



**POLICY
NUMBER**

0125

Workforce Policy

Title:	Business Engagement and Economic Development Support		
Policy Type:	Operational		
Programs:	Workforce Innovation and Opportunity Act & Wagner-Peyser		
Effective:	01/28/2026	Revised:	01/28/2026

I. PURPOSE AND SCOPE

Florida’s workforce strategy is focused on delivering a high-performing workforce system that is flexible, results-driven, and always improving. Business services are a vital part of that strategy. Florida’s vision focuses on strengthening business engagement and delivering real value by identifying employer needs, coordinating services across partners, and building sector-based partnerships that support in-demand industries. Strong, responsive connections with businesses are essential to achieving this vision. Local Workforce Development Boards (LWDBs) and career centers work side-by-side with employers of all sizes to provide consistent, high-quality support that helps them find, train, and retain skilled workers, fueling local economies and driving job growth. FloridaCommerce and CareerSource Florida reinforce these efforts by encouraging alignment, reducing barriers to collaboration, and providing strategic and technical support. This policy establishes clear expectations for how LWDBs should engage employers, coordinate with regional partners, and align workforce services with regional needs to help communities attract, grow, and retain businesses.

II. KEY OBJECTIVES AND MEASURABLE PERFORMANCE OUTCOMES

LWDBs should establish and develop effective relationships and networks with the business community. LWDBs develop and implement promising and proven strategies that provide the skilled workforce needed by local employers to expand employment and career advancement opportunities within in-demand industry sectors or occupations. LWDB services assist in driving regional economic development through strategic partnerships and data-driven decisions.¹

A. Key Objectives

1. **Enhance Employer Engagement:** Conduct proactive and responsive outreach and communication and develop tailored workforce strategies that align with business needs to build lasting partnerships.

¹ [20 CFR 679.370\(e\)\(4\)](#)

2. **Expand Demand-Driven Training Programs:** Grow and promote training models like On-the-Job Training (OJT), Customized Training (CT), Incumbent Worker Training (IWT), and apprenticeships, as well as rapid-credential opportunities to support business growth, meet workforce demands in high-growth sectors, and improve employment outcomes through strategic collaboration and ongoing evaluation. Increase awareness and support of state-level training programs like Quick Response Training (QRT) grants.
3. **Advance Regional Economic Development:** Partner with local and regional economic development organizations (EDOs) to integrate workforce training into economic development activities.

B. Measurable Performance Outcomes

1. Employer Engagement & Satisfaction

- Total number of employers served.
- Effectiveness in Serving Employers.²

2. Business Engagement

- Number of businesses participating in work-based training.
- Number of Memorandums of Understanding (MOUs) executed in alignment with technical guidance.
- Business engagement metrics.³

III. POLICIES AND PROCEDURES

Business services help employers grow and connect individuals to jobs by aligning training with industry needs and preparing job seekers for in-demand roles. LWDBs and career centers are required to deliver services that support regional economic growth and advance the WIOA goals of building a demand-driven workforce system. LWDBs must collaborate with economic development partners to address workforce gaps and plan for future needs.⁴ To promote consistency and efficiency across Florida's workforce system, LWDBs must align business services with statewide standards. A consistent statewide approach ensures employers receive high-quality support through sector strategies, career pathways, and proven models such as OJT, as highlighted in TEGL 21-22.⁵ The 2021 REACH Act⁶ further integrates education and workforce systems to meet labor market demands.

LWDBs should collaborate within all counties in their local workforce development areas and across regional planning areas to establish formal partnerships with regional and local EDOs to deliver seamless, high-quality business services. These partnerships should be documented in MOUs or formal agreements that outline the roles and responsibilities of each entity in supporting business recruitment, expansion, and retention efforts. Coordination efforts should be conducted in alignment with technical assistance and include regular meetings, joint planning sessions and shared business engagement metrics, economic impact metrics,

² WIOA Effectiveness in Serving Employers Performance Indicator; [TEN 24-23](#)

³ [EconoVue Business Engagement Success Metrics](#)

⁴ [20 CFR 679.370](#)

⁵ [Training and Employment Guidance Letter \(TEGL\) No. 21-22](#)

⁶ [Section 14.36, F.S.](#)

partnership and coordination metrics, service delivery metrics, and shared goals for strategic alignment to ensure alignment with regional economic growth strategies.

A. Strategic Coordination with Economic Development

LWDBs are expected to foster strategic partnerships with regional and local businesses and EDOs by coordinating planning efforts, sharing labor market intelligence, and collaborating on initiatives that drive business growth and job creation. These partnerships ensure workforce strategies align with state workforce and economic goals, regional economic goals, and are supported through ongoing communication and data-informed decision-making.

LWDBs must coordinate with regional and local economic development agencies to:

1. Identify business recruitment or expansion opportunities.
2. Align WIOA-funded training programs with targeted business needs.
3. Offer work-based training options as part of available supports for employers.
4. Increase awareness and provide timely support for businesses seeking state training program assistance like Quick Response Training (QRT) grants.

Such coordination must be documented in local MOUs or formal partnership agreements in alignment with technical guidance. CareerSource Florida and FloridaCommerce will provide technical assistance, including a standardized MOU template, information about existing economic development partnerships, and training resources, as part of a statewide toolkit.

B. Business-Aligned Toolkit and Training Models

With the support of technical assistance, resources, and a statewide toolkit provided by CareerSource Florida and FloridaCommerce, LWDBs should develop a comprehensive local Business Toolkit that details the services and support available to businesses in alignment with standards set by CareerSource Florida and FloridaCommerce. LWDBs must also establish and communicate clear procedures and products that ensure consistent implementation and compliance with federal and state regulations. These procedures must include:

1. **Application and Approval:** Outline clear procedural steps for requesting and approving training programs.
2. **Documentation Standards:** Specify required records for training activities and outcomes.
3. **Monitoring and Reporting:** Detail processes for oversight and compliance with WIOA, 20 CFR, and Chapter 445, Florida Statutes.

LWDBs should utilize WIOA-funded training strategies, including those listed below, as allowable options for effective implementation:

1. **On-the-Job Training (OJT):** Wage reimbursement for training new hires.
2. **Paid Work Experience:** Temporary employment opportunities focused on skill development.
3. **Registered Apprenticeships and Pre-Apprenticeships:** Structured programs for long-term talent development.
4. **Incumbent Worker Training:** Training designed to help a business retain a skilled

workforce or avert layoffs.

5. **Customized Training:** Tailored training designed to meet the special requirements of a business or a group of businesses that is conducted with a commitment by the business to employ or continue to employ an individual upon successful completion of the training.
6. **Quick Response Training:** Increase awareness and support of state-level training programs like Quick Response Training (QRT) grants.

Training strategies must be provided consistently and made available to all businesses. Allowable training providers include state educational institutions, industry, or contracted providers of training, and may include credentials on the Eligible Provider Training List or the Master Credential List. Training providers should be identified with the input of business partners in alignment with issued technical assistance. All activities must comply with applicable federal and state requirements.

IV. IMPLEMENTATION

LWDBs are encouraged to use sector strategies, develop career pathways, and share innovative best practices across local workforce development areas and local workforce development regions.

Each LWDB must develop and maintain applicable Local Operating Procedures (LOPs). LOPs must be reviewed each year and updated as needed. A description of LWDB business strategies and local operating procedures must be described in WIOA local plans. LOPs should include employer outreach and candidate screening steps; training coordination; sector strategy actions and employer feedback methods; rules for using WIOA funds to support businesses; and documentation and tracking of employer commitments.

Florida Commerce, in consultation with CareerSource Florida, will provide technical guidance, including templates, and conduct annual reviews of LOPs and business service results as necessary.

V. ATTACHMENTS AND RESOURCES

[WorkforceGPS - Business Engagement Collaborative Community Homepage](#)

[Toolkit | Business Center | CareerOneStop](#)

[WorkforceGPS - What the Evidence Says About Employer Engagement Strategies](#)

[WorkforceGPS - Modernizing Business Services for Today's Employer](#)

[WorkforceGPS - Employer Engagement Webinar Series: Top 20 "Take Home Now" Strategies for Success](#)

[WorkforceGPS - Business Services: Effectively Engaging Employers, Utilizing Data, and Measuring Performance](#)