



**MID-CAROLINA
WORKFORCE & TALENT
DEVELOPMENT**

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:

July 2022

EFFECTIVE DATE

Immediately

EXPIRATION DATE

Indefinite

DISTRIBUTION

All NCWorks Career Center Staff

CONTACT

MCWDB Business Services Representative

ATTACHMENT: MCWDB Employer Services Protocol