

**Department of Economic Opportunity (DEO)**  
**One-Stop Delivery System and One-Stop Career Center Certification Requirements – Consultation Review**

<b><u>Policy Section</u></b>	<b><u>Stakeholder Comment</u></b>	<b><u>Submitted by</u></b>	<b><u>Policy Language Change</u></b>	<b><u>DEO Comments</u></b>	<b><u>Authority</u></b>
IV.C.(6) Comprehensive One-Stop Career Center Requirements	The latter is understood, however, the term “workforce” may seem to be broad. Is this something DEO can provide further clarification by including specific examples of workforce information, or is it up to the LWDBs to interpret?	LWDB 13	Yes	The policy language has been updated.	Section 15(a) of the Wagner-Peyser Act  20 CFR 678.305(b)(5)
IV.E.1. Availability and Hours of Operation	CSB encompasses three comprehensive one-stop centers. Is the expectation that all three of those centers must be open to the general public a minimum of eight hours per day, Monday – Friday, or just one comprehensive center? Extended hours for virtual services are provided.	LWDB 13	No	Although the requirement is for the local one-stop delivery system to include at least one comprehensive physical career center in each local area, if the local workforce development board (LWDB) elects to operate additional comprehensive physical one-stop career centers, each one must meet the requirements of a comprehensive center.	20 CFR 678.305(c)
IV.E.5. Supporting Reemployment Assistance Claimants	We are concerned about the expectation for our front-line staff to perform services for which we are not funded and which are not included in the State of Florida July 1, 2020 - June 30, 2024 WIOA Unified Plan. The Unified Plan shows career center staff assisting with only “general computer and unemployment application questions.” Please see page 117: “Florida’s career centers have resource rooms equipped with computers for customers to use. Individuals seeking to file Reemployment Assistance claims are able to connect to the state’s Reemployment Assistance claims and benefits system to complete the online application and subsequent work registration steps. <u>Career center staff assist customers with general computer and unemployment application questions.</u> Career centers are equipped with telephones customers may use to contact representatives for initial claims questions and assistance. We should not be assisting claimants with filing claims.	LWDB 24	Yes	The policy language has been updated.  Note: Regarding funding, as noted on page 136 of Florida’s 2020-2024 WIOA Unified Plan, Reemployment Assistance claimants are one priority population supported by Florida’s Wagner-Peyser funds.	State of Florida July 1, 2020 – June 30, 2024 WIOA Unified Plan

	To what DEO facilities? Does this mean no more sending emails to RA staff directly? The portal is usually not helpful when a claimant needs to speak to a person regarding an issue.	LWDB 24	Yes	“DEO facilities” is referring to physical locations only (e.g., DEO’s physical location in Tallahassee, Florida). Claimants should not be directed to contact specific state-level DEO personnel for Reemployment Assistance related needs; they should be referred to the Reemployment Assistance Help Center. If claimants advise they need to speak to a person, they should be directed to call the Reemployment Assistance Hotline at 1-833-352-7759.	N/A
	If the claimant is unable or unhappy with the RA Help Center portal what is the next step? Is there a formal complaint process for complaints to the RA Call Center, ID ME, and Connect?	LWDB 4	No	LWDB leadership should continue to use existing processes for escalating specific customer issues to DEO.	N/A
	Can DEO please further clarify “where no discretion is required to determine the information to be entered”?	LWDB 13	No	This means where career center staff do not need to make any decisions or offer any guidance to claimants regarding the information the claimant is needing to upload or enter.	N/A
IV.F. CareerSource Florida Unified Brand and National Brand	The logo/phrase is included on our website and printed outreach materials but not our stationary, etc. Does this mean it should be included on letterhead, acknowledgment forms signed by customers, other forms we complete with customers and everything the public can see?	LWDB 24	No	As stated in WIOA Section 121(e)(4), [the common identifier] informs users of the one-stop delivery system that such products, programs, activities, services, facilities, property, or materials are being provided through such system. The logo with the phrase “a proud partner of the American Job Center network” must be included on any materials or communication the LWDB deems as its’ “products, programs, activities, services, electronic resources, facilities, related property and materials” it uses in the one-stop delivery system.	WIOA Section 121(e)(4) 20 CFR 678.900 TEGL 16-16
IV.H.1. Effectiveness	For (1) and (2), should “participants” be changed to job seekers?	LWDB 13	Yes	The policy language has been updated.	N/A
	Page 3 of 14 states that WIOA requires the one-stop delivery system to include at least one physical comprehensive one-stop career center in each local area, and goes on to indicate affiliated or specialized centers are allowed. Later, page 9 of 14 states “LWDBs must also evaluate the following state-specific criteria to ensure that <u>each</u> center: (a) Meets the comprehensive career center	LWDB 19	Yes	The policy language has been updated.	N/A

	requirements outlined in Section IV.C. of this policy.” This appears to read that every career center, whether satellite, affiliated, or specialized, must meet the same requirements as the Comprehensive Career Center. Is it the intention that all centers in a LWDA, including satellite centers, meet the same requirements of the Comprehensive Center? Please clarify.				
IV.H.2. Physical and Programmatic Accessibility	“Demonstration that each one-stop career center has been reviewed or monitored by a third party for ADA compliance at least once every three years.” In the past, DEO’s Office for Civil Rights conducted this monitoring of career centers every three years. Will this continue, or is it expected that LWDBs will need to locate and contract with a third party for this service?	LWDB 19	Yes	Yes, DEO’s Office of Civil Rights will continue to conduct this monitoring.  The policy language has been updated.	N/A
	Does DEO count as the third party?	LWDB 4			
IV.I. Labor Market Information	Statement should read, “Access to the <u>Local</u> Workforce Development Board’s (LWDB’s) Eligible Training Provider List must also be prioritized and accessible.” To avoid confusion for customers seeking training, this should link to a list with hyperlinks for the 24 LWDB ETPLs, not the State ETPL and not the EmployFlorida homepage.	LWDB 24	No	Currently, the link to Employ Florida will allow individuals to search for eligible training providers (ETPs) and programs by LWDB or state. If the LWDB is not using Employ Florida to maintain its eligible training provider list (ETPL), a link to both the local ETPL and state’s ETPL (on Employ Florida) will need to be provided.  In accordance with federal regulations, LWDBs must ensure the dissemination and appropriate use of the state list of ETPs and programs through the local one-stop delivery system, including formats accessible to individuals with disabilities.	20 CFR 680.430(c)(3)
VII. Attachments/Resources	Hyperlink does not work. Page Not Found	LWDB 24	Yes	The hyperlink has been corrected.	N/A