

State of Florida Waiver Request
Workforce Innovation and Opportunity Act (WIOA)
Waiver to Allow Use of Supportive Services Within 12 Months of Exit

Statutory or Regulatory Requirements to be Waived

The State of Florida is requesting a waiver of WIOA Section 134(d)(2) and 20 CFR 680.910 to allow use of supportive services for participants within 12 months of exit for employment retention. This waiver will allow Adult and Dislocated Worker program participants who have exited to have access to short-term, targeted supportive services.

Priority provision of these services will be provided to participants who are or were recently justice-involved and recipients of public assistance (PA). Services will be designed to address issues experienced by jobseeker customers whose increase in wages reduces or eliminates public benefits. Such supportive services may include transportation-related costs, temporary living costs, or childcare expenses while the individual adjusts to his or her employment circumstances.

As shown in the chart¹ below, for program years (PYs) 2023 and 2024, the number of individuals participating in employment and training activities through WIOA and who are also recipients of PA increased for both the Adult and Dislocated Worker programs. This data supports providing additional priority for supplementary support to increase employment retention and mitigate the potential that an individual will regress back onto public assistance.

	PY	Program	Total Participants	Receiving PA	Percent Receiving PA
SW	2023	Adult	8,483	2,949	34.8%
SW	2024	Adult	8,405	3,170	37.7%
SW	2023	Dislocated Worker	1,100	216	19.6%
SW	2024	Dislocated Worker	989	233	23.6%

For the same program timeframe, there were 717 (663 adults/54 DWs) justice-involved individuals served in the WIOA program for PY 2023 and 655 (598 adults/57 DWs) served in PY 2024 for a decrease of 8.6 percent over the year².

Actions the State Has Undertaken to Remove State or Local Barriers

To support the waiver extending post-exit supportive services beyond 12 months, the State has taken several actions to remove barriers for participants. These include helping with transportation, childcare, and other work-related expenses, offering individualized follow-up and case management to identify

¹ETA-9170 report USDOL's WIOA Joint Participant Individual Record Layout.

² This data originates from the ETA-9173 reports submitted to USDOL ETA for PY 2023 and PY2024 quarters ending 06/30/2024 and 06/30/2025, respectively. <https://www.floridajobs.org/docs/default-source/federal-program-reports/adult-py2023q4-local-performance.pdf>, <https://www.floridajobs.org/docs/default-source/federal-program-reports/dw-py2023q4-local-performance.pdf>, <https://www.floridajobs.org/docs/default-source/federal-program-reports/adult-py2024q4-local-performance.pdf>, <https://www.floridajobs.org/docs/default-source/federal-program-reports/dw-py2024q4-local-performance.pdf>

emerging needs, and connecting eligible participants to community resources such as counseling, health services, and additional training opportunities. The State has worked within existing statutory and regulatory constraints to incentivize activities related to co-enrollment that can assist in meeting participant needs for supportive services and encourage employment retention. The State also works with employers to address workplace challenges, ensures access to technology and digital tools, and leverages flexible program policies to eliminate administrative or financial barriers, all aimed at promoting sustained employment, wage progression, and long-term self-sufficiency.

Strategic Goals of the Waiver

The waiver extending post-exit supportive services beyond 12 months supports the State's strategic goals by helping participants maintain employment, advance in their careers, and achieve long-term self-sufficiency. It ensures services remain responsive to individual needs, strengthens coordination across employment and training programs such as WIOA Adult, Dislocated Worker, Youth Welfare Transition (TANF), Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) programs, and maximizes the impact of workforce investments by reducing barriers that could lead to job loss or repeated program re-entry.

1. Continue to reduce participant reliance on and regression towards public assistance.
2. Improve employment retention by ensuring individuals have the ongoing support needed to overcome periodic barriers as they transition into the workforce.
3. Strengthen coordination across workforce development programs to facilitate better long-term outcomes.

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 enhance worker mobility and optimize service delivery. The flexibility to provide supportive services to individuals who have obtained employment is expected to mitigate benefits cliff issues for workers and improve performance outcomes for local workforce development boards.

The waiver is aligned with America's Talent Strategy, Pillar II: Bringing more Americans into the labor force and helping them advance, including through the innovative use of technology and labor market data. Job seekers who have been hesitant to enter or re-enter the workforce due to issues with the benefits cliff, transportation, and childcare will be able to achieve and maintain employment with the additional supports that may be provided using the waiver. Fewer individuals will need to continue accepting public assistance as a result.

The waiver is aligned with America's Talent Strategy, Pillar IV: Accountability: Ensuring federally funded workforce programs deliver measurable results by linking investments to outcomes & enforcing performance discipline. Local Workforce Development Boards can achieve greater success on performance accountability measures.

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. Assist more individuals with barriers to employment in obtaining and maintaining employment.
2. Wage Progression and Career Advancement: Ongoing services support skill development, training, and career pathway opportunities, helping participants increase earnings and move into higher-level positions
3. Reduced Program Re-Entry and Administrative Burden: By addressing barriers post-exit, participants are less likely to need re-enrollment, allowing the system to focus resources on outcomes rather than repeated intake and case management.
4. Increase performance on WIOA primary indicators of performance, including Employment Rate – 2nd Quarter After Exit; Employment Rate – 4th Quarter After Exit; Median Earnings – 2nd Quarter After Exit; and Effectiveness in Serving Employers.
5. Continue to reduce participant reliance on public assistance.

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

1. Individuals with barriers to employment.
2. Employers.
3. Local Workforce Development Boards.

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

Annual WIOA on-site and remote programmatic reviews will include an evaluation of how the waiver is being used locally and the success of achieving the stated goals and outcomes. Local workforce development boards will also be responsible for assessing the use and effectiveness of the waiver. Local areas will also be required to report on implementation and performance as a result of the waiver in their local and regional plans.

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

The State of Florida does not have a supportive services 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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