



**POLICY
NUMBER**

G103

Workforce Policy

Title:	Performance Requirements for Local Workforce Development Boards		
Type:	Governance		
Program:	Workforce Innovation and Opportunity Act		
Effective:	07/20/2015	Revised:	06/01/2026

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.¹

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.

¹ 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.² LWDBs must upload all required supporting documentation using the state-identified case management system, [Employ Florida](#).³ FloridaCommerce will validate data in alignment with federal guidance and issued technical assistance and guidance for LWDBs.

² [TEGL 23-19, Change 3](#).

³ [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](#)