



# Programs and Services Committee

## MEETING AGENDA

### *Meeting Details*

**Date:** Wednesday, November 29, 2023

**Time:** 8:00 a.m.

**Location:** Administrative Office  
584 NW University Blvd.  
Suite 100  
Port St. Lucie, FL 34986

### *MS Teams Virtual Meeting Access:*

**Access Code:** 408 562 464#

**Phone:** 772-800-5467

**URL:** [Click here to join the meeting](#)

### *Opening Remarks*

1. Welcome & Attendance

### *Voting Items*

2. Review and Approve Local Targeted Occupations List (LTOL) for 3rd Quarter of PY 23-24
3. Review and Approve Welfare Transition (WT) - Work Registration Policy Revisions

### *Information/Discussion*

4. CareerSource Research Coast (CSRC) Program Updates
  - a. Wagner-Peyser (WP)/TAA
    - Corrective Action Plan PY 2022-2023
    - Staffing Updates
  - b. Workforce Innovation and Opportunity Act (WIOA)
    - On-the-Job (OJT) Training Progress YTD
    - Individual Training Account (ITA) Expenditures
    - Staffing Update
  - c. Welfare Transition (WT)/SNAP
    - SNAP State Plan Changes
    - Statewide WT Program Participation Task Force
    - Staffing Updates
  - d. Jobs for Veterans State Grant (JVSG)/Migrant and Seasonal Farmworkers (MSFW)
    - JVSG - Paychecks for Patriots/Annual Conference
    - MSFW - Change in Significant Office/Regional Subject Matter Expert Group
5. Regional Planning Update/Collaboration with CareerSource Palm Beach
6. Hope Florida Program Update
7. CareerSource Policies Under Development: Standardized/Regional Planning Policies
8. Letter Grade Update - Change to Methodology for PY 2023-2024
9. Adjournment

## AGENDA ITEM SUMMARY

<b>Title</b>	Local Targeted Occupations List (LTOL) for 3rd Quarter of PY 2023-2024
<b>Strategic Goal</b>	Strong Advancement of Existing and Emerging Local Targeted Industry Clusters
<b>Policy/Plan/Law</b>	Workforce Innovation & Opportunity Act
<b>Action Required</b>	Review and Approve the LTOL for the 3rd Quarter of PY 2023-2024

**Background**

The Department of Commerce (FLORIDACOMMERCE) Bureau of Labor Market Statistics (LMS) has published the 2023-2024 Statewide Targeted Occupations List on the DEO website. The Statewide Demand Occupations list identifies the labor market needs of Florida's business community and encourages job training based on those needs, with emphasis on jobs that are both high demand and high skill/high wage, and is used as a baseline for establishing the Local Targeted Occupations Lists (LTOLs). The Local Workforce Development Boards (LWDBs) develop and use their LTOLs to identify occupations for which eligible adults and dislocated workers may receive training assistance under the Workforce Innovation and Opportunity Act.

Pursuant to CareerSource Florida policy, LWDBs are to develop their LTOLs, in consultation with local business and industry representatives, using the LMS-generated Demand Occupations Lists, as well as other resources, such as Help Wanted Online Lists and Supply/Demand lists. The LWDBs must publish their updated LTOLs on their websites and update them as they make changes. CareerSource Research Coast adopted a local policy to incorporate CareerSource Florida's LTOL policy and process. As part of our local policy, the LTOL is to be reviewed and approved on a quarterly basis in order to add occupations in demand or delete occupations that are declining.

**Staff Recommendation**

Staff reviewed local labor market information and resources regarding the LTOL. There are no recommended addition of occupations to the 3rd Quarter of PY 2023-2024 list. Staff recommends approval of this LTOL for the 3rd Quarter of PY 2023-2024.

**Supporting Materials**

CareerSource Research Coast Local Targeted Occupations List

**Board Staff**

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# 2023-24 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 20 - Indian River, Martin, and St. Lucie counties

Selection Criteria:

- 1 FLDOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 30 annual openings and positive growth
- 3 Mean Wage of \$16.39/hour and Entry Wage of \$13.32/hour
- 4 High Skill/High Wage (HSHW) Occupations:  
Mean Wage of \$25.67/hour and Entry Wage of \$16.39/hour

SOC Code*	HSHW**	Occupation Title*	Regional				Statewide				FLDOE Training Code	In EFI Targeted Industry?	Qualifying Level***
			Annual % Growth	Annual Openings	2021 Hourly Wage		Annual % Growth	Annual Openings	2021 Hourly Wage				
132011	HSHW	Accountants and Auditors	1.49	149	35.59	19.68	1.433637	9327	36.69	21.86	5	Yes	R
113012	HSHW	Administrative Services Managers	0.02	4	46.92	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
493011	HSHW	Aircraft Mechanics and Service Technicians	2.18	32	N/A	N/A	1.275075	1424	31.28	19.87	3	Yes	S
532011	HSHW	Airline Pilots, Copilots, and Flight Engineers	0.02	1	118.61	N/A	1.187475	665	111.83	63.62	4	Yes	S
173011	HSHW	Architectural and Civil Drafters	2.06	22	N/A	N/A	1.364712	831	26.84	18.87	3	Yes	S
119041	HSHW	Architectural and Engineering Managers	1.56	10	67.69	45.74	1.762937	723	70.33	46.08	5	Yes	S
274011		Audio and Video Technicians	1.22	4	N/A	N/A	2.493062	1013	24.05	14.84	4	No	S
493021		Automotive Body and Related Repairers	0.01	3	23.51	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
493023		Automotive Service Technicians and Mechanics	0.15	124	21.54	14.49	0.334087	5289	21.79	13.91	3	No	R
194021		Biological Technicians	1.40	21	N/A	N/A	1.887425	566	20.84	14.82	4	Yes	S
433031		Bookkeeping, Accounting, and Auditing Clerks	0.23	320	20.25	14.08	0.222162	12179	20.4	13.86	4	Yes	R
472021		Brickmasons and Blockmasons	0.00	1	21.88	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
493031		Bus and Truck Mechanics and Diesel Engine Specialists	0.88	26	24.59	18.10	1.255837	1594	25.08	18.05	3	No	S
533051		Bus Drivers, School or Special Client	0.01	6	17.12	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
533052		Bus Drivers, Transit and Intercity	N/A	N/A	N/A	N/A	0.73355	1327	20.76	14.27	3	No	S
131199		Business Operations Specialists, All Other											
251011	HSHW	Business Teachers, Postsecondary	0.02	1	49.04	N/A	2.23235	525	45.7	23.69	5	No	S
131020	HSHW	Buyers and Purchasing Agents	0.30	35	27.15	17.46	-0.0122	2608	30.91	18.31	4	Yes	R
535021	HSHW	Captains, Mates, and Pilots of Water Vessels	0.02	1	32.50	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
292031		Cardiovascular Technologists and Technicians	1.40	18	N/A	N/A	1.547	517	24.33	14.2	3	No	S
251194	HSHW	Career/Technical Education Teachers, Postsecondary	0.01	4	30.29	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
435011		Cargo and Freight Agents	N/A	N/A	N/A	N/A	1.385412	1118	22.67	15.36	3	Yes	S
472031		Carpenters	0.91	237	19.95	15.15	0.99115	6762	21.14	15.6	3	No	R
472051		Cement Masons and Concrete Finishers	1.02	40	N/A	N/A	1.4146	1658	19.2	14.09	3	No	S
351011	HSHW	Chefs and Head Cooks	2.31	54	30.36	18.46	1.48045	1972	28.29	16.3	3	No	R
111011	HSHW	Chief Executives	0.00	2	82.40	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
172051	HSHW	Civil Engineers	2.08	30	N/A	N/A	1.6718	1642	45.22	27.52	5	Yes	S
131031	HSHW	Claims Adjusters, Examiners, and Investigators	0.49	14	N/A	N/A	0.09765	2094	31.45	20.39	3	Yes	S
212011		Clergy	1.41	76	23.28	15.34	1.02695	1825	24.58	15.27	5	No	R
292010		Clinical Laboratory Technologists and Technicians	1.71	36	24.55	14.97	1.404137	1891	25.13	15.26	4	No	R
532012	HSHW	Commercial Pilots	2.62	30	N/A	N/A	1.3417	746	52.69	27.66	3	Yes	S
211099		Community and Social Service Specialists, All Other	1.67	10	22.98	15.86	1.559637	546	21.18	15.25	5	No	S
131141	HSHW	Compensation, Benefits, and Job Analysis Specialists	0.89	3	N/A	N/A	1.472312	554	28.75	19.06	4	Yes	S
131041	HSHW	Compliance Officers	1.42	40	32.05	18.58	1.153187	2499	31.63	18.12	3	Yes	R
113021	HSHW	Computer and Information Systems Managers	0.93	11	N/A	N/A	1.824475	2248	70.34	44.67	5	Yes	S
151241	HSHW	Computer Network Architects	0.72	3	N/A	N/A	1.525225	685	53.64	32.8	5	Yes	S

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SOC Code*	HSHW**	Occupation Title*	Regional				Statewide				FLDOE Training Code	In EFI Targeted Industry?	Qualifying Level***
			Annual % Growth	Annual Openings	2021 Hourly Wage		Annual % Growth	Annual Openings	2021 Hourly Wage				
151231	HSHW	Computer Network Support Specialists	1.26	14	32.72	23.66	1.442062	887	32.57	21.01	3	Yes	S
519161		Computer Numerically Controlled Tool Operators	0.01	1	22.45	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
151299	HSHW	Computer Occupations, All Other	0.01	3	41.54	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
151211	HSHW	Computer Systems Analysts	1.02	17	43.43	25.15	1.445662	2943	44.58	27.96	4	Yes	S
151232	HSHW	Computer User Support Specialists	0.92	37	25.76	16.52	1.732975	4532	24.95	15.75	3	Yes	R
474011	HSHW	Construction and Building Inspectors	-0.15	29	28.68	19.74	1.055712	1468	30.12	19.06	3	Yes	S
119021	HSHW	Construction Managers	1.38	58	46.84	27.87	1.6407	3377	49.89	28.74	4	No	R
131051	HSHW	Cost Estimators	0.89	44	N/A	N/A	0.902925	1377	31.18	19.13	4	No	S
151242	HSHW	Database Administrators	0.02	2	44.23	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
151243	HSHW	Database Architects	0.02	1	57.12	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
319091		Dental Assistants	2.04	121	19.46	16.06	1.868625	3421	19.63	15.87	3	No	R
291292	HSHW	Dental Hygienists	2.06	58	34.33	28.25	1.87035	1153	35.18	29.19	4	No	R
292032	HSHW	Diagnostic Medical Sonographers	2.26	19	N/A	N/A	2.451512	614	34.27	26.98	3	No	S
472081		Drywall and Ceiling Tile Installers	1.49	30	N/A	N/A	1.099587	788	19.61	14	3	No	S
119032	HSHW	Education Administrators, Kindergarten through Secondary	1.37	33	42.28	27.95	N/A	N/A	N/A	N/A	5	No	R
119033	HSHW	Education Administrators, Postsecondary	0.02	3	43.89	N/A	1.417712	1111	46.05	33.25	5	No	S
173023	HSHW	Electrical and Electronic Engineering Technologists and Technicians	N/A	N/A	N/A	N/A	1.415662	782	29.33	19.14	4	Yes	S
172071	HSHW	Electrical Engineers	1.06	8	N/A	N/A	1.97235	656	45.32	28.99	5	Yes	S
472111		Electricians	1.92	158	22.96	16.70	1.505212	5999	23.6	16.86	3	No	R
172072	HSHW	Electronics Engineers, Except Computer	0.02	2	51.20	N/A	1.692725	519	50.3	35.33	5	Yes	S
252021	HSHW	Elementary School Teachers, Except Special Education	1.35	171	28.52	21.12	1.214537	6265	29.57	21.08	5	No	R
172199	HSHW	Engineers, All Other	0.50	3	N/A	N/A	1.321262	693	49.99	26.74	5	Yes	S
119072	HSHW	Entertainment and Recreation Managers, Except Gambling	0.02	1	40.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
113013	HSHW	Facilities Managers	0.02	2	44.38	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
119013	HSHW	Farmers, Ranchers, and Other Agricultural Managers	0.01	7	44.33	N/A	0.097262	5002	44.56	22.53	4	No	S
512051		Fiberglass Laminators and Fabricators	0.01	4	19.04	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
132051	HSHW	Financial and Investment Analysts	0.02	4	46.30	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
113031	HSHW	Financial Managers	2.04	65	61.59	32.50	2.27545	3661	66.29	34.98	5	Yes	R
132054	HSHW	Financial Risk Specialists	0.02	1	46.11	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
132099	HSHW	Financial Specialists, All Other	0.02	2	28.89	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
332011	HSHW	Firefighters	0.72	72	26.19	17.40	0.630787	1626	25.71	16.59	3	No	R
471011	HSHW	First-Line Supervisors of Construction Trades and Extraction Workers	1.27	175	29.75	20.42	1.347287	6420	31.74	21.04	4	No	R
371011		First-Line Supervisors of Housekeeping and Janitorial Workers	0.44	57	20.26	14.44	1.830225	2885	19.74	13.88	3	No	R
371012		First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	0.41	83	24.61	17.52	1.736762	1982	23.81	16.38	3	No	R
491011	HSHW	First-Line Supervisors of Mechanics, Installers, and Repairers	1.16	74	31.28	20.51	1.22125	3401	31.26	20.64	3	No	R
411012	HSHW	First-Line Supervisors of Non-Retail Sales Workers	-0.39	40	37.37	20.83	0.038825	2634	43.82	23.51	4	Yes	S
431011	HSHW	First-Line Supervisors of Office and Administrative Support Workers	0.48	256	28.25	18.32	0.4849	11899	29.35	18.86	4	Yes	R

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Mean Wage of \$25.67/hour and Entry Wage of \$16.39/hour

SOC Code*	HSHW**	Occupation Title*	Regional				Statewide				FLDOE Training Code	In EFI Targeted Industry?	Qualifying Level***
			Annual % Growth	Annual Openings	2021 Hourly Wage		Annual % Growth	Annual Openings	2021 Hourly Wage				
391022		First-Line Supervisors of Personal Service Workers	0.02	5	23.46	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
511011	HSHW	First-Line Supervisors of Production and Operating Workers	1.43	88	30.66	18.96	1.088612	2870	29.79	18.77	3	Yes	R
411011		First-Line Supervisors of Retail Sales Workers	0.08	301	22.30	14.33	0.024562	10845	22.39	14.19	3	No	R
531047		First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling Supervisors	0.58	73	25.56	16.67	1.456225	4152	26.27	16.95	3	Yes	R
391014		First-Line Supervisory of Entertainment and Recreation Workers, Except Gambling Services	0.02	4	24.23	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
119051	HSHW	Food Service Managers	0.98	130	34.51	20.77	0.594525	3684	35.82	19.55	4	No	R
111021	HSHW	General and Operations Managers	1.31	332	46.28	20.28	1.356512	15477	47.51	21.26	4	Yes	R
472121		Glaziers	2.26	19	N/A	N/A	2.241837	869	20.39	15.29	3	No	S
271024		Graphic Designers	0.31	24	N/A	N/A	0.702787	1716	25.83	16.87	4	Yes	S
292099	HSHW	Health Technologists and Technicians, All Other	0.02	4	21.73	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
499021		Heating, Air Conditioning, and Refrigeration Mechanics and Installers	1.54	143	21.93	15.39	1.1598	4213	22.52	15.77	3	No	R
533032		Heavy and Tractor-Trailer Truck Drivers	1.16	223	20.45	14.00	0.9763	13002	21.62	14.92	3	Yes	R
113121	HSHW	Human Resources Managers	1.20	13	51.70	33.03	1.353275	766	56.98	34.83	5	Yes	S
131071	HSHW	Human Resources Specialists	1.45	86	28.61	17.80	1.346987	5002	31.42	18.49	5	Yes	R
173026	HSHW	Industrial Engineering Technologists and Technicians	0.01	1	28.46	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
172112	HSHW	Industrial Engineers	2.33	8	N/A	N/A	2.3575	1025	44.86	30.14	5	Yes	S
499041	HSHW	Industrial Machinery Mechanics	2.10	25	27.25	19.05	2.154937	1828	26.07	18.12	3	Yes	S
537051		Industrial Truck and Tractor Operators	2.56	177	19.04	14.76	1.826062	4759	19.3	14.88	3	Yes	R
151212	HSHW	Information Security Analysts	2.83	6	N/A	N/A	4.135675	1047	49.44	30.8	3	Yes	S
413021		Insurance Sales Agents	1.28	94	N/A	N/A	1.058812	5238	28.19	14.47	3	Yes	S
273091		Interpreters and Translators	3.07	7	N/A	N/A	3.146237	522	24.63	13.67	4	Yes	S
252012	HSHW	Kindergarten Teachers, Except Special Education	1.56	12	N/A	N/A	1.204462	979	28.39	19.71	5	No	S
292061		Licensed Practical and Licensed Vocational Nurses	2.03	167	22.95	19.44	1.569787	3969	23.01	18.96	3	No	R
132072	HSHW	Loan Officers	-0.75	26	35.09	15.98	0.186937	1467	35.86	17.27	4	Yes	S
119081	HSHW	Lodging Managers	0.02	2	37.93	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
131081	HSHW	Logisticians	3.73	11	28.30	15.58	1.465175	932	33.32	20	5	Yes	S
514041		Machinists	1.88	36	N/A	N/A	1.36225	1125	22.14	15.46	3	Yes	S
499071		Maintenance and Repair Workers, General	0.02	41	19.47	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
131111	HSHW	Management Analysts	1.92	97	40.52	23.50	1.84815	8036	41.63	22.17	5	Yes	R
119199	HSHW	Managers, All Other	0.02	9	50.29	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
131161	HSHW	Market Research Analysts and Marketing Specialists	2.49	106	30.34	17.34	2.726837	6860	32.99	18.28	5	Yes	R
112021	HSHW	Marketing Managers	1.26	18	N/A	N/A	1.537612	1463	72.48	36.91	5	Yes	S
319011		Massage Therapists	0.03	11	23.46	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
172141	HSHW	Mechanical Engineers	2.02	11	43.22	27.22	1.745	711	43.3	27.76	5	Yes	S
119111	HSHW	Medical and Health Services Managers	4.01	89	47.10	28.78	N/A	N/A	N/A	N/A	5	No	R

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SOC Code*	HSHW**	Occupation Title*	Regional				Statewide				FLDOE Training Code	In EFI Targeted Industry?	Qualifying Level***
			Annual % Growth	Annual Openings	2021 Hourly Wage		Annual % Growth	Annual Openings	2021 Hourly Wage				
319092		Medical Assistants	2.05	227	16.88	13.68	2.342537	9263	17.06	13.72	3	No	R
292036	HSHW	Medical Dosimetrists	0.01	1	65.29	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
499062		Medical Equipment Repairers	0.86	12	N/A	N/A	1.490575	569	24.55	15.53	3	Yes	S
292072		Medical Records Specialist	0.01	5	22.74	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
436013		Medical Secretaries and Administrative Assistants	1.45	131	17.18	13.79	1.498862	5104	17.21	13.53	3	No	R
131121		Meeting, Convention, and Event Planners	2.41	16	N/A	N/A	1.803925	1150	25.39	15.27	4	Yes	S
252022	HSHW	Middle School Teachers, Except Special and Career/Technical Education	1.34	87	28.67	21.27	1.221925	2908	28.98	20.31	5	No	R
493042		Mobile Heavy Equipment Mechanics, Except Engines	1.29	11	23.12	16.98	1.103387	937	24.11	17.19	3	Yes	S
493051		Motorboat Mechanics and Service Technicians	1.67	34	N/A	N/A	1.1237	507	24.18	15.78	3	Yes	S
151244	HSHW	Network and Computer Systems Administrators	0.98	17	35.13	21.99	1.337562	1592	39.34	24.6	4	Yes	S
311131		Nursing Assistant	0.02	40	15.43	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
312011	HSHW	Occupational Therapy Assistants	0.04	4	34.76	N/A	3.356887	588	31.43	24.74	4	No	S
472073		Operating Engineers and Other Construction Equipment Operators	0.23	69	19.96	15.73	0.959725	2869	21.27	15.72	3	No	R
472141		Painters, Construction and Maintenance	0.89	113	N/A	N/A	0.952862	3163	18.62	14.28	3	No	S
232011		Paralegals and Legal Assistants	0.53	108	23.37	16.62	1.8048	4961	25.93	17.89	3	Yes	R
292043	HSHW	Paramedics	0.02	2	29.04	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
132052	HSHW	Personal Financial Advisors	0.26	32	N/A	N/A	0.565975	1939	50.42	20.04	5	No	S
372021		Pest Control Workers	1.17	40	N/A	N/A	1.357662	1557	18.6	13.66	3	No	S
292052		Pharmacy Technicians	1.29	54	17.17	13.74	0.955262	2629	17.33	13.75	3	No	R
319097		Phlebotomists	2.09	31	N/A	N/A	2.28795	1214	17.17	13.78	3	No	S
312021	HSHW	Physical Therapist Assistants	3.35	37	N/A	N/A	3.386962	1330	31.22	22.28	4	No	S
291071	HSHW	Physician Assistants	3.85	18	N/A	N/A	3.987412	837	50.39	28.97	5	No	S
472151		Pipelayers	0.01	1	20.38	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
472152		Plumbers, Pipefitters, and Steamfitters	1.20	94	23.17	16.81	1.101187	3524	23.13	16.6	3	No	R
333051	HSHW	Police and Sheriff/Es Patrol Officers	0.63	55	28.44	21.43	0.595812	3358	31.88	22.46	3	No	R
251199	HSHW	Postsecondary Teachers, All Other	N/A	N/A	N/A	N/A	1.46945	2167	33.81	19.75	4	No	S
272012	HSHW	Producers and Directors	1.50	3	N/A	N/A	1.810875	774	34.98	18.61	5	Yes	S
131082	HSHW	Project Management Specialists	0.01	17	42.60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
119141	HSHW	Property, Real Estate, and Community Association Managers	0.72	83	30.23	15.80	1.087675	3497	32.01	17.33	4	No	R
292053		Psychiatric Technicians	0.02	11	18.03	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
273031	HSHW	Public Relations Specialists	1.07	40	27.45	17.33	1.4035	1596	30.57	17.13	5	Yes	R
435031		Public Safety Telecommunications	0.01	2	22.45	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
292034	HSHW	Radiologic Technologists and Technicians	1.41	43	26.85	20.37	1.3897	1359	28.64	20.96	3	No	R
419021	HSHW	Real Estate Brokers	0.01	4	41.25	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
291141	HSHW	Registered Nurses	1.73	387	33.35	25.96	1.52785	13568	34.62	26.5	4	No	R
291126	HSHW	Respiratory Therapists	3.10	21	N/A	N/A	3.02875	742	29.37	24.46	4	No	S
472181		Roofers	2.80	185	N/A	N/A	2.35465	3616	19.63	14.17	3	No	S

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# 2023-24 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 20 - Indian River, Martin, and St. Lucie counties

Selection Criteria:

- 1 FLDOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 30 annual openings and positive growth
- 3 Mean Wage of \$16.39/hour and Entry Wage of \$13.32/hour
- 4 High Skill/High Wage (HSHW) Occupations:  
Mean Wage of \$25.67/hour and Entry Wage of \$16.39/hour

SOC Code*	HSHW**	Occupation Title*	Regional				Statewide				FLDOE Training Code	In EFI Targeted Industry?	Qualifying Level***
			Annual % Growth	Annual Openings	2021 Hourly Wage		Annual % Growth	Annual Openings	2021 Hourly Wage				
112022	HSHW	Sales Managers	0.34	35	N/A	N/A	1.37005	2575	61.04	30.43	5	Yes	S
414012	HSHW	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	0.74	230	32.44	15.96	0.8298	9474	32.58	16.02	3	Yes	R
414011	HSHW	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	0.38	34	N/A	N/A	1.047487	2619	43.77	21.11	3	Yes	S
252031	HSHW	Secondary School Teachers, Except Special and Career/Technical Education	N/A	N/A	N/A	N/A	1.22005	3890	30.83	21.75	5	No	S
413031	HSHW	Securities, Commodities, and Financial Services Sales Agents	-0.06	68	35.77	19.04	0.491687	3393	37.75	18.8	5	No	S
492098		Security and Fire Alarm Systems Installers	0.39	9	N/A	N/A	2.003087	687	22.9	16.23	3	No	S
472211		Sheet Metal Workers	1.29	24	N/A	N/A	1.432812	1016	21.68	15.24	3	Yes	S
435071		Shipping, Receiving, and Traffic Clerks	0.00	3	17.45	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
211093		Social and Human Service Assistants	0.02	18	19.33	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
151252	HSHW	Software Developers	0.02	33	50.96	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
151253	HSHW	Software Quality Assurance Analysts and Testers	0.02	5	37.12	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
252052	HSHW	Special Education Teachers, Kindergarten and Elementary School	1.72	5	N/A	N/A	1.224575	615	30.63	19.78	5	No	S
252058	HSHW	Special Education Teachers, Secondary School	0.02	4	34.09	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
537065		Stockers and Order Fillers	0.02	90	16.25	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
472221		Structural Iron and Steel Workers	0.01	2	23.80	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
211018		Substance Abuse, Behavioral Disorder, and Mental Health Counselors	2.65	59	23.03	16.01	2.371537	2200	24.04	15.52	5	No	R
292055		Surgical Technologists	2.05	23	N/A	N/A	1.633062	755	23.1	17.6	3	No	S
173031		Surveying and Mapping Technicians	1.09	17	21.38	14.62	1.645612	717	20.52	14.73	3	Yes	S
492022		Telecommunications Equipment Installers and Repairers, Except Line Installers	0.63	47	N/A	N/A	1.413525	2320	25.27	16.05	3	No	S
499052		Telecommunications Line Installers and Repairers	1.21	9	N/A	N/A	1.307987	814	22.57	16.56	3	No	S
472044		Tile and Stone Setters	1.82	26	N/A	N/A	2.057787	777	20.23	14.53	3	No	S
131151	HSHW	Training and Development Specialists	1.46	67	27.93	15.79	1.576162	2558	29.87	17.25	5	Yes	R
113071	HSHW	Transportation, Storage, and Distribution Managers	1.07	10	49.15	26.02	1.446025	757	49.75	28.08	4	Yes	S
292056		Veterinary Technologists and Technicians	0.03	8	18.32	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
319096		Veterinary Assistants and Laboratory Animal Caretakers	0.03	7	15.77	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
151255	HSHW	Web and Digital Interface Designers	0.01	1	37.36	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
151254	HSHW	Web Developers	0.02	2	42.07	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R
514121		Welders, Cutters, Solderers, and Brazers	1.72	47	21.58	16.65	1.352662	1917	21.31	15.86	3	Yes	R

## AGENDA ITEM SUMMARY

<b>Title</b>	Welfare Transition (WT) - Work Registration Policy Revisions
<b>Strategic Plans/Goals</b>	Optimal Use of Resources
<b>Policy/Plan/Law</b>	Florida Statute 445.025, Florida Administrative Code 65A-4.218, Temporary Assistance for Needy Families (TANF) State Plan
<b>Action Requested</b>	Review and Approve Welfare Transition (WT) - Work Registration Policy Revisions
<b>Background</b>	The TANF program emphasizes employment as a fundamental key to self-sufficiency. Temporary Cash Assistance (TCA) applicants are required to register for work at the Local Workforce Development Board (LWDB). This process is referred to as work registration. FLORIDACOMMERCE offers each LWDB the choice for work registration to be either fully automated (the State default) or partially automated to allow the completion of additional tasks outside the online process. CSRC, in conjunction with DEO, is responsible for administrating work registration to applicants of TCA in the Local Workforce Development Area 20.
<b>Staff Recommendations</b>	Review and Approve the Welfare Transition (WT) - Work Registration Policy Revisions
<b>Supporting Material</b>	Welfare Transition (WT) - Work Registration Policy Revisions
<b>Board Staff</b>	Rachel Pamer Welfare Transition/SNAP Programs Manager <a href="mailto:rpamer@careesourcerc.com">rpamer@careesourcerc.com</a> (866) 482-4473 ext. 513





## **PURPOSE**

The purpose of this policy is to establish a uniform standard that meets contractual and regulatory requirements for the facilitation of Work Registration for applicants of Temporary Cash Assistance (TCA).

The purpose of work registration is to familiarize the TCA applicant with the Welfare Transition (WT) Program's opportunities and obligations/requirements and to inform the applicant of the programs and services available to all job seekers at the CareerSource Research Coast (CSRC) Career Center.

## **BACKGROUND**

The Temporary Aid for Needy Families (TANF) program emphasizes employment as a fundamental key to self-sufficiency. The Florida Statute 414.095 (2018) requires all non-exempt TCA applicants to register for work at the Local Workforce Development Board (LWDB). This process is referred to as work registration. The FLORIDACOMMERCE offers each LWDB the choice for work registration to be either fully automated (the State default) or partially automated to allow the completion of additional tasks outside the online process. CSRC, in conjunction with FLORIDACOMMERCE, is responsible for administering work registration to applicants of TCA in the Local Workforce Development Area ([LWDA](#)) 20.

## **LOCAL POLICY**

For CSRC, work registration is partially automated. In addition to the online portion, CSRC requires each applicant to attend orientation with a WT Career Planner at one of CSRC's Career Centers. Once the online portion is complete, the applicant is provided with the designated day and time for orientation at the Career Center in his/her city of residence. The applicant may choose to attend orientation at any Career Center within LWDA 20. notified to contact CSRC to schedule an appointment, either virtually or in person, with a WT Career Planner. During the appointment, the Career Planner will provide an orientation tailored to the local service delivery method.

~~As a~~Virtual orientation may be is offered by the Career Planner as an option. If orientation is completed virtually, digital signatures will be accepted from both the Career Planner and the applicant.

## **Refer to the following document:**

WTP- Work Registration Procedure



## **PURPOSE**

The purpose of this policy is to establish a uniform standard that meets contractual and regulatory requirements for the facilitation of Work Registration for applicants of Temporary Cash Assistance (TCA).

The purpose of work registration is to familiarize the TCA applicant with the Welfare Transition (WT) Program's opportunities and obligations/requirements and to inform the applicant of the programs and services available to all job seekers at the CareerSource Research Coast (CSRC) Career Center.

## **BACKGROUND**

The Temporary Aid for Needy Families (TANF) program emphasizes employment as a fundamental key to self-sufficiency. The Florida Statute 414.095 (2018) requires all non-exempt TCA applicants to register for work at the Local Workforce Development Board (LWDB). This process is referred to as work registration. The FLORIDACOMMERCE offers each LWDB the choice for work registration to be either fully automated (the State default) or partially automated to allow the completion of additional tasks outside the online process. CSRC, in conjunction with FLORIDACOMMERCE, is responsible for administering work registration to applicants of TCA in the Local Workforce Development Area (LWDA) 20.

## **LOCAL POLICY**

For CSRC, work registration is partially automated. In addition to the online portion, CSRC requires each applicant to attend orientation with a WT Career Planner at one of CSRC's Career Centers. Once the online portion is complete, the applicant is provided with the designated day and time for orientation at the Career Center in his/her city of residence. The applicant may choose to attend orientation at any Career Center within LWDA 20. The Career Planner will provide an orientation tailored to the local service delivery method.

Virtual orientation may be offered by the Career Planner as an option. If orientation is completed virtually, digital signatures will be accepted from both the Career Planner and the applicant.

## **Refer to the following document:**

WTP- Work Registration Procedure

## AGENDA ITEM SUMMARY

Title	CareerSource Research Coast (CSRC) Program Updates
Strategic Plans/Goals	Strategic Planning, Commitments, and Projects
Policy/Plan/Law	Workforce Development Board of the Treasure Coast By-Laws
Action Requested	None - Information only
Background	<p>The primary functions of the Program and Services Committee shall be to coordinate workforce development activities with regional economic development strategies and increase accountability by assuring that education and workforce development activities in the area are effective and relevant to current and future labor market needs.</p> <p>Staff will provide an update on CSRC programs and current initiatives.</p>
Staff Recommendations	None - Information Only
Supporting Material	None - Information Only
Board Staff	<p>Shelly Batton            Director of Programs  <a href="mailto:sbatton@careersourcerc.com">sbatton@careersourcerc.com</a>            (866) 482-4473 ext. 518</p>

## AGENDA ITEM SUMMARY

<b>Title</b>	Regional Planning Update/Collaboration with CareerSource Palm Beach
<b>Strategic Plans/Goals</b>	Operational Intelligence
<b>Policy/Plan/Law</b>	Workforce Innovation and Opportunity Act (WIOA)/Role of LWDB's
<b>Action Requested</b>	None - Information Only
<b>Background</b>	<p>The Regional Planning Area Strategic Policy was another of the three pillars resulting from the REACH Act and Senate Bill 240: Reimagining Florida's Workforce System: A Three-Pillar Plan for Transformation.</p> <p>Under Pillar 3 and by December of 2023, local workforce development boards have been asked to submit two recommendations to the Governor and state workforce development boards to further improve workforce system alignment with larger economic development areas to support economic mobility, growth, and prosperity. CareerSource Research Coast (CSRC) is part of this recommendation pilot by working with CS Palm Beach in serving as a proposed Regional Planning Area.</p>
<b>Staff Recommendation</b>	None - Information Only
<b>Supporting Material</b>	None - Information Only
<b>Board Staff</b>	<p>Shelly Batton            Director of Programs  <a href="mailto:sbatton@careersourcerc.com">sbatton@careersourcerc.com</a>            (866) 482-4473 ext. 518</p>

## AGENDA ITEM SUMMARY

<b>Title</b>	Hope Florida Program Update
<b>Strategic Plans/Goals</b>	Optimal Use of Resources
<b>Policy/Plan/Law</b>	Workforce Innovation and Opportunity Act (WIOA)/Role of LWDB's
<b>Action Requested</b>	None - Information Only
<b>Background</b>	<p>Hope Florida - A Pathway to Prosperity: Uniting communities through Hope Navigators to guide Floridians on an individualized path to prosperity, economic self-sufficiency, and hope.</p> <p>Spearheaded by First Lady Casey DeSantis and implemented by the Florida Department of Children and Families, Hope Florida utilizes Hope Navigators to guide Floridians on an individualized path to prosperity, economic self-sufficiency, and hope by focusing on community collaboration between the private sector, the faith-based community, nonprofits, and government entities to break down traditional community silos, to maximize resources and uncover opportunities.</p> <p>These Hope Navigators are essential in helping individuals identify their unique and immediate barriers to prosperity, develop long-term goals, map out a strategic plan, and work to ensure all sectors of the community have a 'seat at the table' and are part of the solution.</p>
<b>Staff Recommendations</b>	None - Information Only
<b>Supporting Material</b>	None - Information Only
<b>Board Staff</b>	<p>Shelly Batton            Director of Programs  <a href="mailto:sbatton@careersourcerc.com">sbatton@careersourcerc.com</a>            (866) 482-4473 ext. 518</p>

## AGENDA ITEM SUMMARY

<b>Title</b>	CareerSource Florida Policies Under Development
<b>Strategic Plans/Goals</b>	Optimal Use of Resources
<b>Policy/Plan/Law</b>	Workforce Innovation and Opportunity Act (WIOA)/Role of LWDB's
<b>Action Requested</b>	None - Information Only
<b>Background</b>	<p>The Florida Department of Commerce (FloridaCommerce) Bureau of One-Stop and Program Support is seeking comments for the attached policies: Identification of Regional Planning Areas and Statewide Standardization of Tools and Services.</p> <p>In keeping with the <a href="#">Reimagining Florida's Workforce System: A Three Pillar Plan for Transformation</a>, the Identification of Regional Planning Areas administrative policy provides guidance to local workforce development boards (LWDBs) on the process for identifying regional planning areas for groups of two or more local workforce development areas under the Workforce Innovation and Opportunity Act (WIOA). In addition, the Statewide Standardization of Tools and Services administrative policy provides guidance to LWDBs on the requirement for the statewide use of state-procured tools and services as well as the process by which LWDBs may request a waiver of the requirement to use state-procured tools and services.</p>
<b>Staff Recommendations</b>	None - Information Only
<b>Supporting Material</b>	None - Information Only
<b>Board Staff</b>	<p>Shelly Batton            Director of Programs  <a href="mailto:sbatton@careersourcerc.com">sbatton@careersourcerc.com</a>            (866) 482-4473 ext. 518</p>



## Administrative Policy

**POLICY  
NUMBER**  
  
**XXX**

<b>Title:</b>	Identification of Regional Planning Areas
<b>Program:</b>	Workforce Innovation and Opportunity Act
<b>Effective:</b>	TBD

### I. PURPOSE AND SCOPE

The purpose of this policy is to outline the process for identifying regional planning areas (planning regions) for groups of two or more local workforce development areas (local areas) under the Workforce Innovation and Opportunity Act (WIOA).

### II. BACKGROUND

Under WIOA (Pub. L. 113-128), as part of the process for developing the state plan, states must identify planning regions in the state after consultation with the local workforce development boards (LWDBs) and chief local elected officials (CLEOs) in the local areas. The Governor must assign local areas to a region prior to submission of the state's WIOA Unified or Combined Plan.

### III. AUTHORITY

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

[2 Code of Federal Regulations \(CFR\) 679.200-679.210; 20 CFR 679.500-679.540](#)

[CareerSource Florida Strategic Policy 2023.09.19.A.1 - Regional Planning Areas](#)

## IV. POLICIES AND PROCEDURES

The purpose of identifying planning regions is to align workforce development activities and resources with larger regional economic development areas and available resources to provide coordinated and efficient services to both job seekers and employers. Additionally, the CareerSource Florida Board of Directors has communicated the following goals for the creation of regional planning areas as they relate to Florida's Workforce Transformation Plan:

- (1) Aligning workforce strategies to address the needs of shared industry sectors, employers, and significant populations of job seekers.
- (2) Addressing common labor shortages and worker skills gaps with aligned service strategies.
- (3) Realizing system efficiencies through reducing resource costs (monetary, time, or other).

CareerSource Florida, in collaboration with the Governor's Reimagining Education and Career Help (REACH) Office, FloridaCommerce and LWDBs, will develop recommendations to the Governor and state workforce development board for the identification of planning regions in the state.

### A. Requirements for Identifying Planning Regions

All local areas in the state must be part of a planning region. LWDBs may request to be identified as a planning region by submitting the Request for Regional Planning Area Identification (Attachment A) and supporting documentation as outlined in the application to the Florida Department of Commerce (FloridaCommerce). FloridaCommerce will review the LWDBs' request for compliance with federal and state requirements as well as this policy. FloridaCommerce will make a recommendation for the state workforce development board's (state board) consideration on whether to approve the LWDBs' request to be identified as a planning region.

Requirements for identifying a planning region, per WIOA Section 679.210(b) and CareerSource Florida Strategic Policy 2023.09.19.A.1 are outlined as follows:

- (1) Planning regions must include, at a minimum, two contiguous local areas within Florida<sup>1</sup>.

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<sup>1</sup> Although WIOA allows regions to also consist of one local area and to consist of 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.



- (2) Consideration will be given to the extent to which the local areas in the proposed planning region:
  - (a) Share a single labor market;
  - (b) Share a common economic development area; and
  - (c) Possess federal and non-federal resources, including appropriate education and training institutions, to administer activities under WIOA, subtitle B.
  
- (3) The following factors will also be evaluated:
  - (a) Population centers;
  - (b) Commuting patterns;
  - (c) Industrial composition;
  - (d) Location quotients;
  - (e) Labor force conditions; and
  - (f) Geographic boundaries.
  
- (4) The request must contain the signature of all the CLEOs of the units of local government that will make up the planning region in order to demonstrate that the request is the consensus of all the units of local government involved.
  
- (5) CareerSource Florida will submit its recommendation to the Governor within ten business days of the state board's decision.

## **B. Regional Planning Requirements**

Planning regions are subject to the regional planning requirements outlined in 20 CFR 679.510. LWDBs and CLEOs within an identified planning region must participate in a regional planning process that results in the:

- (1) Preparation of a regional plan that meets the requirements outlined in 20 CFR 679.510(a)(2), CareerSource Florida Strategic Policy 2023.09.19.A.1, and complies with the instructions issued by FloridaCommerce.
- (2) Establishment of regional service strategies using cooperative service delivery agreements that include but are not limited to:
  - a. Consistent eligibility standards and enrollment processes.
  - b. Common training and coordination of supportive service offerings.
  - c. Common technology tools and sharing of data within tools outside of Employ Florida.
- (3) Development and implementation of sector strategies for in-demand sectors or occupations.

- (4) Collection and analysis of regional labor market data (in conjunction with the State<sup>2</sup>).
- (5) Coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate.
- (6) Coordination of transportation and other supportive services, as appropriate.
- (7) Coordination of services with regional economic development services and providers.
- (8) Establishment of an agreement concerning how the regional planning area will collectively negotiate performance for the local workforce development areas or the planning region.

### C. Regional Plan

LWDBs in an identified planning region will have to work together to formulate a regional plan as an addendum to each of their local plans in accordance with regional planning instructions issued by FloridaCommerce.

Regional plan addendums will include performance goals that are collectively established by the planning region. Collective performance goals established by the regional planning area are not subject to penalties by FloridaCommerce and are required to align the service strategies of the local workforce development areas and provide a basis for continuous improvement.

### D. Continued Identification as a Regional Planning Area

Once identified, planning regions will remain in effect as long as federal and state requirements for planning regions continue to be met. With each submission of the regional plan to the state, the respective LWDBs and CLEOs will certify that the requirements to be identified as a planning region continue to be met.

Subsequent to planning regions being initially identified, LWDBs that seek to be identified in a new planning region must submit a new Request for Planning Region Identification to FloridaCommerce in accordance with **Section IV.A. Requirements for Identifying Regional Planning Areas** of this policy.

The state's identified planning regions must be included in the state's WIOA Unified or Combined Plan. Therefore, requests to be identified as a planning region that are approved and coincide with the state's drafting of the Unified or Combined Plan will be included in

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<sup>2</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.

the state's next submission of the plan to the U.S. Department of Labor. Requests to be identified as a planning region may be received at any time with review and consideration taking place at the next reasonably available meeting of the state board.

Please note, the Governor may review planning regions at any time to evaluate whether the planning region continues to meet the requirements of being identified. The Governor may also designate a planning region as authorized by WIOA.

## **V. DEFINITIONS**

- (1) Consultation** – A robust conversation in which all parties are given the opportunity to share their thoughts and opinions.
- (2) Regional Planning Area** – Means a “planning region” as described in WIOA Sec. 106(a)(2)(B).

## **VI. RESOURCES**

Attachment A: Request for Regional Planning Area Identification



**POLICY  
NUMBER  
XXX**

## **Administrative Policy**

<b>Title:</b>	<b>Statewide Standardization of Tools and Services</b>
<b>Program:</b>	Workforce Innovation and Opportunity Act
<b>Effective:</b>	TBD

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

The purpose of this policy is to provide guidance to local workforce development boards (LWDBs) on the requirement for the statewide use of state-procured tools and services and the framework for decision-making. This policy also outlines the process by which LWDBs may request to waive the requirement for use of state-procured tools and services based on local variances.

### **II. BACKGROUND**

The Workforce Innovation and Opportunity Act (WIOA) (Pub. L. 113-128) is designed to help job seekers succeed in the labor market by providing access to employment, education, training, and support services, and to match employers with the skilled workers they need to compete in the global economy.

In 2021, the Florida Legislature passed, and the Governor signed into law, the Reimagining Education and Career Help (REACH) Act. In 2023, as part of its action on the [Reimagining Florida's Workforce System: A Three Pillar Plan for Transformation](#), the state workforce development board (state board) directed CareerSource Florida and the Florida Department of Commerce (FloridaCommerce), in collaboration with the Governor's REACH Office and LWDBs, to develop a plan for specific system-wide improvements for consistency, improved customer experience, and efficiencies including, but not limited to, technology, administration, fiscal, procurement/contracts, and programmatic policies.

The REACH Act directs the state board to minimize duplication and maximize efficient use of resources directed to training and business services. Recent legislative changes to the REACH Act require the state board to implement consistent procurement policies and procedures and leverage buying power to achieve cost savings. The state board, CareerSource Florida, and FloridaCommerce will pursue opportunities to standardize the customer

experience across the CareerSource Florida network. Standardization of the customer experience includes, but is not limited to:

- (1) Developing required processes that ensure a unified customer experience.
- (2) Defining required elements of the customer experience that must be met by each LWDB, in consultation with local boards.
- (3) Implementing standard forms, contracts, and agreements to ensure partners can work with multiple LWDBs consistently and efficiently.
- (4) State-negotiated pricing for tools and services that meet the specific functional requirements established through this policy.
- (5) State-level procurement of tools that must be used by all LWDBs.

### **III. AUTHORITY**

[Public Law 113-128, Workforce Innovation and Opportunity Act \(2014\),](#)

[Chapter 2021 – 164, Laws of Florida, the Reimagining Education and Career Help Act](#)

[Chapter 2023 – 81, Laws of Florida, the Reimagining Education and Career Help Act](#)

[Chapter 445, Florida Statutes](#)

[Reimagining Florida’s Workforce System: A Three Pillar Plan for Transformation](#)

[Statewide Standardization of Tools and Services Strategic Policy](#)

### **IV. POLICIES AND PROCEDURES**

Tools and services negotiated and acquired at the state level must be used by all LWDBs. As such, LWDBs are prohibited from using funds subgranted by FloridaCommerce for the purchase of tools and services that are duplicative of state-procured resources without an approved waiver request.

LWDBs that have existing contracts with vendors for tools and services may continue to use the contracted resources until the current contracts end. LWDBs must not renew contracts for products and tools that have been acquired at the state level for statewide use without an approved waiver.

#### **A. Establish Statewide Common Need(s)**

Statewide standardization of tools and services begins with the identification of an issue or common need for the procurement or development of tools and services. The Governor, Legislature, state board, CareerSource Florida, FloridaCommerce, workforce system partners, or LWDBs may identify the need for a tool and/or service to be acquired at the state level. Further, changes in federal or state law, regulations, rules, policies, guidance,

strategies, and processes may also require tools and services to be acquired at the state level for statewide implementation.

A variety of steps may occur to establish the need for a particular standardized tool or service:

- (1) Solicit information on potential tools and services from appropriate stakeholders and interested parties.
- (2) Consult with stakeholders to determine whether there is a statewide need for specific tools and services.
- (3) LWDBs may submit a request for a tool or service to be acquired at the state level. The request must be made to FloridaCommerce and must clearly identify the tool or service being requested and the specific purpose it serves, including a compelling business case that justifies the need and describes the business need/issue the tool or service will help resolve. Additionally, the request must state the scope of the product or tool and clearly outline any identified duplication, lack of standardization, and the necessary business functions the proposed product or tool serves. Such requests must be submitted via email to FloridaCommerce at [LWDBGovernance@commerce.fl.gov](mailto:LWDBGovernance@commerce.fl.gov). Upon receipt and review of a request containing the above listed information, FloridaCommerce, in consultation with CareerSource Florida, will determine whether to approve the LWDB's request for the tool or service to be acquired at the state level.

## **B. Needs Plan Development**

Statewide acquisition or development of tools and services that serve a common need will include a plan developed by CareerSource Florida and FloridaCommerce, in consultation with LWDBs. The plan will identify how the tool or service ensures standardization, enhances customer service, and/or efficiency.

The plan will address, at a minimum, the following considerations:

- (1) Process to be enhanced or common need to be satisfied.
- (2) How tools and services address and resolve a common need.
- (3) Tool and/or service options that will be developed or sought, for evaluation
- (4) Improved functionality sought and associated business case.
- (5) Level of standardization to be achieved by resolving common need.
- (6) Available performance data and data gaps relevant to the area of need.
- (7) Modernization of delivery to be achieved by the recommended approach.
- (8) Time to implement standardized resource across designated geographic scope.
- (9) Performance indicators affected by implementation of recommended approach.
- (10) Cost savings comparison to current method, tool or service if there is one.

Additional considerations may include:

- (1) Challenges and likely consequences of (not) implementing tools and services.
- (2) Time needed to acquire tools and services and prepare them for use.
- (3) Resources needed for training staff to implement designated tools and services.
- (4) Time needed to train businesses and job seekers to use the tools and services.
- (5) Availability of performance data to demonstrate efficiency/benefit to be gained.
- (6) Advantages and challenges anticipated in aligning identified resource(s) with existing business models and strategic plans.

### **C. Tool and Service Evaluation and Recommendation**

Evaluation and selection of a requested/proposed tool or service will include representatives from CareerSource Florida, FloridaCommerce, and LWDBs. Tools and services may be evaluated through surveys, product demonstrations, trial periods, etc. Once potential tools and services are determined, FloridaCommerce, in consultation with CareerSource Florida, will determine the plan and process for the resources to be acquired at the state level.

### **D. Waiver Request Review Process**

Where tools and services are acquired or developed for implementation statewide, LWDBs seeking to opt-out of statewide implementation may request a waiver from FloridaCommerce for the lesser of two years or until the current contract expires.

LWDBs that seek a waiver must submit a Standardization of Tools and Services Waiver Request (Attachment A) to FloridaCommerce via email at [LWDBGovernance@commerce.fl.gov](mailto:LWDBGovernance@commerce.fl.gov). The waiver request must include the following:

- (1) Description of existing and alternative tools and services in use, the function(s) performed by the resource(s), and the business/customer groups served by them.
- (2) Description of how existing tools, services, or items impact local and/or statewide performance measurement and management.
- (3) Assumptions and constraints associated with implementing acquired or developed statewide tool(s).
- (4) Description of how existing resources differ in specific, key respects from state-provided resource(s) and why those in use or desired are (un)necessary.
- (5) Anticipated cost savings, economies of scale, or other fiscal and/or functional efficiencies including estimated local/statewide return on investment.

FloridaCommerce, in consultation with CareerSource Florida, will review waiver requests for completeness and determine whether to approve the LWDB's request. FloridaCommerce will notify the LWDB of the outcome of the waiver review process within 30 days from the date the waiver request was received.

**V. ATTACHMENTS**

Attachment A - Standardization of Tools and Services Request Form

**VI. RESOURCES**

[Florida Workforce System Transformation Plan](#)

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## AGENDA ITEM SUMMARY

Title	Letter Grade Update - Change to Methodology for PY 2023-2024
Strategic Plans/Goals	Operational Intelligence
Policy/Plan/Law	Workforce Innovation and Opportunity Act (WIOA)/Role of LWDB's
Action Requested	None - Information Only
Background	<p>The Reimagining Education and Career Help (REACH) Act calls for the assignment of local workforce development board letter grades to improve accountability in the workforce system. The law charges the Governor's REACH Office with developing criteria for determining letter grades and the CareerSource Florida Board of Directors with assigning and publicly releasing the letter grades annually. To that end, baseline letter grades were assigned for program year 2021-2022. On Oct. 12, 2023, the first official letter grades were assigned for program year 2022-2023.</p> <p>In the spirit of continuous improvement, letter grade quarterly updates and annual results were tracked and analyzed to determine enhancements for program year 2023-2024. On July 28, a memorandum outlining the anticipated updates to the letter grades methodology for the current program year was distributed to local workforce development boards.</p>
Staff Recommendation	None - Information Only
Supporting Material	None - Information Only
Board Staff	<p>Shelly Batton            Director of Programs  <a href="mailto:sbatton@careersourcerc.com">sbatton@careersourcerc.com</a>            (866) 482-4473 ext. 518</p>



## MEMORANDUM

**DATE:** Nov. 14, 2023  
**TO:** Local Workforce Development Board Chief Executives and Chief Operating Officers  
**FROM:** Dan McGrew, Sr. Vice President  
**SUBJECT:** Letter Grade Methodology for PY 2023-2024

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The 2021 [Reimagining Education and Career Help \(REACH\) Act](#) seeks to improve accountability in the workforce system and calls for the assignment of letter grades to local workforce development boards. The law charges the Governor's REACH Office with developing criteria for determining letter grades and the CareerSource Florida Board of Directors with assigning and publicly releasing the letter grades on an annual basis.

To that end, letter grade criteria were developed by the Governor's REACH Office in collaboration with an interagency workgroup and feedback from local workforce development boards, and preliminary letter grades were assigned for program year 2021-2022. The methodology for letter grades remained unchanged in program year 2022-2023, and letter grades for that program year were assigned and released by the CareerSource Florida Board of Directors' Executive Committee on October 12, in compliance with Senate Bill 240, which went into effect on July 1.

Following the release of program year 2022-2023 letter grades, and per the [Updates to Letter Grade Methodology for PY 2023-2024 Memorandum](#) issued on July 28, the data that make up the letter grades were analyzed for continuous improvement. In an effort to continue to improve the state's workforce system, the following updates are being implemented to the letter grades methodology for program year 2023-2024:

- 1) Adjustments to two metric targets as follows:

Metric	PY 2022-2023 Target	PY 2023-2024 Target
Participants with Increased Earnings	45%	50%
Reduction in Public Assistance	35%	50%

- 2) The addition of WIOA Title II and Title IV data – from the Divisions of Career & Adult Education, Vocational Rehabilitation, and Blind Services at the Florida Department of Education – to the extra credit metric numerator so that local boards receive credit for serving individuals on public assistance and individuals co-enrolled in WIOA Title II or Title IV programs.

3) Adjustments to the Extra Credit points scale as follows:

PY 2022-2023 Extra Credit Points	PY 2023-2024 Extra Credit Points
≥ 50% = 5 points	≥ 55% = 5 points
46% to < 50% = 4 points	51% to < 55% = 4 points
44% to < 46% = 3 points	49% to < 51% = 3 points
42% to < 44% = 2 points	47% to < 49% = 2 points
40% to < 42% = 1 point	45% to < 47% = 1 point

Thank you for your continued partnership and commitment to transparency and accountability in our state. Please address questions to [lettergrades@careersourceflorida.com](mailto:lettergrades@careersourceflorida.com).

cc: Katie Crofoot, Director, Governor’s Reimagining Education and Career Help Office  
J. Alex Kelly, Commerce Secretary, Florida Department of Commerce  
Brent McNeal, Director, Division of Vocational Rehabilitation  
Kim Richey, Senior Chancellor, Florida Department of Education  
Kevin O’Farrell, Chancellor, Division of Career & Adult Education  
Robert Doyle, Director, Division of Blind Services