

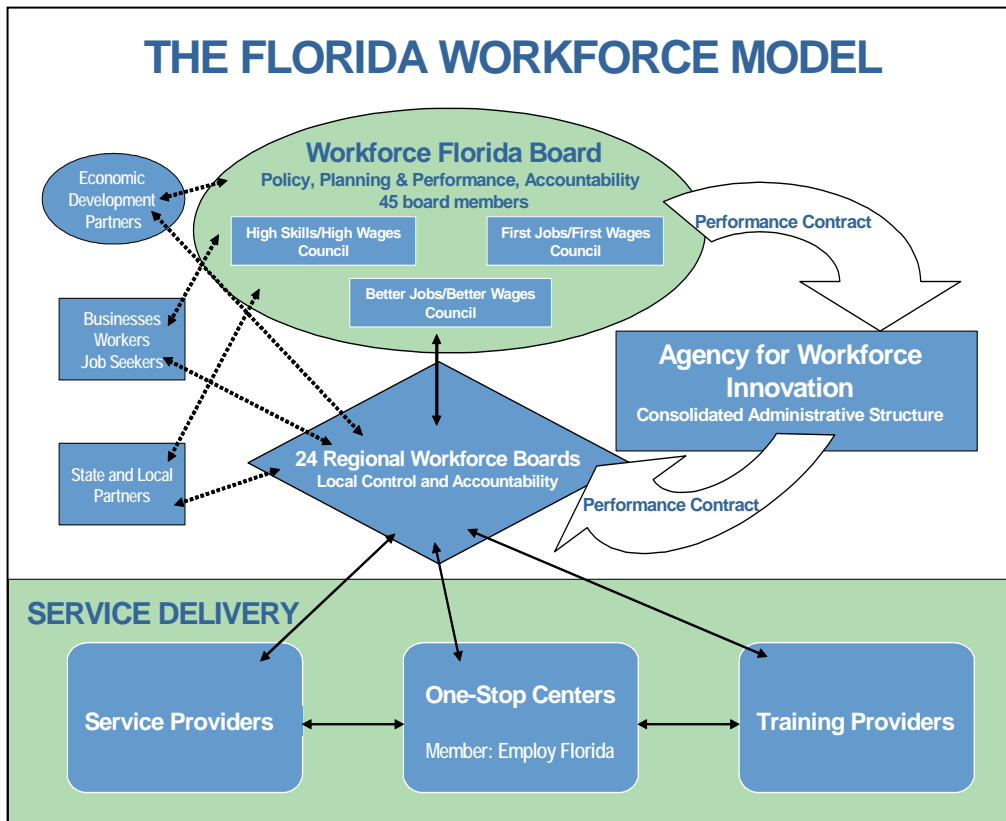
## WORKFORCE FLORIDA BACKGROUND AND OVERVIEW

Florida’s landmark Workforce Innovation Act of 2000 created and charged Workforce Florida, Inc. to meet the workforce needs and challenges of Florida businesses. Workforce Florida accomplishes this by linking workforce and economic development strategies through business-driven initiatives and programs to ensure that Florida’s workforce has the skills that will meet current and future business needs. It also promotes an environment where Floridians have the opportunity to upgrade their education and skills to obtain jobs that lead to economic self-sufficiency.

Workforce Florida’s 45-member board created by Chapter 445, Workforce Innovation Act, Florida Statutes, is appointed by the Governor. Administration of the state’s workforce policy, programs and services is carried out by the 24 business-led regional Workforce Development Boards and the Agency for Workforce Innovation through almost 100 One-Stop Centers located throughout Florida.

### Florida’s Workforce Development System

Florida’s workforce system was designed to create partnerships between economic development, workforce development and businesses. In addition, the system is operated through performance based contracts that increase accountability of all partners to meet strategic and legislative mandated goals.



Local control is another key component of Florida's workforce system. While each regional workforce board has performance measures and contracts to provide accountability, the choice of initiatives and programs it implements are under the local board's control. Local control allows for programs to address the economic development, business and workforce needs of each particular region of the state.

## Access to Florida's Workforce Services and Resources

### ***One-Stop Centers: The "Front Door" For Workforce Services***

Florida's One-Stop Center system was initially established to bring workforce and welfare transition programs together under one physical or "virtual" roof to simplify and improve access for employers seeking qualified workers or training programs for their existing employees and job seekers. Over time many of Florida's One-Stop Centers have expanded their services and programs and have invited other partners to co-locate both physically and through website linkages. Some regions have created "satellite" One-Stops strategically located within other community partners' facilities such as libraries and community based organizations.

### ***Serving the Business Customer***

Recent federal and state workforce legislation has emphasized the importance of serving the business customer and has made the system more accountable as whole by tying performance funding to customer satisfaction. Florida's One-Stop Center system is a key resource for businesses seeking training grants for customized training for existing employees or finding qualified workers; several regions have established dedicated business services One-Stop Centers in business districts to help local employers recruit, train and retain workers.

*Incumbent Worker Training (IWT).* In addition to local services, employers already doing business in Florida may also qualify to receive assistance with some of the expenses associated with re-training their existing workforce through the state's nationally recognized Incumbent Worker Training Program. This expense reimbursement grant program administered directly by Workforce Florida has assisted hundreds of Florida businesses faced with the challenge of upgrading the skills of their workers to address changing technology, new product lines, new markets, etc. Information and an application for the IWT program can be accessed at [www.workforceflorida.com](http://www.workforceflorida.com) or [www.employflorida.net](http://www.employflorida.net)

*Quick Response Training (QRT).* Workforce Florida also administers the Quick Response Training program to assist businesses relocating to Florida or existing Florida companies that are expanding. These expense reimbursement grants provide assistance with the cost of employer-specific training for new employees. Information and application for the QRT program can be accessed at [www.workforceflorida.com](http://www.workforceflorida.com) or [www.employflorida.net](http://www.employflorida.net)

### ***Job Seekers***

One-Stop Centers are the "front door" for Floridians seeking unemployment, temporary cash assistance, job placement, workforce education and training, and workforce support services

such as childcare. The federal Workforce Investment Act of 1998 mandates participation by nearly a dozen agencies that determine eligibility for and provide:

- Adult job placement and training
- Unemployment insurance
- Vocational Rehabilitation services
- Transitional services to assist job seekers move from welfare to work
- Veterans Employment & Training.

***The Employ Florida Network of One-Stop Centers & Workforce Resources***

Today, there are almost 100 One-Stop Centers across Florida administered at the local level by regional workforce boards. Some are full-service centers providing direct access to a comprehensive array of programs at a single location, while others are satellite facilities capable of providing referrals or electronic access. In addition to local services there are also workforce resources available at the state level.

The Employ Florida “linking” brand has been created to help our customers find a Florida One-Stop Center or workforce resources anywhere in the state. For businesses and other customers not familiar with the structure of Florida’s workforce system and/or local or state workforce service brands the use of a statewide affiliate brand—Employ Florida—greatly simplifies identifying and locating services. To find Florida’s workforce services and resources easily visit [www.employflorida.net](http://www.employflorida.net) or call toll-free **866-FLA-2345**.

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*Your link to Florida's workforce solutions*