state and federal requirements. FloridaCommerce supports LWDBs in this work through the provision technical assistance on allowable and expected rapid response and layoff aversion activities.

## **D. Staff Training and Capacity Building**

Staff training supports consistent, accurate delivery of Business and Employer Services required under WIOA section 134(d)(1)(A) and [20 CFR 678.435](#) and aligns with local operating procedures (LOPs) and statewide workforce priorities. LWDBs must ensure business and employer services staff are properly trained and knowledgeable about workforce programs and available employer services. New and existing staff are required to complete training and credentialing in accordance with [Workforce Policy O92 – Staff Training and Credentialing](#), including Tier I training, required FL WINS modules, and applicable business services trainings.

## **E. Integration of Business Services with Employment, Education, and Training**

By using labor market intelligence and employer feedback to guide training design, career pathways, recruitment, and credential priorities, LWDBs ensure public funds support in-demand credentials that lead to employment, advancement, and higher median earnings. When LWDBs align these activities across regions and local areas, they increase scale, consistency, and return on investment. Coordinated work-based learning and expanded use of OJT, customized training, incumbent worker training, apprenticeships, and work experience strengthen employer partnerships, accelerate talent development, increase credential attainment and employment outcomes, and produce measurable gains across WIOA performance indicators.

### **1. Demand-Driven Service Alignment**

Integrating employer input, labor market intelligence, state-identified targeted industries, and business outreach findings into LWDB operations is critical to improving service effectiveness and performance outcomes for:

- a. Training program design, including identifying programs consistent with Eligible Training Provider List.
- b. Career pathway development.
- c. Recruitment and referral strategies.
- d. Credential priorities consistent with the REACH Act and the Master Credentials List, directing state and federal funds to in-demand workforce education and training credentials statewide and locally.

### **2. Coordinated Work-Based Learning**

Coordinating training and work-based learning strategies across regions and local areas enable LWDBs to expand access to training opportunities, reach larger talent pools, and address regional hiring needs. Coordinating training efforts across regions and local areas also help LWDBs:

- a. Identify employer needs appropriate for OJT, Customized Training, IWT, apprenticeships, or work experience, and reduce training costs for employers.
- b. Align training and credential investments to address local and regional talent needs more efficiently and at greater scale.
- c. Recruit and prepare job seekers for employment that meets employer expectations while reducing time to recruit and prepare job seekers for employment by aligning skills with employer expectations, resulting in faster hiring and improved placement outcomes.
- d. Ensure documentation and compliance with [20 CFR 680.720–680.840](#) while driving continuous improvement in WIOA performance results.

#### **IV. IMPLEMENTATION**

LWDBs must maintain LOPs and WIOA local plans that show how they implement this policy through integrated service delivery. These documents must explain how cross-program teams, shared case management, labor market data, employer input, and partnerships guide business and employer services. LWDBs must align these efforts with [Workforce Policy O3 – Sector Strategies](#) and [Workforce Policy O13 – Education and Industry Consortiums](#) to match education and training to industry demand, support the Master Credentials List, and deliver employer tools such as work-based learning, rapid response, and layoff aversion as guided by WIOA, workforce policy, and technical assistance letters.

LWDBs must assess the strength of employer partnerships, engagement with high-wage and high-demand industries, and results from employer-driven services. LWDBs must measure results using clear data and employer feedback, including satisfaction, repeat use, hiring outcomes, retention and evaluations designed to ensure employer supports are assisting in maintaining a stable and skilled workforce. LWDBs must use these measures to judge service quality, align with industry hiring needs, and show how workforce services support regional economic growth.

LWDBs must conduct internal monitoring in accordance with technical assistance and guidance issued by FloridaCommerce, to ensure compliance and drive improvement. FloridaCommerce, in consultation with CareerSource Florida, monitors compliance through annual programmatic review, quarterly data validation, and ongoing oversight to ensure alignment with state policy, WIOA requirements, federal and state laws, and required performance data quality standards consistent with issued technical assistance and guidance.

#### **V. ATTACHMENTS AND RESOURCES**

[Business Services Toolkit](#)

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

## **Action Item 5**

### **SUBSEQUENT DESIGNATION OF LOCAL WORKFORCE DEVELOPMENT AREAS AND LOCAL WORKFORCE DEVELOPMENT BOARD COMPOSITION AND CERTIFICATION**

#### **Subsequent Designation of Local Workforce Development Areas**

The Workforce Innovation and Opportunity Act (WIOA) requires that every two years after local workforce development areas (LWDA) are initially designated, the chief local elected officials (CLEO) and local workforce development boards (LWDB) must submit a request for subsequent designation of the local workforce development area. The Governor shall approve the request for subsequent designation of a local area if for the two most recent program years, the local area performed successfully; sustained fiscal integrity; and, in the case of a local areas in a planning region, met the regional planning requirements described in WIOA Section 106(c)(1).

- **Performed Successfully:** In accordance with § 679.260, for the purpose of determining subsequent local area designation, the term “performed successfully” means that the local area met or exceeded the levels of performance the Governor negotiated with the LWDB and CLEOs for core indicators of performance and that the local area has not failed any individual measure for the last two consecutive program years in accordance with a state-established definition, provided in the WIOA State Plan, of met or exceeded performance.
- **Sustained Fiscal Integrity:** For the purpose of determining initial and subsequent local area designation under [§ 679.250\(a\)](#) and [\(b\)](#), the term “sustained fiscal integrity” means that the U.S. Department of Labor (USDOL) Secretary has not made a formal determination that either the grant recipient or the administrative entity of the area misexpended funds due to willful disregard of the requirements of the provision involved, gross negligence, or failure to comply with accepted standards of administration for the 2-year period preceding the determination.

**FloridaCommerce and CareerSource Florida reviewed the local workforce development boards’ submissions to request subsequent designation of a local**

**area as described in Public Law 113-128, Chapter 2, Sections 106-107 – Workforce Development Areas and recommend full approval for all 21 LWDBs.**

**Local Workforce Development Board Composition and Certification**

Every two years, the State of Florida is required to certify one LWDB for each designated local area. Certification is contingent upon the LWDB meeting specific membership requirements outlined in the WIOA section 107(b) and its implementing regulation at 20 CFR § 679.320. Additionally, Section 445.004(11) of the Florida Statutes mandates that the State Workforce Development Board (SWDB), in collaboration with the Florida Department of Commerce (FloridaCommerce), verify each LWDB's membership for compliance with both federal and state laws.

For boards undergoing a second or subsequent certification, the state must also evaluate the local area's performance. This includes assessing how effectively the workforce investment activities supported the achievement of required performance accountability measures and the maintenance of fiscal integrity as specified under WIOA section 106(e)(2). These performance requirements are further detailed in [CareerSource Florida Workforce Policy P88 – Performance Requirements for Local Workforce Development Boards](#).

FloridaCommerce and CareerSource Florida reviewed the LWDB rosters and certification information against the federal requirements and [CareerSource Florida Workforce Policy G105 – Composition and Certification of LWDBs; Certification of One-Stop Systems; and Direct Service Provider Designation](#).

FloridaCommerce provided each local area with the results of the board roster review, notifying them of any identified issues. Several areas indicated they are taking steps to address these matters. **Based on this review, FloridaCommerce and CareerSource Florida recommends full certification for 12 LWDBs that meet all required standards.**

**FloridaCommerce and CareerSource Florida recommends conditional certification for the 9 LWDBs that have outstanding issues described below:**

- **Career Source Escarosa (LWDB 1)** does not have a private education provider on its Board of Directors to complete its required board composition. Approval is conditional on either the approval of a submitted waiver request or fulfillment of this requirement on or before June 30, 2026.

The LWDB has been placed on a performance improvement plan (PIP) for missing the negotiated goal for Youth Credential Attainment and Dislocated Worker Credential Attainment for two consecutive years with performance declines noted at the beginning of a third consecutive year. The anticipated resolution date for this item is June 30, 2028.

- **CareerSource Chipola (LWDB 3)** does not have a private education provider on its Board of Directors to complete its required board composition. Approval is conditional upon approval of the board's submitted waiver request or fulfillment of this requirement on or before September 1, 2026.
- **CareerSource Gulf Coast (LWDB 4)** does not have a private education provider on its Board of Directors to complete its required board composition. The LWDB selected Commercial Driving School, LLC as their private education provider and intends to obtain approval from local government. The anticipated resolution date for this issue is June 30, 2026.

The LWDB is designated for required technical assistance for missing the negotiated goal for the Dislocated Worker Measurable Skill Gains federal indicator for two years in a row. The LWDB negotiated performance for this goal but did not serve any participants in this category. The anticipated resolution date for this issue is June 30, 2028.

- **CareerSource Capital Region (LWDB 5)** was cited for deficiencies in fiscal practice by the Office of Inspector General. Approval is conditional upon the resolution of all identified fiscal deficiencies. The anticipated resolution date for this issue is June 30, 2027.

The LWDB is designated for required technical assistance for missing the negotiated goal for the Dislocated Worker Credential Attainment federal indicator two years in a row. The anticipated resolution date for this issue is June 30, 2028.

- **CareerSource North Florida (LWDB 6)** does not have a private education provider on its Board of Directors to complete its required board composition. Approval is conditional on either the approval of a submitted waiver request or fulfillment of this requirement on or before September 1, 2026.

The LWDB is designated for technical assistance for missing the negotiated goal for the Youth Entered Employment Quarter 4 federal indicator, two years in a row. The anticipated resolution date for this issue is June 30, 2028.

- **CareerSource Northeast Florida (LWDB 8)** did not have a private education provider on its Board of Directors to complete its required board composition during the time of review. Approval is conditional on either the approval of a submitted waiver request or fulfillment of this requirement on or before June 30, 2026.
- **CareerSource Citrus Levy Marion (LWDB 10)** is on a performance improvement plan (PIP) for missing the negotiated goals for Dislocated Worker Entered Employment Rate for Quarter 2 and Dislocated Worker Entered Employment Rate Quarter 4 federal indicators, two years in a row. The anticipated resolution date for this issue is June 30, 2028.

- **CareerSource Polk (LWDB 17)** is on a PIP for missing the negotiated goal for the Dislocated Worker Entered Employment Quarter 2 and Youth Credential Attainment Rate federal indicators, two years in a row, with declines noted in the first part of a third consecutive year. The anticipated resolution date for this issue is June 30, 2028.
- **CareerSource South Florida (LWDB 23)** does not have an executed Memorandum of Understanding (MOU) consistent with federal and state requirements. Approval is conditional upon approval of the board's submitted signed and executed MOU on or before September 1, 2026.

LWDBs granted conditional certification will receive technical assistance as needed to address outstanding issues. These boards are required to provide ongoing status updates throughout the conditional certification period. For boards whose conditional certification depends on submitting revised board rosters that demonstrate compliance with membership requirements, quarterly progress reports must be submitted outlining efforts to fulfill these requirements. All board composition deficiencies must be resolved within 12 months, aligned with the timeline for filling board vacancies as set forth in CareerSource Florida Workforce Policy G105.

## **FOR CONSIDERATION**

- **Approve subsequent local workforce development area designation requests for the following 21 local areas starting July 1, 2026, through June 30, 2028.**
  - **CareerSource Escarosa (LWDB 1)**
  - **CareerSource Okaloosa Walton (LWDB 2)**
  - **CareerSource Chipola (LWDB 3)**
  - **CareerSource Gulf Coast (LWDB 4)**
  - **CareerSource Capital Region (LWDB 5)**
  - **CareerSource North Florida (LWDB 6)**
  - **CareerSource Northeast Florida (LWDB 8)**
  - **CareerSource Citrus Levy Marion (LWDB 10)**
  - **CareerSource Central Florida (LWDB 12)**
  - **CareerSource Pasco Hernando (LWDB 16)**
  - **CareerSource Polk (LWDB 17)**
  - **CareerSource Suncoast (LWDB 18)**
  - **CareerSource Heartland (LWDB 19)**
  - **CareerSource Research Coast (LWDB 20)**
  - **CareerSource Palm Beach County (LWDB 21)**
  - **CareerSource Broward (LWDB 22)**
  - **CareerSource South Florida (LWDB 23)**
  - **CareerSource Southwest Florida (LWDB 24)**

- CareerSource North Central Florida (LWDB 26)
- CareerSource Brevard Flagler Volusia (LWDB 27)
- CareerSource Tampa Bay (LWDB 28)
  
- **Certify 12 LWDBs that have met the required standards:**
  - CareerSource Okaloosa Walton (LWDB 2)
  - CareerSource Pasco Hernando (LWDB 16)
  - CareerSource Suncoast (LWDB 18)
  - CareerSource Heartland (LWDB 19)
  - CareerSource Research Coast (LWDB 20)
  - CareerSource Palm Beach County (LWDB 21)
  - CareerSource Broward (LWDB 22)
  - CareerSource Southwest Florida (LWDB 24)
  - CareerSource North Central Florida (LWDB 26)
  - CareerSource Brevard Flagler Volusia (LWDB 27)
  - CareerSource Tampa Bay (LWDB 28)
  - CareerSource Central Florida (LWDB 12)
  
- **Conditionally approve the following 9 LWDB certifications contingent upon resolution of the outstanding issues described above by the resolution dates indicated.**
  - Career Source Escarosa (LWDB 1)
  - CareerSource Chipola (LWDB 3)
  - CareerSource Gulf Coast (LWDB 4)
  - CareerSource Capital Region (LWDB 5)
  - CareerSource North Florida (LWDB 6)
  - CareerSource Northeast Florida (LWDB 8)
  - CareerSource Citrus Levy Marion (LWDB 10)
  - CareerSource Polk (LWDB 17)
  - CareerSource South Florida (LWDB 23)

## **ATTACHMENTS**

**Action Item 6**

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

## **Action Item 6**

### **LOCAL WORKFORCE DEVELOPMENT BOARD REQUESTS FOR DESIGNATION AS DIRECT PROVIDERS OF WORKFORCE SERVICES AND REQUESTS TO SERVE AS ONE-STOP OPERATORS**

#### **Designation as Direct Providers of Workforce Services**

The Workforce Innovation and Opportunity Act (WIOA) allows local workforce development boards (LWDBs) to serve as direct providers of basic and individualized career services (also referred to as “workforce services”), with the agreement of the chief elected official in the local area, LWDB, and the Governor. Section 445.007(6), Florida Statutes, allows for LWDBs to be designated as direct providers of intake, assessment, eligibility determinations, or other direct provider services, except training services. Further, it requires the state workforce development board (SWDB) to establish the criteria by which an LWDB may request permission to operate under this section and the criteria by which such permission may be granted. This includes but is not limited to reduction in the cost of providing the permitted services and the requirement that such permission shall be granted for a period not to exceed three years for any single request submitted by the LWDB.

LWDBs designated as a direct provider of career services must submit a performance report at the end of each program year during which direct workforce services were provided. The report must contain, at a minimum:

1. An analysis of cost savings as a result of the LWDB providing direct workforce services.
2. A description of improvement in performance outcomes.
3. A description of any “best practices” to be shared with other LWDBs.
4. Evidence that the direct service provision was incorporated into the local WIOA plan within 60 days of receipt of approval to serve as a direct provider of workforce services.

LWDBs approved to serve as direct provider of workforce services must submit the annual performance report by September 30 each year (or when requested by FloridaCommerce).

16 LWDBs requested approval for designation as direct providers of workforce services.

These LWDBs provided the required documentation as described in [CareerSource Florida Workforce Policy G105 – Composition and Certification of LWDBs; Certification of One-Stop Systems; and Direct Service Provider Designation](#). The Florida Department of Commerce (FloridaCommerce) and CareerSource Florida reviewed the submitted documentation.

FloridaCommerce and CareerSource Florida recommend full approval of the request for designation as direct provider of workforce services from the following ten LWDBs:

1. **CareerSource Okaloosa Walton** (LWDB 2)
2. **CareerSource Northeast Florida** (LWDB 8)
3. **CareerSource Pasco Hernando** (LWDB 16)
4. **CareerSource Suncoast** (LWDB 18)
5. **CareerSource Heartland** (LWDB 19)
6. **CareerSource Research Coast** (LWDB 20)
7. **CareerSource Palm Beach County** (LWDB 21)
8. **CareerSource Southwest Florida** (LWDB 24)
9. **CareerSource Tampa Bay** (LWDB 28)
10. **CareerSource Central Florida** (LWDB 12)

After a review of available information, FloridaCommerce and CareerSource Florida recommend conditional approval of the request for designation as direct provider of workforce services from the following six LWDBs contingent on the requirements described below:

- **CareerSource Escarosa (LWDB 1)** is on a performance improvement plan (PIP) for missing the negotiated goal for Youth Credential Attainment Rate and Dislocated Worker Credential Attainment Rate federal indicators, two years in a row.
- **CareerSource Gulf Coast (LWDB 4)** is designated for required technical assistance for missing the negotiated goal for the Dislocated Worker Measurable Skill Gains federal indicator, two years in a row. The LWDB negotiated performance for this goal but did not serve any participants in this category.
- **CareerSource Capital Region (LWDB 5)** is designated for required technical assistance for missing the negotiated goal for the Dislocated Worker Credential Attainment federal performance indicator, two years in a row.
- **CareerSource North Florida (LWDB 6)** is designated for required technical assistance for missing the negotiated goal for Youth Entered Employment Quarter 4 federal indicator, two years in a row.
- **CareerSource Citrus Levy Marion (LWDB 10)** is on a PIP for missing the negotiated goal for Dislocated Worker Entered Employment Rate Quarter 2 and

Dislocated Worker Entered Employment Rate Quarter 4 federal indicators, two years in a row.

- **CareerSource Polk (LWDB 17)** is on a PIP for missing the negotiated goal for the Dislocated Worker Entered Employment Quarter 2 and Youth Credential Attainment Rate federal indicators, two years in a row.

Recommended conditions of approval are as outlined below:

1. Ninety days after the approval of this action item, the LWDBs indicated above must begin re-procurement for this activity within their designated planning regions. If a contracted provider of services is identified through this procurement, conditional approval expires upon the execution of the contract with that provider of services. If no provider is identified through this procurement, the following conditions apply:
  - a. The LWDB must participate in required technical assistance and increased oversight by FloridaCommerce. Conditional approval is granted through June 30, 2028, for all applicable LWDBs.

### **Requests to Serve as One-Stop Operators**

WIOA requires LWDBs to use a competitive procurement process to select their one-stop operators, and to conduct a competitive procurement of one-stop operators at least once every four years.

LWDBs may serve as a one-stop operator, if selected through the competitive procurement process pursuant to 20 Code of Federal Regulations (CFR) 678.605 and 678.615(a). In instances where the LWDB competes to serve as the one-stop operator, a third party must complete the procurement process. The third party may be a consultant, a professional, or any other independent entity retained specifically to arrange, notice, and process the procurement. The third party must not bid on, compete for, or have any financial interest in the contract for procurement or its outcome. Pursuant to [CareerSource Florida Workforce Policy 97 – One-Stop Operator Procurement](#), if the LWDB successfully competes to serve as the one-stop operator, the LWDB must obtain approval from the Governor and the Chief Local Elected Official (CLEO).

Florida Commerce and CareerSource Florida reviewed all requests from LWDBs to serve as a one-stop operator. The attached requests, supplemental documents, checklists and additional compliance and performance information demonstrate the cost savings and other benefits of acting as one-stop operator. Consistent with 20 CFR 678.610 and Workforce Policy 97, the following LWDBs met compliance requirements to procure a one-stop operator and submitted the attached requests.

1. **CareerSource Central Florida (LWDB 12)**

The LWDB was conditionally approved to act as a One-Stop Operator in December 2025. Updated documents were provided to FloridaCommerce in January 2026, outside of the timeframe for inclusion in the January CareerSource Florida Board of Directors agenda packet. FloridaCommerce and CareerSource Florida confirm the requirements to be designated as the one-stop operator have been sufficiently met by CareerSource Central Florida and recommend full approval for LWDB 12 to serve as the one-stop operator effective July 1, 2026, through June 30, 2030, for which the LWDB requested to serve as one-stop operator.

## **2. CareerSource Okaloosa Walton (LWDB 2)**

CareerSource Okaloosa Walton is in active procurement status in search of a One-Stop Operator and anticipates making a recommendation to their Board of Directors on June 3, 2026, to begin operations on July 1, 2026. If the LWDB does not approve or does not act on the procurement for a One-Stop vendor, the LWDB will need approval to act as a One-Stop Operator until the local board approves a vendor. FloridaCommerce and CareerSource Florida recommend the SWDB conditionally approve CareerSource Okaloosa Walton's (LWDB 2) request to serve as a one-stop operator for the reasons described above.

## FOR CONSIDERATION

- **Authorize the full approval of the following local workforce development boards' requests to be designated as a Direct Provider of Workforce Services starting July 1, 2026, through June 30, 2028**
  - **CareerSource Okaloosa Walton (LWDB 2)**
  - **CareerSource Northeast Florida (LWDB 8)**
  - **CareerSource Pasco Hernando (LWDB 16)**
  - **CareerSource Suncoast (LWDB 18)**
  - **CareerSource Heartland (LWDB 19)**
  - **CareerSource Research Coast (LWDB 20)**
  - **CareerSource Palm Beach County (LWDB 21)**
  - **CareerSource Southwest Florida (LWDB 24)**
  - **CareerSource Tampa Bay (LWDB 28)**
  - **CareerSource Central Florida (LWDB 12)**
  
- **Authorize the conditional approval of the following local workforce development boards' requests to be designated as a Direct Provider of Workforce Services contingent on the requirements described above, starting July 1, 2026, through June 30, 2028.**
  - **CareerSource Escarosa (LWDB 1)**
  - **CareerSource Gulf Coast (LWDB 4)**
  - **CareerSource Capital Region (LWDB 5)**
  - **CareerSource North Florida (LWDB 6)**
  - **CareerSource Citrus Levy Marion (LWDB 10)**
  - **CareerSource Polk (LWDB 17)**
  
- **Approve CareerSource Central Florida's (LWDB 12) request to operate as a one-stop operator.**
  
- **Approve CareerSource Okaloosa Walton (LWDB 2) to serve as the one-stop operator on a conditional basis, pending procurement and subsequent approval of a permanent One-Stop Operator by the local board of directors.**

### [ATTACHMENTS](#)

Approved \_\_\_\_\_  
Disapproved \_\_\_\_\_

## Action Item 7

### CAREERSOURCE FLORIDA ADDENDUM TO DESIGNATION OF TWO PLANNING REGIONS

Federal law requires all Local Workforce Development Boards (LWDBs) to be part of a designated Planning Region. LWDBs are assigned to Planning Regions by the Governor, in consultation with LWDBs and Chief Local Elected Officials (CLEOs). The goal of regional planning is to develop, align, and integrate strategies and resources to support regional economic growth.

[CareerSource Florida Workforce Policy 123 – Regional Planning Area Identification and Requirements](#) describe the requirements for local workforce development boards (LWDBs) related to planning region designations. Regional plans and local WIOA plans must align with Florida's WIOA Statewide Plan.

Only two LWDBs remain outside of a designated planning region. CareerSource Capital Region (LWDB 5), who has been identified to become part of the Northwest Florida Workforce Collective, and CareerSource Northeast Florida (LWDB 8), who has been identified to become part of the Nature Coast Regional Planning Area. After review of these requests, the Florida Department of Commerce (FloridaCommerce) and CareerSource Florida recommend that the CareerSource Florida Board of Directors acting as the state workforce development board (SWDB) approve the designation of these areas as follows:

**Northwest Florida Workforce Collective** to include CareerSource Escarosa (Escambia and Santa Rosa counties), CareerSource Okaloosa Walton (Okaloosa and Walton counties), CareerSource Chipola (Calhoun, Holmes, Jackson, Liberty, and Washington counties), CareerSource Gulf Coast (Bay, Franklin, and Gulf counties), and CareerSource Capital Region (Gadsden, Jefferson, Leon, and Wakulla counties).

**Nature Coast Regional Planning Area** to include CareerSource North Florida (Hamilton, Lafayette, Madison, Suwannee, and Taylor counties), CareerSource Northeast Florida (Baker, Clay, Duval, Nassau, Putnam, and St. Johns counties), CareerSource Citrus Levy Marion (Citrus, Levy, and Marion counties), and CareerSource North Central Florida (Alachua, Bradford, Columbia, Dixie, Gilchrist, and Union Counties).

## FOR CONSIDERATION

- Approve a recommendation to the Governor for the designation of the following WIOA Planning Regions:
  - Northwest Florida Workforce Collective
  - Nature Coast Regional Planning Area

### Supporting Documents:

- [Request for designation as WIOA Planning Region from CareerSource Northeast Florida \(LWDB 8\).](#)
- [Request for designation as WIOA Planning Region from CareerSource Capital Region \(LWDB 5\).](#)

# Information Items



## Speaker Bios

### Jimmy Heckman

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Jimmy Heckman is an economist and bureau chief for Workforce Statistics and Economic Research (WSER) at FloridaCommerce. Heckman researches a variety of topics including reducing unemployment, long-term growth industries, and in-demand job skills.

Heckman is a Florida native and attended Florida State University where he earned a master's degree in applied economics.

### Karmyn Hill

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Karmyn Hill serves as the Bureau Chief for One-Stop Program and Support in the Division of Workforce Services at FloridaCommerce and has held several key positions at FloridaCommerce since joining the state of Florida in 2020. Prior to her current role, Hill served as the Director of Operations for the Division of Workforce Services, and the Deputy Director in the Office of Economic Accountability and Transparency, where she assisted in developing and promoting the improved delivery of the Reemployment Assistance Modernization Program.

Through her roles, Hill has provided leadership for the State's priority workforce initiatives, overseeing policy, management, and communications with the Department's internal and external partners. In Hill's first position at FloridaCommerce, she optimized claimant intake during the middle of the 2020 public health emergency. Hill is a Florida native and earned a Bachelor of Science degree from Florida Agricultural and Mechanical University.

### Kristy Farina

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Kristy Farina serves as the administrator of economic research and program performance in FloridaCommerce's Bureau of Workforce Statistics and Economic Research. Farina's team analyzes labor market and workforce data to support economic decision-making and policy planning across Florida.

Before her role with FloridaCommerce, Farina served as faculty at Florida State University, supporting K-12 education research through data analysis and measure design.