



Service Delivery Resources: Business Customers

Now more than ever, the public workforce system can provide critical support to businesses and employers across the country. This page provides resources to help workforce development professionals deliver core business services, share additional information and resources to support employers, and gain a better understanding of the challenges facing businesses and employers due to changing economic conditions.

Delivering Core Business Services

Resources related to the delivery of core business services and relevant to economic recovery and a shift to more virtual service delivery.

- ▶ [CareerOneStop Business Center](#)
- ▶ From the Heldrich Center for Workforce Development at Rutgers University, “Suddenly Virtual” resources for workforce professionals – [Virtual Services Toolkit - The Basics](#), [A Practical Guide for Frontline Service Providers during the COVID-19 Pandemic](#), and [How Texting Can Enhance Public Workforce Service Delivery](#)
- ▶ Coronavirus FAQs from the Employment and Training Administration on [Rapid Response](#) and [WARN Act Requirements](#)
- ▶ [Layoff Aversion Tool](#), with questions for businesses that can be adjusted to reflect the COVID-19 pandemic and economic impact
- ▶ [Coping with Layoffs: State Strategies for Better Rapid Response](#)
- ▶ [On-the-Job Training Toolkit](#)
- ▶ [Business Engagement Self-Assessment Tool](#)

Sharing Information and Resources with Businesses & Employers

Information and resources that can be helpful for business services professionals to be aware of and to share with employer customers.

U.S. Department of Labor

- ▶ [CareerOneStop: COVID-19 Resources for Employers](#)
- ▶ [U.S. Department of Labor Coronavirus Resources](#)
- ▶ [OSHA: Guidance on Preparing Workplaces for COVID-19](#)
- ▶ [OSHA: Guidance on Returning to Work](#)
- ▶ [OSHA: COVID-19 Control and Prevention](#)
- ▶ [Wage and Hour Division: COVID-19 and the American Workplace](#)



Additional Federal Agencies

- ▶ [EEOC: Pandemic Preparedness in the Workplace and the Americans with Disabilities Act](#)
- ▶ [CDC: Businesses and Workplaces - Plan, Prepare, and Respond](#)
- ▶ [CDC: Prepare Your Small Business and Employees for the Effects of COVID-19](#)
- ▶ [IRS: Coronavirus Tax Relief](#)
- ▶ [SBA: COVID-19 Small Business Guidance & Loan Resources](#)
- ▶ [Department of Homeland Security: Guidance for Securing Video Conferencing](#)
- ▶ [USDA: COVID-19 Federal Rural Resource Guide](#)

Other Organizations

- ▶ [SHRM: Where can I find government and other reliable resources for workplace issues related to the coronavirus?](#)
- ▶ [Chamber of Commerce: Ready to Reopen - A Playbook for Your Small Business](#)

Understanding Business & Employer Challenges

A short “recommended reading” list to help workforce system staff keep pace with what employer customers are facing during the coronavirus and economic recovery.

- ▶ [To Emerge Stronger from the COVID-19 Crisis, Companies Should Start Reskilling their Workforces Now](#) (McKinsey & Company)
- ▶ [Addressing the Impact of COVID-19: Workforce Strategies and Considerations](#) (Deloitte)
- ▶ [COVID-19: Systems Resilience in Times of Unprecedented Disruption](#) (Accenture)
- ▶ [Essential Business Survival Guide for the COVID-19 Crisis](#) (Inc.)
- ▶ [SHRM Coronavirus Resources: Answers to the Most Common Coronavirus Questions](#) (Society for Human Resource Management)
- ▶ [Is COVID-19 Forcing Your Digital Transformation? 12 Steps to Move Faster](#) (Forbes)
- ▶ [Taking Your Small Business Virtual During COVID-19](#) (Travelers)