

WORKFORCE INNOVATION AND OPPORTUNITY ACT ANNUAL STATEWIDE PERFORMANCE REPORT

PROGRAM YEAR 2021-2022

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Introduction: Florida's Workforce System

Under the bold leadership of Governor Ron DeSantis, Florida continued to lead the nation in economic recovery during the 2021-2022 program year (PY). Florida's unemployment improved 1.7 percentage points to 2.8% by June 2022. Florida's labor force increased 2.9%, adding 306,000 individuals and 453,600 jobs (+5.1%) during this same period. As the Governor's principal workforce policy and investment board, CareerSource Florida, in collaboration with its Workforce Innovation and Opportunity Act (WIOA) partners, connects employers with qualified, skilled talent and Floridians with employment and career development opportunities to achieve economic prosperity. During the year, Florida workforce development professionals assisted more than 86,503 job seekers in securing employment, including 4,123 veterans.

The primary focus of Florida's workforce system over this program year has been implementation of transformative state legislation to further integrate and improve workforce services provided to Floridians. Unanimously approved by the Florida Legislature and signed into law by Governor Ron DeSantis, Florida's Reimagining Education and Career Help (REACH) Act took effect July 1, 2021. The law creates a consumer-first workforce system that equips Florida's students, workers and job seekers with resources to find high-wage, high-demand careers aligned with their interests and goals and the needs of Florida's growing businesses, as prescribed in the federal Workforce Innovation and Opportunities Act (WIOA). The REACH Act also promotes transparency, accountability, and emphasis on the economic mobility of underserved populations, helping people with barriers to education and employment become self-sufficient through a system-wide approach.

This law requires state agencies to work together toward a more integrated workforce and education system for all Floridians and establishes a REACH Office in the Executive Office of the Governor to coordinate these efforts, ensuring that Florida's talent development ecosystem is aligned and focused on making Florida number one in workforce education by 2030. Under the REACH Act, this ecosystem includes CareerSource Florida, the state workforce development board; Florida's 24 local workforce development boards and the 100 career centers they oversee; the Florida Department of Economic Opportunity; the Florida Department of Education; the State College System; the State University System; and the Florida Department of Children and Families.

Among other key requirements, the REACH Act charges the state with reducing the number of local workforce development boards based on population size and commuting patterns. CareerSource Florida, in collaboration with the Governor's REACH Office, is leading this initiative to align Florida's local workforce development boards through an inclusive process that engages all stakeholders. In addition to board alignment, the law tasks the REACH Office with developing criteria for assigning a letter grade to each local workforce development board, and CareerSource Florida with assigning and making public the letter grades annually. Criteria are based on local workforce development board performance accountability measures and return on investment, with most of the grade based on improvement by each local workforce development board in the long-term self-sufficiency of participants. For more information on CareerSource Florida's implementation of the REACH Act, please visit the [REACH Act Implementation website](#).

The REACH Act also tasks the CareerSource Florida Board of Directors with appointing a [Credentials Review Committee](#) comprised of leaders in education, industry and workforce development to identify degree and non-degree credentials of value for inclusion on a Master Credentials List. The Master Credentials List will be used to prioritize and direct funding for workforce education in the state of Florida. The Credentials Review Committee is working diligently to identify Florida's in-demand jobs, now and into the future, and ensure our workforce is prepared to meet that demand.

The Governor's priorities and those of the state workforce development board are reflected in this report.

CareerSource Florida is led by a 35-member board of directors, the majority of whom are appointed by the Governor, either directly or through their roles in state government, with two members appointed by the Florida Senate President and Florida House Speaker. Under the REACH Act, representatives from the Florida Department of Children and Families and the Florida Department of Education's Division of Blind Services were added to the state workforce development board. The board includes leaders in business, state government, education, labor, economic development and community development who provided policy direction for \$237 million in annual workforce investments this fiscal year to address the employment and training needs of job seekers, workers and businesses.

The Florida Department of Economic Opportunity assists the Governor in advancing Florida's economy by championing the state's economic development vision and administering state and federal programs and initiatives to help visitors, citizens, businesses and communities. The Florida Department of Economic Opportunity oversees the administration of the state's workforce development system and monitors, trains, and provides policy guidance and technical assistance on various federal workforce programs operated by the local workforce development boards. The Florida Department of Economic Opportunity receives and accounts for federal funds for the state's workforce development system and provides financial and performance reporting to the United States Department of Labor (USDOL) and other federal organizations.

Florida's 24 local workforce development boards provide a coordinated and comprehensive delivery of local workforce development services. The local workforce development boards are led by members representing local businesses, economic development, education, vocational rehabilitation, community and state agencies, and local elected officials. The local workforce development boards focus on strategic planning, policy development and oversight of the local workforce investment system within their respective geographic areas. Statewide, local workforce development boards oversee approximately 100 career centers that offer high-quality services to businesses, and job training, education and employment services to job-seeking Floridians. This system connects employers with skilled talent and Florida's job seekers with employment and career development opportunities.

Waivers

There were no state waivers in place during the 2021-2022 program year.

Effectiveness in Serving Employers

USDOL developed three approaches for measuring effectiveness in serving employers and requested states select two of the three approaches to report. Florida's report encompasses all three approaches to gauge Florida's performance in meeting critical workforce needs.

- **Retention with the Same Employer:** This measure determines whether the core programs are serving employers effectively by improving the skills of their workforce and decreasing employee turnover. During PY 2021-2022, Florida's Retention Rate was 61.7%.
- **Repeat Business Customers:** This measure determines whether employers who receive core services are satisfied with those services and became repeat customers. The measure also assesses the workforce development system's ability to develop and maintain strong relationships with employers over extended periods of time. During PY 2021-2022, Florida's Repeat Business Customer Rate was 37%.
- **Employer Penetration:** This measure determines whether the core programs are serving a large number of employers in an area and meeting their workforce needs. During PY 2021-2022, Florida's Employer Penetration Rate was 3.1%.

Current or Planned Research/Evaluation Projects

Advancing Postsecondary Career and Technical Education Data Quality Initiative

CareerSource Florida continues to participate in research and evaluation with the Florida Department of Education's Division of Career and Adult Education on the Career and Technical Education (CTE) Data Quality Initiative grant. Florida's goal is to ensure the ability of the state's workforce education system to meet the demands of the Florida economy and the future of work through data-driven decision making. This research will lead to the development of a process to collect system-wide data for measuring quality work-based learning opportunities in the technical college and state college systems.

Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard

CareerSource Florida, through a partnership with the Federal Reserve Bank of Atlanta, launched the [Florida CLIFF Dashboard](#) in early 2022. This dashboard helps families visualize salary increases along specific career pathways and the monetary impact of the loss of public benefits as salary increases. Nine local workforce development boards representing urban, rural, small, mid-size, and large areas piloted the dashboard as a case management tool. Each local board chose specific customer groups with whom they would deploy the tool and reported usage data throughout the four-month pilot. Customer groups included veterans; WIOA Adult, Dislocated Worker, and Youth populations; and recipients of Unemployment Insurance, the Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families benefits. The University of Florida's Anita Zucker Center conducted a third-party evaluation of the pilot and published a [Final Research Report](#). Findings from the pilot are resulting in improvements to the dashboard, including the addition of more occupations, development of a Spanish version, and the ability to identify in-demand occupations. Statewide implementation of this powerful tool, continuing in the 2022-2023 program year, will also explore the next phase of evaluative studies.

Customer Satisfaction

Employ Florida Customer Satisfaction Surveys

The Florida Department of Economic Opportunity uses a customer service survey to assess the experience of job seekers and businesses in using the state's online labor exchange and case management system, Employ Florida. Integrated within the Employ Florida system, the survey consists of seven questions. During the 2021-22 program year, customers completed 8,288 surveys. Of those completing the survey, 85% were job seekers and 93% sought employment or career planning services. Approximately 36% of respondents reported no challenges in finding information on the Employ Florida website, while approximately 39% of respondents reported no challenges in understanding information on the Employ Florida website. Approximately 40% of the respondents rated their overall experience as good or excellent. Results are shared with the Employ Florida vendor for continual improvement.

Progress Made in Achieving State Strategic Vision and Goals

Florida's vision, established by Governor Ron DeSantis' Executive Order 19-31, is to be No. 1 in workforce education by 2030. Related CareerSource Florida goals established in the WIOA Strategic Plan include:

1. Enhancing the alignment and market responsiveness of workforce, education and economic development systems through improved service integration
2. Providing businesses with skilled, productive and competitive talent, and Floridians with employment, education, training and support services that reduce welfare dependency and increase opportunities for self-sufficiency
3. Promoting accountable, transparent and data-driven workforce investment through performance measures, monitoring and evaluation that inform strategies, drive operational

excellence, lead to the identification and replication of best practices, and empower an effective and efficient workforce delivery system

4. Improving career exploration, educational attainment and skills training for in-demand industries.

Comprehensive Employment, Education and Training Policy

Aligning with Governor Ron DeSantis Executive Order 19-31 and the 2021 REACH Act, CareerSource Florida's Board of Directors approved a Comprehensive Employment, Education and Training Strategic Policy in December 2021. This policy calls for local workforce development boards to collaborate with all workforce partners to develop innovative strategies that focus on:

- Creating simplified access to and providing excellent customer service for Florida's workforce;
- Focusing on continuous improvement, strengthening partnerships to leverage shared resources and eliminate duplication of services;
- Aligning programs and resources to meet local market demand in occupations that lead to self-sustaining jobs; and,
- Implementing data-driven accountability measures and quantifiable outcomes for training programs, employment services and services to Florida businesses.

Under this policy, local workforce development boards are called to leverage all allowable tools and resources within their authority to assist Floridians in securing employment that leads to economic self-sufficiency, to ensure workforce development programs are responsive to the needs of Florida employers, and to develop collaborative partnerships that leverage multiple sources of funding to provide services to Floridians, especially vulnerable populations.

Intentional Collaboration with Economic Development

WIOA recognizes the need for coordination of economic development and workforce development programs. Economic and workforce development policies should work in conjunction at both the state and local levels to maximize and leverage positive outcomes for both businesses and job seekers. CareerSource Florida and its network of 24 local workforce development boards work to support the alignment of workforce investments and education and economic development organizations to provide Florida businesses with the skilled workers they need to succeed in a global economy.

Economic development leaders recognize the future success of their regions is fundamentally intertwined with talent development, as their core mandate is to help businesses grow and create good jobs. The integral connections between workforce and economic development are defined by the National Director of Economic Development Advisory Services at Ernst & Young as an intentional process that increases the prosperity of a community so that all people have opportunities to thrive. This inclusive approach to economic development is demonstrated in the key activities and partnerships highlighted below.

Florida Economic Development Council: CareerSource Florida has been a member of the Florida Economic Development Council's (FEDC) Board of Directors since 2000, giving Florida's workforce development policy organization an opportunity to drive collaboration between workforce and economic development. Many of Florida's local workforce development boards are members of the organization. The executive director of FEDC is a member of the National Association of Workforce Boards Board of Directors and is a past chair of the CareerSource Capital Region Board of Directors.

CareerSource Florida and many local workforce development boards attended the 2022 Florida Economic Development Conference, leading and participating in workshops and panel discussions such as "Florida's Changing Talent Pipeline" and "Trade, Logistics & Export-Oriented Manufacturing."

Enterprise Florida: Enterprise Florida, Inc., (EFI) is the state’s primary economic development organization. CareerSource Florida’s board chair sits on the EFI Board of Directors, and the vice chair of EFI sits on the CareerSource Florida Board of Directors. EFI’s business development team members, focused on business retention, expansion and new-to-Florida business locations, collaborate with CareerSource Florida’s Business and Workforce Strategies team to provide businesses with total talent solutions. EFI’s business development team is aligned to target industry sectors that hold promise for diversifying the Florida economy and providing high-wage jobs with strong career pathways. CareerSource Florida’s Business and Workforce Strategies directors are, likewise, subject matter experts in assigned industry sectors and communicate frequently with the EFI director assigned to the same sector(s). CareerSource Florida and EFI share a similar focus on the needs of Florida’s rural counties, which represent nearly one-third of Florida’s geographic area. In June 2021, the CareerSource Florida Board of Directors allocated \$2 million in state-level funds to address the special workforce needs in these areas.

Credentials Review Committee

In September 2021, CareerSource Florida appointed 18 members to serve on Florida’s inaugural Credentials Review Committee. The members included state leaders from the Executive Office of the Governor, Florida’s Departments of Education, Economic Opportunity, and Agriculture and Consumer Services, public and private education institutions, business and industry, and local workforce development boards in both urban and rural areas. The committee’s charge under the REACH Act is to develop a Master Credentials List for the state of Florida. The Master Credentials List will include both degree and non-degree credentials that meet specific demand and wage criteria set forth by the committee and will be updated quarterly. Once created, the Master Credentials List will inform and direct federal and state workforce investments and position the state to become a national model for using dynamic supply and demand data to best meet the needs of job seekers and employers.

Reducing Welfare Dependency

CareerSource Florida continues to direct policy decisions to support federal and state goals of reducing welfare dependency. CareerSource Florida launched the innovative Florida CLIFF Dashboard in 2021, conducted a comprehensive pilot in early 2022, and continues to enhance this resource to support statewide implementation and assist more Floridians in identifying and mitigating the impact of benefit cliffs during career advancement. Under the direction of the REACH Office, development of criteria to assign letter grades to local workforce development boards began in the 2021-2022 program year. Per Florida statute, most of the grades will be based on the improvement by each local workforce development board in the long-term self-sufficiency of participants, including the reduction in long-term public assistance and the percentage of participants whose wages were higher after program completion than wages before participation in a workforce development program. Additional criteria are based on federal performance accountability measures and return on investment. To learn more about this initiative, please visit the [CareerSource Florida Analytics website](#).

The Florida Department of Economic Opportunity is further charged under the REACH Act with developing a self-sufficiency index by county which calculates the percentage of current or former public assistance recipients who remain off benefits one year and two years after ending receipt of benefits. Reports will also analyze participants’ transition from public assistance to self-sufficiency. Armed with these data-driven analyses, Florida will continue its commitment to providing opportunities for economic mobility through education and training.

Sector Strategies and Career Pathways

WIOA requires strategic sector partnerships and defines state and local responsibilities. Florida law requires state workforce development strategies that enlist business, education and

community support for students to achieve long-term career goals. CareerSource Florida and its network strive to ensure young people have the academic and occupational skills required to succeed in the workplace. The state workforce development strategy assists employers in upgrading or updating the skills of their employees and helps workers acquire education or training needed to secure a better job with better wages. This strategy supports the state's efforts to attract and expand job-creating businesses offering high-paying, high-demand occupations. Development of sector strategies and career pathways is a component of Florida's WIOA Unified Plan and state workforce development strategy. Building on prior years of strategic industry-focused investments throughout the CareerSource Florida network, the CareerSource Florida Board of Directors set aside funding to mobilize local workforce development boards to further integrate registered apprenticeships into their sector strategy and career pathway initiatives.

Sector Strategies

Financial and Professional Services: Florida is home to the nation's third-largest cluster of insurance and banking companies. These companies offer fintech (financial technology), banking, insurance, architecture, accounting, marketing, alternative investments, hedge funds, portfolio management, consulting and engineering services among others. Florida's Financial and Professional Services industry cluster had 176,306 establishments and employment of 1,192,822 in 2021. Employment was up 75,248 jobs (+6.7%) over the year. The 2021 average annual wage for workers in the Financial and Professional Services industry cluster was \$102,388, exceeding the average annual wage for all industries (\$42,089) by 143.3%. South Florida has seen several major Wall Street financial firms establish operations in the area. While some companies and firms have increased their South Florida presence by establishing satellite offices, others have opted to relocate their headquarters and operations entirely. These developments, and South Florida's growing financial sector, have led some to refer to this part of the state as "Wall Street South."

Local workforce development boards continued to create and/or partner with other entities to expand career opportunities in financial and professional services in their local areas. One such example is CareerSource South Florida's partnership with Miami-Dade College and its Future Bankers Training Program, a camp designed to motivate and tap into the talent of minority students in low-income areas and provide them with a promising career path in the financial services industry. Students who graduate high school are eligible for a Miami-Dade College Vocational Certificate, which allows them to receive college credit towards an Associate of Science degree in Financial Services. This innovative four-week camp provides hands-on experience for future students interested in the finance sector by enhancing their math, communication and financial literacy skills through an internship with a financial institution and an industry certification. During the 2021-2022 program year, 35 students completed the 150 hours of classroom training, participated in an internship, and received American Bankers Association and America Institute of Banking Bank Tellers Certificates.

Advanced Manufacturing: Florida's manufacturing industry accounts for more than \$58 billion in output to the state's economy. Our state is home to more than 23,000 manufacturing companies. Florida is also one of the nation's leaders in medical manufacturing, ranking No. 3 in total medical technology employment with nearly 24,000 Florida jobs. In September 2022, manufacturing included 418,500 jobs in Florida, an increase of 28,500 jobs over the year. All 24 local workforce development boards identified manufacturing as a targeted industry sector in their WIOA local plans. Strategies to strengthen sector partnerships and career pathways in manufacturing included partnerships and continuous collaboration with FloridaMakes, the state's manufacturing extension partnership, and its Advanced Manufacturing Workforce Leadership Council under its Board of Directors' Talent Development Committee. With 14 regional manufacturing associations represented, the council meets monthly to discuss strategies to strengthen the talent pipeline for Florida's high-wage manufacturing sector with two primary goals:

1) expansion of apprenticeship opportunities and 2) marketing efforts to shift career perceptions through its high school adoption initiative.

With support from CareerSource Florida, FloridaMakes continues to expand its statewide advanced manufacturing apprenticeship program, providing Florida's manufacturers with a hybrid training model that addresses entry-level skills gaps and provides foundational manufacturing knowledge, regardless of the specific occupation, for both new and existing employees. With online, on-demand access to the foundational Manufacturing Skills Standards Council's Certified Production Technician training, apprentices are given the tools they need to move on to more specific occupations. This approach also bypasses the need for employees to attend courses at institutions and provides flexible access for students with lifestyles, work schedules, and geographical barriers that often prohibit participation in traditional "in-class" offerings. During the 2021–2022 program year, the first cohort of five apprentices successfully completed their training and all have remained employed. A new cohort of six apprentices is currently enrolled.

Local workforce development boards continued to create and/or partner with other entities to develop and/or expand manufacturing registered apprenticeships in their local areas. Continued expansion in this sector is warranted as manufacturing jobs lead to self-sufficient wages and afford excellent pathway opportunities. One notable example is CareerSource Broward's assistance in establishing a manufacturing [registered apprenticeship program](#) with Decimal Engineering. There are now more than 30 manufacturing registered apprenticeships available in Florida. Additional partnerships were created with local economic development organizations such as the JAXUSA and CareerSource Northeast Florida partnership to develop career pathways in targeted sectors through the Earn-Up Initiative. See this [Advanced Manufacturing Pathway](#) online.

Trade and Logistics: Florida's Logistics and Distribution industry cluster had 61,193 establishments and employment of 653,358 in 2021. Employment in this cluster was up 49,327 jobs (+8.2%) over the year from 2020. As the "Gateway to the Americas," Florida's unique geographic location provides a worldwide hub of commerce. The state has one of the world's most extensive multi-modal transportation systems, featuring international airports, deep-water shipping ports, extensive highways, and railway networks. Florida's transportation infrastructure includes 12,130 centerline miles of state highways, 15 deep-water seaports, 2,746 miles of mainline railroad tracks, 20 commercial airports, and six active spaceports.

CareerSource Florida and the Florida Department of Corrections partnered to develop the [Florida Helping Inmates Realize Employment Success \(HIRES\) program](#), a pre-release career pathway to employment for returning citizens including nearly 30 new commercial truck drivers. The Florida HIRES Commercial Driver License program represents a partnership between CareerSource Central Florida, CareerSource Polk and FleetForce, a Florida-based licensed and certified truck driving school. During the 2021-2022 program year, the Florida Legislature authorized, and Governor Ron DeSantis approved, \$1 million in general revenue funding for continued development, implementation and project management to support Florida HIRES.

Responding to growing demand, local workforce development boards work closely with business and education to sponsor or engage in developing registered apprenticeship programs in this important sector. CareerSource South Florida, in partnership with Miami-Dade College, continues to expand its Transportation & Logistics Specialists Apprenticeship Program serving the talent needs of multiple south Florida companies.

Healthcare: A report commissioned by the Florida Hospital Association and the Safety Net Hospital Alliance of Florida projects that by 2035, Florida will experience a shortage of 60,000 nurses. CareerSource Florida serves as a healthcare sector catalyst, connecting and convening partners in healthcare with education, workforce development and community partners, sharing relevant data, resources and best practices, and developing actionable strategies to build the healthcare talent pipeline. Regional and state healthcare workforce task forces meet regularly to

understand the rapidly changing and growing healthcare workforce demand and to identify strategies to address demand, such as registered apprenticeships. CareerSource Florida provided labor market data and talent development strategies to healthcare associations and employers, including presentations to the Florida Senior Living Association, Florida Hospital Association, and the Florida Hospice and Palliative Care Association. In addition, CareerSource Florida serves on the Nursing Action Coalition of Florida, which champions a healthy culture and actively engages with the Florida Center for Nursing.

The CareerSource Florida network assisted in the creation of new healthcare registered apprenticeship programs in the following occupations this year: dental assistant, emergency medical technician, home health aide, medical coders, licensed practical nurse, registered nurse, and several other fields. CareerSource Florida also provides information about and connections to existing registered apprenticeship programs in healthcare for employers and facilitates connections between registered apprenticeship sponsors and associations that result in the creation of new apprenticeship occupations in a variety of in-demand healthcare roles. Local workforce development boards provide on-the-job training, related instruction, incumbent worker training and other funding to support apprentice training.

Additionally, CareerSource Florida's Incumbent Worker Training grant program prioritizes non-profit and government-funded hospitals eligible for training funding to upskill the existing workforce, further helping to develop talent pipelines for the healthcare industry.

Information Technology: CareerSource Florida's collaboration with local workforce development boards, partners and employer-led groups is vital in addressing the talent needs in the technology industry. Florida continues to face an urgent need to reskill its workforce and deliver diverse, in-demand tech talent. Based on open jobs in the Information Technology (IT) sector, Florida will continue to increase the number of credentials awarded in this industry by targeting opportunity populations through activities such as apprenticeships and other work-based training opportunities. Collaboration with partners such as the Florida Technology Council are helping shape Florida's response to IT workforce needs. During the program year, CareerSource Florida participated with local workforce development boards in IT roundtables to discuss industry needs and help develop an approach to scaling apprenticeships in the IT sector. These events raised awareness of best practices, identified talent needs, and generated some solutions to both current and future talent challenges in the IT industry.

Aviation and Aerospace: Florida has long been the world's premier gateway to space, air traffic hub for the western hemisphere, a major center for flight training and maintenance/repair/overhaul operations, and home to manufacturing of aircraft and aviation/aerospace components. Florida is home to Kennedy Space Center, Cecil Spaceport and Cape Canaveral Air Force Station, along with 20 commercial airports. Florida is becoming a global hub for commercial space travel and infrastructure. Florida is also a leading location for defense manufacturers and is home to 20 major military installations. Florida has benefitted significantly from the talents and contributions of nearly 1.5 million veterans who call Florida home. According to the 2022 Florida Defense Industry Economic Impact Analysis from the Florida Defense Support Task Force, Florida's defense industries supported more than 860,000 jobs and experienced a 12% increase in direct defense spending from \$44 billion in 2018 to \$49.3 billion in 2020. Defense spending in 2020 increased to more than \$96.6 billion in value-added economic impacts, or 8.5% of the Florida economy. Florida's aviation/aerospace industry is among the state's primary target industries for growth.

In 2021, CareerSource Florida worked with state leaders, industry representatives, local workforce development boards and educational partners to discuss common credentials, certifications and training needs with the goal of seeding and better aligning offerings at local workforce development boards, state colleges, technical colleges, state universities and private post-secondary institutions. Ongoing coordinated collaboration among aerospace industry

representatives, community partners, education and training partners, and community stakeholders will continue to strengthen a comprehensive investment approach to cultivate short and long-term talent pipelines and accelerate Florida’s competitiveness in this legacy sector.

Apprenticeships

Part of Florida’s multi-pronged strategy to become No. 1 in workforce education by the year 2030 is to increase the number of registered apprenticeships, which allow employers to custom-train talent while giving career seekers the opportunity to earn as they learn. Additionally, registered apprenticeships allow businesses to reduce turnover, increase productivity and demonstrate a positive return on investment. As noted in several examples above, registered apprenticeships can address the skilled workforce shortage in many key sectors, such as healthcare, aviation, information technology, and manufacturing.

The Florida Department of Education, CareerSource Florida and Florida Department of Economic Opportunity continue to strategically leverage resources as part of an ongoing collaboration to advance system alignment and apprenticeship expansion in Florida. Through efforts including Apprentice Florida, the state’s marketing and outreach initiative, Florida has realized an increase in the number of registered apprenticeship and preapprenticeship programs for three straight years. Additionally, the number of graduating apprentices continues to climb and in 2021-2022, the average exit wage of graduates was \$23.86 per hour or \$49,629 per year.

Since 2018, CareerSource Florida has allocated \$3.5 million to support the expansion of registered apprenticeships, including \$750,000 to establish Apprenticeship Navigator positions at local workforce development boards statewide. To help develop a strategy to improve current registration processes and platforms, the CareerSource Florida Board of Directors provided \$500,000 to retain Ernst & Young to evaluate existing apprenticeship processes and identify strategic considerations to inform the adoption of a standards builder to help strengthen the apprenticeship registration process in Florida.

Apprenticeship Figures from Florida Department of Education

State of Florida Fiscal Year	2019-2020 ¹	2020-2021 ²	2021-2022 ³
Active Apprentices	15,823	15,787	15,479
New Apprentices	4,196	3,500	3,757
Graduates	1,603	1,875	1,917
Active Programs	251	258	275
New Programs	29	19	27
Preapprenticeship Programs	37	42	53

Through the Florida Department of Education’s Pathways to Career Opportunities Grant program, \$9,766,000 in funding was awarded, helping to create or expand 42 apprenticeship and preapprenticeship programs, with an anticipated service reach of 3,225 apprentices and preapprentices statewide. Expansion of Registered Apprenticeship and Pre-apprenticeship grants totaling \$10,439,353 helped add 13 apprenticeship and preapprenticeship programs which anticipating serving 1,700 apprentices and preapprentices.

¹ [Florida’s Annual Apprenticeship and Preapprenticeship Report Program Year 2019-20, Florida Department of Education.](#)

² [Florida’s Annual Apprenticeship and Preapprenticeship Report Program Year 2020-21, Florida Department of Education.](#)

³ [Florida’s Annual Apprenticeship and Preapprenticeship Report Program Year 2021-22, Florida Department of Education](#)

The Apprentice Florida marketing and outreach campaign, a joint effort of CareerSource Florida and the Florida Department of Education, resulted in 2,588 individuals interested in learning about becoming an apprentice and 88 employers interested in learning about using the apprenticeship model to develop their talent. These efforts have helped to increase the number of participating employers from over 3300 in 2020-2021 to over 3600 in 2021-2022.

CareerSource Florida continues to strengthen this collaborative partnership by sharing resources and expertise to implement and revise workforce development policies and strategies recommended for local workforce development boards to engage employers and job seekers in these high-value work-based programs. CareerSource Florida provides resources to educate and train local Apprenticeship Navigators and staff about the merits of registered apprenticeships and makes regular referrals of interested employers to the Florida Department of Education's Office of Apprenticeship to register new apprenticeship programs.

Career Pathways

The Florida Chamber of Commerce Foundation, through a series of industry leader roundtables, surveys and research, developed the [Florida Workforce 2030](#) report. This report shows that Florida's five growing economic sectors – aviation and aerospace, financial and professional services, healthcare and life sciences, manufacturing, and trade and logistics – will require talent that embraces technological advancements, artificial intelligence, automation and innovation. Career paths for these industry sectors were developed and can be viewed [online](#). The CareerSource Florida network focuses on these and other sectors that matter most to Florida and its regional economies.

CareerSource Florida continues to support the Florida Department of Education's Division of Career and Adult Education's [Get There](#) initiative, which is helping to raise awareness of short-term, high-value, postsecondary training programs offered by Florida College System and Florida Technical College System institutions by industry sector. These rapid credential training programs enable individuals to enter and advance in many occupations. Short-term training resulting in new badges and micro credentials enable learners to "stack" or articulate credentials into postsecondary coursework to support career pathway advancement. Short-term certificates include non-credit, clock hour programs of 450 hours or less and college credit certificate programs. Additionally, the work of Florida's Credentials Review Committee will further advance the state's efforts to define career pathways by analyzing how credentials sequence together to lead to occupations that are in demand and result in middle to high wages.

Quick Response Training Program

Available to new and expanding companies, CareerSource Florida's nationally recognized Quick Response Training grant program provides state-appropriated funds to create specialized training specifically for new hires in high-skill industries. During the 2021-2022 program year, the program awarded 15 Quick Response Training grants to businesses in a range of industries including pharmaceuticals, manufacturing, professional services and logistics. More than 2,500 workers are projected to be trained using these grants.

Florida's Performance Accountability System

Federal law, regulations and instructions require extensive reporting of multiple performance data for federally funded programs. Florida workforce law also requires accountability of the state workforce development system, local workforce development boards and training providers. Florida employs several methods for continually monitoring performance that are valuable as both real-time management tools and tools for continuous improvement. Florida's workforce development system applies, re-examines, refines and refreshes its performance structure to support continuous improvement. The structure is custom-designed to cover major programs

including WIOA, Wagner-Peyser, Welfare Transition (Temporary Assistance for Needy Families), and SNAP Employment and Training (E&T).

CareerSource Florida and the Florida Department of Economic Opportunity use the USDOL statistical adjustment model to establish targets for negotiating state and local workforce development boards' performance levels. This model considers state and local economic factors, including unemployment rates, industry sectors and characteristics of participants entering the program. Tables with updated state-level performance are located within this report.

Section 445.007(3), Florida Statutes, requires the Florida Department of Economic Opportunity to assign staff to meet annually with each local workforce development board to review performance and certify compliance with state and federal laws. Annual presentations on local workforce development boards' programmatic and financial performance represent an opportunity for dialogue with local workforce development board members, providing information about how state and federal performance requirements impact their board's performance outcomes. In the 2021-2022 program year, the Florida Department of Economic Opportunity provided virtual statewide training for federal programs administered by the local workforce development boards including WIOA, Wagner-Peyser, Trade Adjustment Assistance (TAA) and Jobs for Veterans State Grant.

During the 2021-2022 program year, CareerSource Florida's Strategic Policy and Performance Council defined and then received regular updates on leading indicators of performance, such as WIOA participant enrollment trends including new enrollments in training services, services to businesses, and outcomes on programs funded through WIOA Governor's Set-Aside dollars. These regular updates and analyses help to inform decision making by the state board. Strategic Policy & Performance Council meetings are archived on the [CareerSource Florida Boardroom](#) calendar.

Florida's Performance Measures, Goals and Progress

Pursuant to WIOA, states submitting a state plan must propose expected levels of performance for each of the prescribed primary indicators. Federal guidelines describe the primary indicators of performance as key factors in achieving the goals of WIOA. The indicators are used to:

- Establish performance goals at the state and local levels.
- Ensure comparability of state performance results.
- Provide information for system-wide reporting and evaluation for program improvement.

Data on primary indicators of performance are collected from Florida's management information systems, Department of Revenue wage records, and from the State Wage Interchange System. These systems gather exit information on participants and provide real-time data elements for case management and performance reporting.

In response to USDOL's Enhanced Desk Monitoring Review (EDMR) of Florida's local workforce development boards' program administration, Florida issued Administrative Policy 115 – Common Exit. This policy provided guidance for ensuring efficient and effective integrated service delivery, tracking the coordination of services and aligning performance reporting to USDOL's administered programs.

Florida also issued service code guides and provided technical assistance to local workforce development boards on managing exits for disengaged participants. Local workforce development boards were advised to discontinue extending/close any open activities or to create a final contact activity in the fourth quarter of PY 2020 for all disengaged participants. As a result, Florida experienced a substantial increase in participant exits in the fourth quarter of PY 2020 when compared to the following and prior quarter(s).

Approximately 40% of all participant exits in PY 2020 occurred during the fourth quarter. This increase affects the fourth quarter of PY 2021 through the third quarter of PY 2022 for the following primary indicators of performance: Entered Employment Rate 2nd Quarter After Exit and Median Earnings 2nd Quarter After Exit. This increase in exits will also affect the second quarter of PY 2022 through the first quarter of PY 2023 Entered Employment Rate, 4th Quarter After Exit and Credential Attainment Rate.

The table below displays Florida’s negotiated rates for the required indicators of performance and the actual statewide outcomes achieved. The state of Florida has established a standard to meet 90% of each negotiated goal for the state and local workforce development boards. The 90% criterion is shown in parentheses in the table below. Florida’s PY 2021-2022 performance exceeded the 90% standard for 16 of the 18 indicators of performance.

**State WIOA Statewide Indicators of Performance
Program Year 2021- 2022**

WIOA Primary Indicators of Performance	Negotiated Goal (90% of Goal)	Actual Performance	Difference Compared To 90% of Goal
Adult Employment – 2 nd Quarter After Exit	85.5% (76.9%)	66.1%	-10.8 %
Adult Employment – 4 th Quarter After Exit	84.5% (76.1%)	81.8%	+5.7 %
Adult Median Earnings – 2 nd Quarter After Exit	\$7,000 (\$6,300)	\$7,800	+\$1,500
Adult Credential Attainment within 4 th Quarter After Exit	68.0% (61.2%)	80.3%	+19.1 %
Adult Measurable Skills Gains	49.0% (44.1%)	79.4%	+35.3 %
Dislocated Worker Employment – 2 nd Quarter After Exit	85.0% (76.5%)	73.6%	-2.9 %
Dislocated Worker Employment – 4 th Quarter After Exit	80.5% (72.5%)	84.2%	+11.7%
Dislocated Worker Median Earnings – 2 nd Quarter After Exit	\$7,100 (\$6,390)	\$9,838	+\$3,448
Dislocated Worker Credential Attainment within 4 th Quarter After Exit	70.0% (63.0%)	85.1%	+22.1 %
Dislocated Worker Measurable Skills Gains	49.0% (44.1%)	76.9%	+32.8 %
Youth Employment – 2 nd Quarter After Exit	79.5% (71.6%)	74.1%	+2.5%
Youth Employment – 4 th Quarter After Exit	74.0% (66.6%)	80.8%	+14.2%
Youth Median Earnings – 2 nd Quarter After Exit	\$3,200 (\$2,800)	\$5,013	+\$2,213
Credential Attainment within 4 th Quarter After Exit	76.5% (68.9%)	83.2%	+14.3%
Youth Measurable Skills Gains	46.5% (41.9%)	69.5%	+27.6%
Wagner-Peyser Employment – 2 nd Quarter After Exit	65.0% (58.5%)	62.0%	+3.5%
Wagner-Peyser Employment – 4 th Quarter After Exit	64.2% (57.8%)	62.1%	+4.3%
Wagner-Peyser Median Earnings – 2 nd Quarter After Exit	\$5,100 (\$4,590)	\$ 6,698	+\$ 2,108

Local Performance

Upon completion of the state’s negotiation with USDOL on state performance goals, CareerSource Florida and the Florida Department of Economic Opportunity conducted performance target negotiations with each local workforce development board. Negotiated levels of performance were agreed upon for each local workforce development board. The following table summarizes outcomes based on these goals.

**Local Workforce Development Board WIOA Indicators of Performance
Program Year 2021-2022**

WIOA Indicators of Performance	State Goal	Boards Achieving Local Goal	% Of Boards Achieving Local Goal
Adult Employment – 2 nd Quarter After Exit	85.5 %	17 of 24	70.8%
Adult Employment – 4 th Quarter After Exit	84.5%	20 of 24	83.3%
Adult Median Earnings – 2 nd Quarter After Exit	\$7,000	22 of 24	91.7%
Adult Credential Attainment within 4 th Quarter After Exit	68.0%	20 of 24	83.3%
Adult Measurable Skills Gains	49.0%	22 of 24	91.7%
Dislocated Worker Employment – 2 nd Quarter After Exit	85.0%	12 of 24	50.0%
Dislocated Worker Employment – 4 th Quarter After Exit	85.5%	21 of 24	87.5%
Dislocated Worker Median Earnings – 2 nd Quarter After Exit	\$7,100	22 of 24	91.7%
Dislocated Worker Credential Attainment within 4 th Quarter After Exit	70.0%	20 of 24	83.3%
Dislocated Worker Measurable Skills Gains	49.0%	21 of 24	87.5%
Youth Employment – 2 nd Quarter After Exit	79.5 %	12 of 24	50.0%
Youth Employment – 4 th Quarter After Exit	74.0%	20 of 24	83.3 %
Youth Median Earnings – 2 nd Quarter After Exit	\$3,200	22 of 24	91.7%
Youth Credential Attainment within 4 th Quarter After Exit	76.5 %	17 of 24	70.8%
Youth Measurable Skills Gains	46.5%	21 of 24	87.5%
Wagner-Peyser Employment – 2 nd Quarter After Exit	65.0%	20 of 24	83.3%
Wagner-Peyser Employment – 4 th Quarter After Exit	64.2 %	21 of 24	87.5%
Wagner-Peyser Median Earnings – 2 nd Quarter After Exit	\$5,100	24 of 24	100.0%

Data Validation

Florida’s data validation strategy follows USDOL guidelines including a periodic evaluation of monitoring protocols to ensure safeguards to protect data integrity and promote timely resolution of data inaccuracies. The Florida Department of Economic Opportunity regularly reviews and validates records, checking the accuracy of management information system records and comparing keyed entries made by local workforce development board staff against original source documents. Annually, 1,200 participant records from the state’s 24 local workforce development boards are randomly selected for review in the validation process, which includes a regular review for errors, missing data and out-of-range values, and performance integrity and accountability of system data and wage information. A record is determined to pass or fail based on whether the records match. Documentation of missing and/or erroneous data identified during the review process must be addressed by the local workforce development boards in a corrective action plan.

Activities Implemented Through Governor’s Set-Aside

The CareerSource Florida Board of Directors allocates state set-aside funds for program administration and state-level priority initiatives to increase the prosperity of workers and employers, reduce welfare dependency, increase economic self-sufficiency, meet employer

needs, enhance worker productivity and strengthen business competitiveness. For the 2021-2022 program year, the CareerSource Florida Board of Directors approved the Get There Faster Governor's Reserve Funds Plan for Improved Workforce and Education Systems Alignment. These allocations reflect the strategic initiatives and priorities of Governor Ron DeSantis to strengthen alignment among CareerSource Florida, the Florida Department of Economic Opportunity and the Florida Department of Education to enhance WIOA implementation and further support Florida's robust economic recovery.

[Get There Faster WIOA Competitive Grant Opportunities](#)

The state board approved \$19.1 million in grant funding to ensure Floridians have greater access to education, workforce training and good jobs. These grants were made available to address priority populations and emphasized the long-term impacts of enabling participants to gain and retain employment and attain self-sufficiency. Dollars allocated focused on the following targeted opportunity groups:

- **Veterans and Military Spouses** – Eight local workforce development boards were awarded grants to help veterans and military dependents attain in-demand employment opportunities through career, training, and supportive services. One award supported a collaborative effort among four local workforce development boards covering 12 counties, military bases, colleges and technical schools to build upon participants' military experience to create career pathways leading to rewarding employment.
- **Low-Income Returning Adult Learners** – Five local workforce development boards were awarded grants to provide adults and youth seeking education and training the opportunity to earn industry-recognized cloud computing or other IT-related credentials. These grants prioritize participants residing in high poverty zip codes.
- **At-Risk Floridians** – Four local workforce development boards were awarded grants to provide individuals who are receiving public assistance, recovering from substance use disorders or are returning from incarceration with education and work skills needed to enhance employability and achieve economic self-sufficiency.

For all three Get There Faster Grants, a total of 322 participants have been enrolled with 283 receiving training services. Outcomes from these two-year grants continue to be monitored.

[Florida Ready to Work Foundational Skills Initiative](#)

CareerSource Florida previously released a Florida Skills Gaps and Job Vacancy Study which identified a range of foundational skills necessary for employment that employers ranked as a primary barrier to business and economic growth. Through the Governor's state set-aside funds, the state board allocated \$1 million to provide foundational and soft skills training to WIOA eligible participants to address skills gaps that impede workforce readiness and competitiveness.

[Incumbent Worker Training Program](#)

Incumbent Worker Training grants provide funding for customized training, including skills-upgrade training, to existing for-profit businesses. Through these grants, Florida effectively retains businesses and enhances competitiveness by supporting skills-upgrade training for existing full-time employees. CareerSource Florida implemented a new priority evaluation for grant applications to align with the REACH Act. Priorities include training linked to credentials on Florida's Master Credentials List and hospitals operated by non-profit or government entities to provide opportunities for employees to acquire new or improved skills. In program year 2021-2022, CareerSource Florida awarded 68 Incumbent Worker Training grants totaling \$2.5 million to help companies train and retain more than 2,148 full-time employees. Industries served by Incumbent Worker Training grants include manufacturing, aerospace, insurance, health care, trades, automotive and many others. Trainees' wages increased more than 13% on average within 15 months of completing grant-supported training.

CareerSource Florida conducts extensive outreach through targeted advertising, dedicated web pages, presentations, flyers and articles on social media, ensuring as many small businesses as possible are aware of the benefits of the Incumbent Worker Training program. Incumbent Worker Training is popular and continues to meet a vital need for Florida's businesses. Since its inception, more than \$211 million in requests for Incumbent Worker Training funding have been received.

Rapid Response Activities and Layoff Aversion

The state-approved allocation for rapid response/dislocated worker assistance consists of funds allocated for rapid response activities with a balance set aside as emergency reserve. The Florida Department of Economic Opportunity distributes and manages WIOA statewide rapid response funds. Each program year, up to 25% of Florida's WIOA dislocated worker allotment is reserved for rapid response activities.

The State Rapid Response Program office conducts statewide rapid response activities and monitors rapid response activities provided by the local workforce development boards. When employers submit layoff and business closing notices under the Worker Adjustment and Retraining Notification (WARN) Act, the Florida Department of Economic Opportunity staff distributes the WARN notices and associated background information to the affected local workforce development board and other appropriate economic development and workforce partners. Rapid response services are provided when there is an announcement or notification of a permanent closure regardless of the number of affected employees, a mass layoff affecting 50 or more workers, a mass job dislocation resulting from a natural or other disaster, or when a TAA petition is filed. The State Rapid Response Program screens employers adversely affected by the influence of foreign trade and competition to facilitate Trade Act petitions. To support rapid response and layoff aversion activities, the state subscribed to EconoVue, a business intelligence data platform which provides real-time, actionable business information for use by state and local workforce development partners. For program year 2021-2022, a total of 106 WARN notices were processed affecting 10,271 workers.

Providing rapid response services to businesses experiencing layoffs or closures is the responsibility of local workforce development boards. Local rapid response teams include rapid response coordinators working with a combination of business development representatives, local trade adjustment assistance coordinators, Division of Vocational Rehabilitation (DVR) business outreach specialists, WIOA case managers, and Local Veteran Employment Representatives (LVERs). Florida's decentralized model for providing rapid response services facilitates immediate and, when possible, on-site sessions that provide direct linkage of adversely impacted workers to their local career centers. Examples of rapid response services provided by the local workforce development boards through their local career centers include:

- Informational support for affected workers to apply for Reemployment Assistance (unemployment compensation);
- Information on the impacts of layoffs on health coverage and other benefits;
- Information and referrals to career services, reemployment workshops, job referrals and training opportunities;
- Referral to community agencies for supportive services;
- Arranging job fairs and other special employment events; and,
- Layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment resulting from layoffs.

In support of rapid response activities, the Florida Department of Economic Opportunity's mobile career centers can be deployed across the state to participate in job fairs. Mobile career centers offer a full array of employment, reemployment and employer services. In 2021, the State Rapid Response Program assisted adversely affected workers in 13 local workforce development areas.

Rural Initiatives

Florida identified 29 counties and five cities in three additional counties as Rural Areas of Opportunity. These counties and cities face economic challenges unique to rural communities. Accordingly, the CareerSource Florida Board of Directors designated supplementary allocations for local workforce development boards identified as rural boards to further support operations. The \$2 million allocated to this category fund critical workforce development needs in Florida's rural communities.

Activities Provided Under the Wagner-Peyser Act Employment Service

Serving Populations with Barriers to Employment

The CareerSource Florida network provides comprehensive services and activities under the Wagner-Peyser Act to serve populations with barriers to employment. CareerSource Florida and the Florida Department of Economic Opportunity participate on numerous boards and organizations to help craft policy and deliver services throughout the state. These include:

Veterans: With funding from the U.S. Department of Labor Veterans' Employment and Training Service (USDOL VETS), the Florida Department of Economic Opportunity administers the Jobs for Veterans State Grant (JVSG) program in coordination with Florida's 24 local workforce development boards. The JVSG provides funding to support the staffing of Disabled Veterans' Outreach Program (DVOP) Specialists, Local Veterans' Employment Representatives (LVERs), and Consolidated Positions (CPs) throughout the CareerSource Florida network. The JVSG also supports the State Veterans' Program Office, including the state veterans program coordinator (SVPC), regional veterans program coordinators and intensive service coordinators. The State Veterans' Program Office ensures consistency and excellence in program service delivery through technical assistance, policy, training and monitoring.

Florida's JVSG program prepares veterans, transitioning service members and eligible spouses for meaningful careers. The program offers eligible persons employment services delivered through the case management framework with an empathetic approach and veterans' perspective. DVOP specialists work with eligible individuals to develop a proactive employment plan, connect them to a career center and provide them with community resources to break down barriers to obtaining and maintaining employment. Work-ready veterans are marketed to employers in the community through individualized advocacy and job development activities by LVER staff. Several military and veteran initiatives were conducted for PY 2021-2022 including:

Paychecks for Patriots: Paychecks for Patriots is a partnership with the Florida Department of Economic Opportunity, the CareerSource Florida network, the Florida National Guard, the Florida Department of Veterans' Affairs and participating Florida employers to hold job fairs for veterans and their families. CareerSource Florida centers across the state host Paychecks for Patriots events throughout November each year to build connections between veteran job seekers and Florida's employers. Participating employers include national companies and many local businesses. More than 4,300 veterans and their family members participated in prior Paychecks for Patriots events and 2,100 gained employment. Information about this program is online at www.FloridaJobs.org/PaychecksforPatriots.

Veterans' Performance Incentive Awards: The incentive awards are provided to recognize workforce development partners for excellence or demonstrated improvements in providing services to veterans and serve as an incentive to all local boards to improve their employment, training and placement services for veterans. In PY 2021, CareerSource Okaloosa Walton was recognized among small boards, CareerSource Escarosa was recognized among medium boards, and CareerSource Palm Beach was recognized among large boards for excellence in service.

Department of Defense SkillBridge Program: The Florida Department of Economic Opportunity partnered with Veterans Florida to create state agency internships for separating or retiring active-

duty service members under the U.S. Department of Defense (DoD) SkillBridge Program. Transitioning service members participating in the Florida Department of Economic Opportunity's SkillBridge internship serve as a liaison between state agencies and local workforce development boards as they acquire new skills in Trade Adjustment Assistance, Rapid Response, and veteran employment programs. SkillBridge participants have opportunities to gain full-time employment once the training period ends. The DoD SkillBridge Program enables active-duty service members, with commander approval, to gain work experience through internships, fellowships, and apprenticeships with employers during their final six months of service. Military personnel of any rank and branch are eligible to participate in SkillBridge and maintain their DoD salary and benefits during the training period. In PY 2021-2022, the Florida Department of Economic Opportunity employed three SkillBridge service members that ranged in rank from Marine Corps Sergeant to Space Force Lieutenant Colonel.

Veterans Workforce Summit: The Florida Department of Economic Opportunity's State Veterans Program Office successfully hosted the first Florida Veterans Workforce Summit in PY 2021-2022. The summit consisted of training, presentations, breakout sessions, and practical exercises aimed at reaffirming the state's commitment to ensuring Florida's veterans receive the highest level of service through the Jobs for Veterans' State Grant program. The summit hosted more than 250 participants and featured presentations from several partner agencies, including USDOL VETS, Veterans Florida and Vocational Rehabilitation.

HIRE Vets Medallion Program: Florida promoted the HIRE Vets Medallion Program (HVMP) through the CareerSource Florida network and the JVSG program. As noted in [Veteran Program Letter 02-19](#), the HIRE Vets Medallion program provides employers an opportunity to receive special recognition from USDOL for hiring and retaining veterans. During 2021, HVMP applications were accepted January 31, 2021, through April 30, 2021. For 2021, Florida was ranked second in the nation with 60 employers recognized as HIRE Vets Medallion winners.

The JVSG program met and exceeded all negotiated performance targets for PY 2021-2022:

JVSG Indicators of Performance 2021	State Goal	State Performance	% Achieving Goal
Employment – 2 nd Quarter After Exit	44%	50.6%	115%
Employment – 4 th Quarter After Exit	42%	49.6%	118.1%
Median Earnings – 2 nd Quarter After Exit	\$4400	\$7584	172.4%

Military Family Employment Advocacy Program: The [Military Family Employment Advocacy Program \(MFEAP\)](#) is active in seven local workforce development boards with high concentrations of active military bases. Military family employment advocates deliver workforce services to spouses and dependents of active-duty military personnel by providing targeted workforce services and promoting military family members as potential employees to prospective employers.

Substance Dependency Recovery and Reentry Navigators: Florida continues to face an ongoing health crisis with substance dependency disorders. In PY 2021-2022, the CareerSource Florida Board of Directors allocated funding to expand efforts across the state to create and maintain linkages with addiction service providers and the workforce development system to provide services for individuals in recovery. Additionally, formerly incarcerated individuals often find it difficult to secure meaningful employment. Dollars awarded were used to fund navigators throughout Florida to develop and strengthen local partnerships with addiction service providers and organizations that work with returning citizens.

Florida Council on Homelessness: CareerSource Florida and the Florida Department of Economic Opportunity serve on the Florida Council on Homelessness which develops policies and recommendations to reduce homelessness in Florida. The [Florida Council on Homelessness 2022 Annual Report](#) was submitted on June 30, 2022.

Advancing State Policy Integration for Recovery and Employment (ASPIRE): [Individual Placement and Support \(IPS\)](#) is an internationally recognized model of supported employment for people with serious mental illness. The focus is on helping those with behavioral health conditions find gainful employment. Mainstream education and technical training are included as ways to advance career paths. The model emphasizes a collaborative approach between the mental health system and the Vocational Rehabilitation (VR) system. VR counselors and employment specialists are integrated with the individual's mental health treatment team to promote success with the individual's employment goals.

IPS is recognized by the Substance Abuse and Mental Health Services Administration (SAMHSA) as an evidence-based practice. In 2021, Florida applied for and was selected to participate in the [ASPIRE](#) initiative under the U.S. Department of Labor. The initiative aims to assist states in aligning their policies and practices in support of competitive integrated employment for people with mental health conditions. CareerSource Florida participates in bi-monthly ASPIRE implementation team meetings and monthly steering committee meetings. CareerSource Florida is currently working with ASPIRE partners to seek grant funds to expand this IPS initiative in Florida.

The Assistive Technology Advisory Council: CareerSource Florida maintains representation on the State of Florida's Assistive Technology Advisory Council which acts as the board of directors for the Florida Alliance for Assistive Services & Technology (FAAST), Inc., a nonprofit organization whose mission is to improve the quality of life for Floridians with disabilities by increasing access to assistive technology through empowerment and collaboration. FAAST serves Floridians who have disabilities and their family members, service providers, educators, therapists, employers, health and rehabilitation professionals, assistive technology vendors, procurement officials, and all other interested parties throughout the state of Florida.

Employment First Florida: This interagency collaboration improves the coordination of services that assist people with disabilities in obtaining employment and achieving economic self-sufficiency. The Employment First Interagency Cooperative Agreement affirms the resolve of specific state agencies and other disability service organizations to ensure the continuation of a long-term commitment to providing employment outcomes for persons with disabilities. It will remain in effect through June 30, 2024. More information about Employment First Florida and its latest report can be obtained online at www.employmentfirstfl.org/

Family Café: The Family Café supports persons with disabilities and their families with an opportunity for collaboration, advocacy, and empowerment. The CareerSource Florida network supports the annual Family Café, the nation's largest cross-disability event, bringing together stakeholders to provide information, training and networking. The annual Family Café offers exposure to several public and private resources and access to policy-making officials. The 24th Annual Family Café was held May 27-29, 2022, in Orlando, Florida. The full program is [online](#).

Exemplary Models

Lockheed Martin Project: Lockheed Martin Corporation, a global security and aerospace company employing approximately 105,000 people worldwide and nearly 17,000 Floridians, set a goal to create 8,000 apprentices enterprise-wide over five years. CareerSource Florida and Lockheed Martin partnered to leverage Quick Response Training grants and the statewide support of the CareerSource Florida network to meet the company's talent development needs by creating high-wage jobs and apprenticeships for Floridians. Using a piloted approach,

Lockheed Martin and CareerSource Florida implemented an expansion project creating registered apprenticeship programs to help meet the company's hiring needs of more than 2,500 new employees over five years. Since the launch of the partnership, Lockheed has employed at least 483 apprentices, 393 of whom are connected to its pilot site in Ocala.

In partnership with the College of Central Florida, CareerSource Florida, Lockheed Martin, CareerSource Citrus/Levy/Marion and other partners, a state-of-the-art innovative apprenticeship lab was built at the college's Ocala campus to create the talent pipeline needed at the Ocala site. Through a staged process, Lockheed Martin is expanding the pilot into other key company locations, connecting with up to six additional local workforce development boards, their educational partners and other key stakeholders. The CareerSource Florida network and its partners continue providing support and ongoing assistance with building apprenticeship programs, recruiting potential talent, and identifying grant opportunities to defray training costs—all resulting in the delivery of a total talent solution for Lockheed Martin.

In addition to ongoing apprenticeship initiatives, CareerSource Florida facilitated additional growth for Lockheed Martin through its Quick Response Training program, which trained 884 new hires and 396 incumbent workers over the first year of the grant program and an additional 756 incumbent workers in year two. While there was a pause on net new hires in year three, Lockheed continued to expand its registered apprenticeship efforts in 2021-22 and reaffirmed its commitment to creating net new jobs in 2022-2023.

Opioid Crisis Response:

Florida experienced a significant increase in fatal overdoses involving opioids over the last two decades. In the first six months of 2020 alone, Florida's Bureau of Vital Statistics reported 3,834 opioid-related fatal overdoses, a 30.5% increase from the number of occurrences for the same period the prior year. Of all drug-related deaths, 2,622 were attributed to fentanyl, an 81% increase over the previous year.

The Florida Department of Economic Opportunity currently operates a grant from USDOL: Support to Communities: Fostering Opioid Recovery Through Workforce Development. For the last two years, CareerSource Florida has funded a statewide Recovery Navigator initiative to provide support to eligible individuals and promote successful and sustainable employment. Local workforce development boards operating these initiatives undertook a variety of approaches to respond to the crisis. Using strong community partnerships, they provided services to hundreds of participants. As employment is a key component of recovery for many individuals, staff meet participants in recovery programs, treatment centers, and correctional facilities to offer supportive services and provide employability assistance and work-based opportunities. Local workforce development boards have worked to identify employers willing to hire individuals in recovery and with recovery-friendly policies. Several local workforce development boards are designing a curriculum to educate employers about substance use disorder in the workplace. Alongside community partners, local workforce development boards offer multiple rounds of NARCAN training, a lifesaving drug that interrupts an opioid overdose, to businesses in their community.

The Florida Department of Economic Opportunity hosts monthly technical assistance calls with the local workforce development boards involved in these initiatives, where local staff exchange best practices and brainstorm to address challenges.

Registered Apprenticeships in Healthcare: The healthcare community across the state is embracing registered apprenticeships as a talent development model to fill the talent gaps in healthcare. Healthcare Apprenticeship Accelerators, hosted by the Florida Department of Education and CareerSource Florida, showcase successful healthcare registered apprenticeship programs in the state, introduce available resources provided by the USDOL healthcare intermediary HCAP and the CareerSource Florida network and share other valuable information

about the benefits of utilizing the registered apprenticeship model as a healthcare talent development strategy.

New registered apprenticeship programs have been created to help fill high-demand healthcare occupations. Florida registered apprenticeship sponsor Hamilton-Ryker registered new occupations in long term care nurse management, certified nurse assistant and licensed practical nurse. TruMont, another healthcare apprenticeship sponsor in Florida, developed an innovative collaboration to support the need for home health aides in the senior living community by partnering with the Florida Senior Living Association and its members across the state. Local workforce development boards play a key role by helping to connect employers to the home health aide registered apprenticeship, supporting programs with WIOA-funded training, and recruiting apprentices. Several Florida hospitals have developed registered apprenticeship programs as well, including Flagler Health's Surgical Technologist, Tampa General Hospital's Surgical Technician, and Halifax Health's Registered Nurse. For hospitals in need of cybersecurity specialists, Community Health IT has developed the Cyber Security First Responder program.

Florida Council on the Social Status of Black Men and Boys: The council's mission is to research and propose initiatives to improve conditions affecting Black men and boys. The scope of the council's research is comprehensive and encompasses studies on education, health and families, criminal justice and employment and economics. The Florida Department of Economic Opportunity participates on the council and works collaboratively with the CareerSource Florida network to promote increased workforce participation, positive employment outcomes and an increase in the number of industry certifications earned by this target population.

Hope Florida – A Pathway to Prosperity: Spearheaded by First Lady Casey DeSantis and implemented by the Florida Department of Children and Families, Hope Florida uses Hope Navigators throughout the state to guide Floridians on an individualized path to economic prosperity, economic self-sufficiency and hope by focusing on community collaboration between private sector, faith-based community, nonprofits and government entities to break down traditional community silos. In Central Florida, CareerSource Central Florida worked hand-in-hand with Florida Department of Children and Families' Hope Navigators to assist clients in overcoming barriers to employment, engaging in training opportunities, and providing wrap-around support services.

National Dislocated Worker Grants

The Florida Department of Economic Opportunity managed eight National Dislocated Worker Grants (DWGs) during the program year.

National Health Emergency/Opioid Crisis: Florida received conditional approval for \$2.5 million to pilot a program that addresses the workforce needs created by the opioid crisis. To date, USDOL awarded \$1,666,666 to the state. Two local workforce development boards participated in the grant, placing eligible participants in temporary disaster relief and providing career services and training opportunities to participants affected by the crisis and classroom training in health and recovery-related occupations. The grant ended March 31, 2022.

COVID-19 DWG: Florida received an award of \$40,394,746 to respond to the disruptions caused by the pandemic. The grant goes through March 31, 2023. Local workforce development boards around the state provide temporary disaster relief jobs that include food warehousing and distribution; sanitation and security of government and non-profit facilities; and case management to help those affected by the pandemic access needed services and resources. As the labor market recovered, local workforce development boards shifted to providing training and other services to help laid-off workers regain employment.

Hurricane Michael DWG: Florida received an award of \$27,334,788 to respond to damage caused by 2018's Hurricane Michael by providing temporary disaster relief jobs and other services

to eligible participants. Three local workforce development boards in the Florida Panhandle operated the program. The grant was extended through September 30, 2022. Affected areas experienced significant damage to county buildings, parks, schools, businesses, streets, libraries, and loss of utilities combined with numerous damaged homes. Recovery support workers were needed to assist with damage assessments and the provision of resources needed to recover. Humanitarian workers were essential for staffing the distribution sites for basic needs such as food and clothing. Debris removal from state parks provided employment opportunities for dislocated workers as well.

Hurricane Sally DWG: Florida received conditional approval for \$2.5 million to respond to the damage caused by 2020's Hurricane Sally. To date, USDOL has awarded Florida \$1,666,667 to provide temporary disaster relief jobs and other services to eligible participants. This grant ended Sept. 20, 2022. Three local workforce development boards participated in this grant and provided temporary disaster relief workers to clean up ditches, remove debris, restore public properties and low-income homes and provide case management to individuals seeking recovery assistance.

Technical Assistance Needs of the State Workforce System

Florida anticipates continued technical assistance being provided by USDOL as the Florida Department of Economic Opportunity continues to implement its current Corrective Action Plans. The state also expects to continue to receive technical assistance as it continues to assess the current regional structure of local workforce development boards in an effort to reduce the total number of local boards in the state and as it continues to implement Disaster Recovery DWGs.

Barriers to Employment: Promising Practices, Lessons Learned, and Success Stories

To strengthen alignment and leverage resources to address the workforce challenges faced by job seekers who must overcome barriers to employment, state and local workforce leaders work closely with major partners such as the Florida Department of Education, which houses Florida's Vocational Rehabilitation program, the Division of Blind Services, and the Division of Career and Adult Education; the Florida Department of Children and Families; the Agency for Persons with Disabilities; the Florida Developmental Disabilities Council; and the Florida Department of Veterans' Affairs.

CareerSource Florida has a representative on the board of the Florida Rehabilitation Council pursuant to [Chapter 413, Florida Statutes](#), which is an advisory council to Vocational Rehabilitation. The council assists Vocational Rehabilitation in the planning and development of statewide vocational rehabilitation programs and services and recommends enhancements.

The Florida Department of Economic Opportunity, in collaboration with the Agency for Persons with Disabilities, Vocational Rehabilitation, the Governor's Commission on Jobs for Floridians with Disabilities, and other state and local partners, continues to use the micro-portal in the official state job-matching portal Employ Florida, called Abilities Work, to connect Florida employers with qualified individuals with disabilities.

Florida Unique Abilities Partner Program: The Florida Unique Abilities Partner Program, established in 2016, was designed to celebrate businesses and organizations that provided career or financial opportunities to individuals with disabilities and to raise awareness of the economic and social benefits of employing these individuals. Employing people with unique abilities is a direct and cost-effective means to assist them in achieving independence and fulfillment while contributing their talents to the workforce. Hiring someone with a disability demonstrates an employer's dedication to strengthening communities and the economy and helps the employee gain confidence, acceptance and financial security.

Florida Unique Abilities Partner Program demonstrates their social values, networks with like-minded businesses and organizations, and displays the Unique Abilities logo to the public. They are also recognized with a searchable Employ Florida designation and an entry on the Partner List on the Florida Unique Abilities Partner Program website. Applications, nominations, resources and other information on the program be found at floridajobs.org/unique-abilities-partner-program.

Addressing State Workforce System Challenges

As Florida continues to outpace the nation in its low unemployment rate, jobs added, and increases to labor force, the number of job openings still exceeds the number of job seekers available for work. Expansion of training models beyond traditional occupational skills training to work-based learning models remains an area of focus for the state. Furthermore, the state's work to clearly identify credentials of value on a Master Credentials List will serve as a catalyst for job seekers looking to embark on in-demand, high-wage career pathways.

Florida also looks to improve access and accountability for the workforce ecosystem. Under the REACH Act, the Florida Department of Economic Opportunity is charged with creating a “no wrong door” technology system. In 2021, a [feasibility study](#) on current systems was conducted and [FLWINS](#) was launched. When complete, Floridians will be able to access workforce programs irrespective of which “door” they enter — education, federal workforce system, or public assistance. Also related to the REACH Act, Florida's Department of Education is developing the Education Meets Opportunity Platform, which will serve as a dashboard measuring the outcomes and return on investment of workforce programs. Success of both platforms relies on continued collaborations including new data sharing agreements among the stakeholders in Florida's larger workforce ecosystem.

Conclusion

The CareerSource Florida Board of Directors is committed to supporting Florida's continued economic growth and its goal to be No. 1 in workforce education by 2030. Initiatives undertaken in 2021-2022 focused on increased prosperity for workers and employers; reduced welfare dependency; increased economic self-sufficiency; meeting employer needs; and enhanced productivity and competitiveness throughout the state. Strong partnerships with WIOA core partners and economic developers enhance the implementation of initiatives that build or strengthen Florida's workforce and economic development through focused sector strategies, expansion of apprenticeships, and promotion of career pathways. The CareerSource Florida Board of Directors is committed to supporting the provision of workforce services by local workforce development boards through increasing available resources throughout the state and adapting policies to meet the needs of Florida's workers and employers.

Florida's workforce system continues to evolve and improve through its implementation of the transformative REACH Act. The law is a comprehensive blueprint for enhancing access, alignment, and accountability across Florida's workforce development system and remains a priority of the CareerSource Florida Board of Directors. Under the leadership of Florida's Governor and Legislature, and working closely with numerous local, state and federal partners, the Florida workforce system will continue implementing future-focused and impactful strategies that anticipate, meet and exceed the needs of Florida's growing businesses and workforce sectors.