



Workforce Policy

**POLICY
NUMBER**

P89

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Policy Type:	Programmatic		
Program:	Workforce Innovation and Opportunity Act		
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I. PURPOSE AND SCOPE

Florida’s workforce system is built around the needs of employers. Through strong business engagement, Florida helps businesses find skilled workers, close talent gaps, and respond quickly to changing labor market needs. Real-time labor market data and direct employer input guide training, hiring strategies, and workforce solutions—leading to faster job placement, industry-recognized credentials, higher earnings, and stronger WIOA performance outcomes.

Local Workforce Development Boards (LWDBs) are central to this effort. LWDBs align business services with education and training partners to build regional talent pipelines, support work-based learning, prevent layoffs, and strengthen local economies. Consistent with [Workforce Policy O125 – Business Engagement and Economic Development Support](#), this policy establishes clear statewide expectations for planning, delivering, documenting, and continuously improving business and employer services based on proven industry demand. These requirements apply to all LWDBs and workforce service providers using WIOA funds.

II. KEY OBJECTIVES AND MEASURABLE PERFORMANCE OUTCOMES

LWDBs must demonstrate measurable improvements in:

- a. Alignment of training investments with labor market demand.
- b. Increase in on-the-job training, customized training, incumbent worker training, apprenticeships, and participation in other work-based training models.
- c. Candidate referral and hiring efficiency.
- d. Increased entered employment, median earnings, and effectiveness in serving employers.
- e. Continued repeat business and year-over-year business penetration.

III. POLICIES AND PROCEDURES

Meaningful and sustained engagement with business is essential to achieving improved workforce system performance. By positioning employers as active partners in workforce strategy, program design, training delivery, candidate preparation, and recruitment and hiring activities, LWDBs drive stronger WIOA performance outcomes—including employment, earnings, and credential attainment—while ensuring federal and state

education and training investments are aligned with real-time industry needs. This employer-driven approach increases economic self-sufficiency, job placement and retention, reduces reliance on public assistance, and advances economic mobility for Floridians in high-demand, career-sustaining pathways.

A. Engaging Businesses as Strategic Partners

LWDBs function as connectors, conveners, and collaborators that engage employers as strategic partners rather than one-time customers. Boards convene businesses through roundtables, focus groups, sector partnerships, Education and Industry Consortiums, and other forums that support the co-design of solutions addressing talent, training, and community workforce challenges. Employer engagement is comprehensive, targeted, and aligned with sector strategies and local labor market needs, ensuring that employers directly inform service design and regional workforce priorities.

1. Coordination and Partnerships

Strong coordination and partnerships between LWDBs and industry ensure workforce, education, and economic development efforts align with employer needs and support efficient, high-quality service delivery. LWDBs should:

- a. Coordinate with local and regional economic development organizations, education partners, and industry associations.
- b. Establish formal partnerships through MOUs or comparable agreements.
- c. Participate in sector strategies and industry partnerships to address shared workforce challenges and promote a unified response to labor market demand.
- d. Collaborate with Education and Industry Consortiums consistent with [Workforce Policy O13 – Education and Industry Consortiums](#).
- e. Implement results-focused, work-based learning efforts to address employer-focused skills needs.
- f. Leverage co-enrollment opportunities and braid funding sources where appropriate.
- g. Streamline services to reduce duplication and remove barriers to efficient service delivery.

B. Delivering Workforce Solutions That Add Value

LWDBs deliver demand driven business services that meet documented employer needs and produce measurable outcomes. Employer feedback, service data, sector strategies, statewide workforce priorities, and labor market information are used to design, assess, and adjust services such as recruitment support, labor exchange, workforce intelligence, and work based learning. LWDBs must maintain staff capacity, technology systems, and outreach strategies necessary to deliver business services efficiently and in alignment with WIOA requirements, federal guidance, and state priorities.

Consistent with the Reimagining Education and Career Help (REACH) Act¹ and [TEGL 19-16](#), LWDBs should leverage all allowable tools and resources authorized under WIOA and state law to expand access to employment, education, and training services that meet employer-validated talent needs and support pathways that lead to economic self-sufficiency, wage growth, and career advancement.

¹ [s. 14.36, Florida Statutes](#)

1. Required Business and Employer Services

Consistent with WIOA sec. 134(d)(1)(A) and [20 CFR 678.435\(a\)](#), certain career services must be made available to local employers, specifically labor exchange activities and labor market information described in 20 CFR 678.430(a)(4)(ii) and 20 CFR 678.430(a)(6). LWDBs must establish and develop relationships and networks with large and small employers and their intermediaries. Local areas must also develop, convene, or implement industry or sector partnerships.

LWDBs may use WIOA Adult and Dislocated Worker funds to effectively deliver business and employer services, including the following:

- a. Strategic employer engagement and workforce planning
- b. Talent recruitment supported by labor market intelligence
- c. Targeted training, rapid response, and incentive alignment

2. Optional Business and Employer Services

Consistent with WIOA sec. 134(d)(1)(A) and [20 CFR 678.435\(b\)](#), LWDBs may use WIOA and Dislocated Worker funds to effectively deliver the business and employer services including the following:

- a. Customized business services may be provided to employers and employer organizations, including:
 - i. Targeted recruitment and hiring support
 - ii. HR consultation, compliance guidance, and accommodations
 - iii. Customized labor market and workforce insights

C. Rapid Response and Layoff Aversion as Core Business Services

As required by [20 CFR 682 Subpart C](#) and [Training and Employment Guidance Letter \(TEGL\) No. 19-16](#), LWDBs must operate a strong rapid response and layoff aversion system as a core business service. Early action helps employers avoid layoffs, reduce their size, and limit harm to workers and local economies. Rapid response focuses first on business stability, job retention, and quick support when job loss risks appear.

LWDBs must maintain active relationships with employers and key partners, including economic development groups, chambers, small business support organizations, and local governments. These relationships ensure employers know who to contact and when. Early notice allows rapid response staff to assess risk quickly and deliver practical solutions that help businesses adjust and stay competitive.

Rapid response must prioritize layoff aversion. LWDBs must use business engagement, planning, data analysis, short-time compensation education, and other prevention tools to stop or delay layoffs. Early warning systems must trigger immediate outreach and service delivery when businesses face closure or downsizing. When layoffs cannot be avoided, LWDBs must act quickly to support employers and connect workers to reemployment and training services, while meeting all state and federal requirements. FloridaCommerce supports LWDBs in this work through the provision technical assistance on allowable and expected rapid response and layoff aversion activities.

D. Staff Training and Capacity Building

Staff training supports consistent, accurate delivery of Business and Employer Services required under WIOA section 134(d)(1)(A) and [20 CFR 678.435](#) and aligns with local operating procedures (LOPs) and statewide workforce priorities. LWDBs must ensure business and employer services staff are properly trained and knowledgeable about workforce programs and available employer services. New and existing staff are required to complete training and credentialing in accordance with [Workforce Policy O92 – Staff Training and Credentialing](#), including Tier I training, required FL WINS modules, and applicable business services trainings.

E. Integration of Business Services with Employment, Education, and Training

By using labor market intelligence and employer feedback to guide training design, career pathways, recruitment, and credential priorities, LWDBs ensure public funds support in-demand credentials that lead to employment, advancement, and higher median earnings. When LWDBs align these activities across regions and local areas, they increase scale, consistency, and return on investment. Coordinated work-based learning and expanded use of OJT, customized training, incumbent worker training, apprenticeships, and work experience strengthen employer partnerships, accelerate talent development, increase credential attainment and employment outcomes, and produce measurable gains across WIOA performance indicators.

1. Demand-Driven Service Alignment

Integrating employer input, labor market intelligence, state-identified targeted industries, and business outreach findings into LWDB operations is critical to improving service effectiveness and performance outcomes for:

- a. Training program design, including identifying programs consistent with Eligible Training Provider List.
- b. Career pathway development.
- c. Recruitment and referral strategies.
- d. Credential priorities consistent with the REACH Act and the Master Credentials List, directing state and federal funds to in-demand workforce education and training credentials statewide and locally.

2. Coordinated Work-Based Learning

Coordinating training and work-based learning strategies across regions and local areas enable LWDBs to expand access to training opportunities, reach larger talent pools, and address regional hiring needs. Coordinating training efforts across regions and local areas also help LWDBs:

- a. Identify employer needs appropriate for OJT, Customized Training, IWT, apprenticeships, or work experience, and reduce training costs for employers.
- b. Align training and credential investments to address local and regional talent needs more efficiently and at greater scale.
- c. Recruit and prepare job seekers for employment that meets employer expectations while reducing time to recruit and prepare job seekers for employment by aligning skills with employer expectations, resulting in faster hiring and improved placement outcomes.
- d. Ensure documentation and compliance with [20 CFR 680.720–680.840](#) while driving continuous improvement in WIOA performance results.

IV. IMPLEMENTATION

LWDBs must maintain LOPs and WIOA local plans that show how they implement this policy through integrated service delivery. These documents must explain how cross-program teams, shared case management, labor market data, employer input, and partnerships guide business and employer services. LWDBs must align these efforts with [Workforce Policy O3 – Sector Strategies](#) and [Workforce Policy O13 – Education and Industry Consortiums](#) to match education and training to industry demand, support the Master Credentials List, and deliver employer tools such as work-based learning, rapid response, and layoff aversion as guided by WIOA, workforce policy, and technical assistance letters.

LWDBs must assess the strength of employer partnerships, engagement with high-wage and high-demand industries, and results from employer-driven services. LWDBs must measure results using clear data and employer feedback, including satisfaction, repeat use, hiring outcomes, retention and evaluations designed to ensure employer supports are assisting in maintaining a stable and skilled workforce. LWDBs must use these measures to judge service quality, align with industry hiring needs, and show how workforce services support regional economic growth.

LWDBs must conduct internal monitoring in accordance with technical assistance and guidance issued by FloridaCommerce, to ensure compliance and drive improvement. FloridaCommerce, in consultation with CareerSource Florida, monitors compliance through annual programmatic review, quarterly data validation, and ongoing oversight to ensure alignment with state policy, WIOA requirements, federal and state laws, and required performance data quality standards consistent with issued technical assistance and guidance.

V. ATTACHMENTS AND RESOURCES

[Business Services Toolkit](#)