

**State of Florida Waiver Request
Workforce Innovation and Opportunity Act (WIOA)
American Job Centers Waiver**

Statutory and/or Regulatory Requirements to be Waived

The State of Florida is requesting a waiver of the requirements outlined in WIOA Section 121(e)(1) and 20 CFR 678.300(c) to establish and maintain a comprehensive American Job Center (AJC) in each of the State's local workforce development areas.

This waiver will help remote and rural areas avoid burdens associated with acquiring and maintaining a comprehensive AJC site, providing greater flexibility and opportunities to LWDBs to invest funds in service delivery for job seekers and businesses instead of maintaining brick-and-mortar facilities. For the period of May 2025 to February 2026, 12 of the 21 (57 percent) local workforce development boards (LWDBs) have either co-located with their partners and/or closed their brick-and-mortar career centers due to the increase in overhead costs in relation to the decrease in program funding. Additionally, many LWDBs have increased their use of virtual/remote tools to decrease barriers to serving individuals, especially in rural areas.

Florida expects increases in participant numbers as boards retire use of existing spaces where needed and emphasize improving customer service. This waiver request aligns with TEGL 05-25; Pillar III: Integrated Systems; and Pillar V: Flexibility and Innovation.

Actions the State Has Undertaken to Remove State or Local Barriers

The State is conducting a statewide assessment of its one-stop network to identify locations where virtual or mobile service delivery would better serve the community than a fixed physical center. Furthermore, the State is developing standardized intake and case management protocols that ensure there is no loss of service quality during this proposed transition. The State has worked within existing statutory and regulatory constraints to standardize operator expectations, contract language, performance metrics, and monitoring tools across local areas. The State has provided templates, technical assistance, and guidance to support consistent procurement and oversight practices.

Strategic Goals of the Waiver

The strategic goals associated with this waiver are to:

1. Improve services to individuals with barriers to employment by:
 - a. Reducing LWDBs' costs associated with the requirement to maintain a comprehensive AJC in each local area, including, but not limited to, the costs of infrastructure maintenance and co-location requirements; and
 - b. Minimizing job seekers' need for transportation to and from a comprehensive AJC and for childcare associated with in-person visits.
2. Take advantage of the new FL WINS system and comply with section 445.009(6), Florida Statutes, which provides, in relevant part: "To the extent possible, core services, as defined by Pub. L. No. 113-128, shall be provided electronically, using existing systems... To expand electronic capabilities, the state board and the department, working with local workforce development

boards, shall develop a centralized help center to assist local workforce development boards in fulfilling core services, *minimizing the need for fixed-site one-stop delivery system centers...* To the extent feasible, core services shall be accessible through the Internet. Through this technology, core services shall be made available at public libraries, public and private educational institutions, community centers, kiosks, neighborhood facilities, and satellite one-stop delivery system sites.”

3. Allow LWDBs to be more agile and innovative in-service delivery through co-location with community partners that serve a similar customer base and the use of technology like virtual AJCs and the FL WINS system.
4. Maximize constructive collaboration with the Florida College System, the primary access point to higher education for Floridians, including recent high school graduates and returning adult students. The 28 member colleges of the Florida College System respond quickly and efficiently to meet the demand of employers by aligning certificate and degree programs with regional workforce needs.

Alignment with U.S. Department of Labor/Employment and Training Administration Policy Priorities

Training and Employment Guidance Letter No. 05-25 encourages state workforce development boards to review current policies and practices to maximize opportunities provided by WIOA to modernize and innovate operations and optimize service delivery of workforce development programs. This waiver aligns with USDOL’s guidance to encourage opportunities to integrate systems and realign resources and optimize service delivery. The innovative [FL WINS](#) system will allow LWDBs to expand the “virtual AJC” concept by providing a one-stop, electronic individualized service match and connection with a network of workforce partners. This streamlined approach is also aligned with Florida’s vision to minimize the need for fixed-site one-stop delivery systems and will allow LWDBs to focus on serving customers in a more modern, accessible way.

The waiver is aligned with America’s Talent Strategy, Pillar III: Integrated Systems: Replacing a fragmented web of duplicative programs with a streamlined, coordinated system that delivers unified workforce services. By reducing the focus on funding and maintaining brick-and-mortar comprehensive AJCs, LWDBs will be able to realize this pillar of the vision by facilitating streamlined intake processes and using digital tools like FL WINS that help frontline staff guide individuals to the right services and allow job seekers to access multiple services electronically.

The waiver is aligned with America’s Talent Strategy, Pillar V: Flexibility and Innovation: Creating new models of workforce innovation built to match the speed and scale of AI-driven economic transformation. By allowing LWDBs the flexibility to choose whether a comprehensive AJC is the best fit for the needs of job seekers and businesses in their local area, the waiver will foster innovation in service delivery and allow more efficient transactions, resulting in greater numbers of participants served.

Projected Programmatic Outcomes Resulting from Implementation of the Waiver

The State expects to achieve the following goals and programmatic outcomes as a result of this waiver:

1. Significant cost savings to LWDBs, including lower administrative costs, resulting in more funds for the provision of services to job seekers and businesses.
2. Improved access and time to service for individuals who use virtual options.

3. Administrative efficiencies will be gained through centralized procurement and oversight, allowing greater investment in staff training, service innovation, and continuous improvement
4. Increased number of participants due to increased focus on co-location and use of technology to connect them to services.

Description of Individuals, Groups, or Populations Impacted by the Waiver

1. WIOA participants (Adult, Dislocated Workers, Youth): This waiver benefits program participants by providing more consistent and predictable service experiences across locations, regardless of where they enter the system.
2. Employers and businesses: Employers will also benefit from a centralized operation through streamlined employer engagement, consistent business service offerings, and better coordination of training and hiring solutions across regions.
2. Local Workforce Development Boards
3. Workforce partner agencies

The Process to Monitor the Waived Activities and Collect Waiver Outcome Information

The State will monitor waiver implementation through uniform contract management, performance monitoring, and fiscal oversight processes. Operator performance will be evaluated using standardized metrics tied to service quality, customer outcomes, and compliance. The State will conduct regular reviews of operator effectiveness and will retain the ability to modify, recompetete, or terminate contracts based on performance. Outcomes and implementation status will be reported through the WIOA Annual Report and other required reporting mechanisms.

Most Recent Data Available Regarding the Results and Outcomes Observed Through the Implementation of the Existing Waiver

The State of Florida does not have an AJC waiver in place at present.

Opportunity for Local Workforce Development Board and Public Comment on the Waiver

Workforce development stakeholders, including LWDBs, businesses, and Chief Local Elected Officials, were notified of the State's waiver request through an email alert and post on CareerSource Florida's website. This included instructions on how to submit comments. In addition, both the public and stakeholders had access to the waiver request on CareerSource Florida's website, CareerSourceFlorida.com, in the WIOA combined plan. The public comment period was open for 30 calendar days (shown below). There were no comments received.

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