



BUSINESS SERVICES

**BEST PRACTICES
REGION 20**



BUSINESS SERVICES RESPONSIBILITIES

- Determine and act on the needs of employers
- Assist economic developers
- Promotes and solves regional employer-focused workforce issues
- Operate the Work Readiness Certification Program
- Operate the “Wheels of Opportunity” Mobile Training Unit
- Maintain the award winning Employer Learning Library



BUSINESS SERVICES RESPONSIBILITIES

- **REACT activities for our region**
- **Employer visitations to identify needs**
- **Business Services Committee (High Skill/High Wage) facilitation**
- **Assisting community partners**
- **Business consulting on workforce issues**
- **Assists our Marketing Department**
- **Determine approved training providers**
- **Operate the Best Places to Work Program**
- **Education, Economic Development, Employment committee**

BUSINESS SERVICES RESPONSIBILITIES

- Create Career Ladders
- Emergency Management
- Public speaking
- Outreach to the community
- Research local Skills Gap Analysis
- Oversee all EWT, IWT and all local grants
- Operate regional Employer Survey Database
- Maintain Targeted Occupations List
- Small & Minority Business Assistance Program



Work Readiness Certification

- 163 attended classes in region 20
- 118 certified, a 72% passing rate
- Average score is 82%
- Over 300 scheduled for completion prior to 2004
- Workforce Alliance (Palm Beach) 364 completed training
- CLM Workforce Connection 145 scheduled
- Workforce Central Florida (to be scheduled)

Mobile Training Unit



- Rapid Response (REACT)
- Mobile One-Stop Center
- Employed Worker Training
- City/County media command post
- Staff training
- Marketing
- Other

EMPLOYER LEARNING LIBRARY

Award Winning!

- Lap Top Computers
- Microsoft Office
- Master Task
- TV/VCR
- HR Training Videos
- QuickBooks
- Video Professor
- Projectors



EMPLOYER LEARNING LIBRARY

- 32 companies used the library
- 547 employees trained

No additional cost to train more individuals

Workforce
Development Board



Providing Workforce Solutions

BEST PLACES TO WORK

- Business Services Team sponsors and participates in finding employers who are truly the best place to work
- We award the winners at the annual Business Appreciation lunches and dinner





OUTREACH

- **Gifford Front Porch Project**
- **Treasure Coast Homeless Services Council**
- **Business & Industry Committee St. Lucie County**
- **Regional Manufacturer's Forum**
- **Economic Development Division meetings**
- **Regional Commissioner Meetings**
- **Chambers, Kiwanis, Rotary, Job Fairs**
- **Mass Marketing for TV, Radio, and Print spots**



OUTREACH

- Port Development
- Sheriff's Departments
- Drug Court
- Human Resources Association
- Small & Minority Business Programs
- Legislative Coalition



Small & Minority Business Assistance Program

- **This program was designed to help small & Minority businesses become involved with the Everglades restoration project.**
- **Over 700 businesses assisted. Over 600 became certified to conduct business with the State of Florida, school system and other contracting entities.**

Employed Worker Training

- 2002/2003 25 employers, 330 employees
- 2003-2004 18 employers, 829 employees

Employed Worker/Incumbent Worker

Help business compete globally

And

Save tax payers dollars

More Information

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