

**Policy Letter #23**

**TO: All Mid-Carolina Workforce Development Service Providers**

 **FROM: Justin Hembree, Interim Director**

**SUBJECT: Employer Services Protocol**

**PURPOSE**

This policy is to establish the **Mid-Carolina** Workforce Development Board’s Employer Services Protocol

**BACKGROUND**

Employers requiring services from the NCWorks Career Center should receive streamlined and consistent information from all workforce professionals from **Mid-Carolina** Workforce Development Board (MCWDB) and NCWorks Career Center Staff. An Employer Services Protocol was created to inform all staff of internal expectations that are required for initial and ongoing communication with our area’s employers. This protocol was discussed and revised according to feedback from management, members of the Business Services Team, and all Career Center Staff.

**ACTION**

All NCWorks Career Center Staff are expected to adhere to the protocol’s goals and processes.

**Creation Date:**

January 2021

**EFFECTIVE DATE**

Immediately

**EXPIRATION DATE**

Indefinite

**DISTRIBUTION**

All NCWorks Career Center Staff

**CONTACT**

MCWDB Business Services Representative

**ATTACHMENT:** MCWDB Employer Services Protocol