



A proud partner of the  americanjobcenter network

Midlands Workforce Business Service Team Charter and Engagement Plan

Midlands Business and Employer Service Team Charter

Team Purpose

The Midlands Workforce system Business/Employer Service Team (BEST) formalizes the commitment of the consortium of partners that serve the Midlands (Workforce Development Area) business & employers. The BEST serves as the mechanism to organize resources in an efficient delivery system that represents the SC Works brand as a unified organization that provides services to Midlands employers and businesses.

Background

The SC Works Certification Standards for Business Services call for a fully integrated, multi-agency business services team comprised of representatives from each of the federally mandated partners. This charter formalizes the commitment to function as a well managed, unified team in order to meet this mandate. Representation of Business Services by BEST members will operate under the banner of SC Works, promoting the brand not just an individual agency or program.

Scope

The SC Works System is focused on understanding business needs and has an effective approach for meeting those needs. It plays a key role in assisting with regional economic development by aligning resources with economic development and education partners. Service delivery strategies are based on the workforce needs of employers.

Team composition

The Midlands Workforce Development Area will appoint a lead to manage the Business Services Team and be the point of contact for regional economic development and business service initiatives. Federally-mandated partners who provide services to business & employers will be engaged to actively participate on the BEST. Additional partners who provide relevant services to business will be engaged where applicable and when possible. The BEST will also have representation from secondary and post-secondary education and training partners.

Midlands Business and Employer Service Team Charter

Team Operations

The BEST will meet regularly, at least quarterly, or as needed, to ensure open communication and education of team members and center staff. All efforts will be made to ensure Team members have up-to-date contact information and a direct path of communication with all Team members. Referrals between Team members and partners should be documented and reported out to the BEST Team Leader at least monthly.

To accomplish a successful team approach, the signing member agrees that:

- The team will target services to all Midlands businesses with a focus on sectors identified by Midlands Workforce Development Board and the LWDB Strategic Plan to achieve the most efficient use of resources.
- All team members will be trained on partner services, programs and goals.
- Team members will identify themselves to businesses as workforce system representatives, presenting the full range of relevant services to businesses.
- There will be consistent, real time communication between the members of the BEST.
- The team will track delivery of services in SCWOS against SWDB/LWDBs expected performance. This will include use of the Customer Relationship Module or other access as appropriate.
- Businesses will be consulted for input on critical success factors. The Business Services Team will be Industry & Sector focused. All team members will report to the Team Leader any issues, related to a particular industry or sector and the Team Leader will seek internal and external resources to resolve any issues.
- The team will ensure that all SC Works staff and partners recognize businesses as a customer and know where to send them for assistance. SC Works staff will be apprised of training needs of employers and will be notified when training and hiring needs change.

Engagement Plan

The Midlands BST Engagement Plan section is intended to be an outline for operational efficiency and to eliminate duplication. It is not meant to be a rigid procedural guide or checklist for staff.

Midlands Business and Employer Service Team Charter

<u>Name of BST Member</u>	<u>Partner Agency</u>
Cali Sandel	Able SC
Bobby Cunningham	Adult Education
Marva Coates	Adult Education
Christy Henderson	Adult Education
Brian Barrineu	Adult Education
David Prigge	Adult Education
Geena Beerman	Adult Education
Randall Price	Adult Education
Anne Walker	Alston Wilkes Society
T Reid	Alston Wilkes Society
Kirsten Pratt	Apprenticeship Carolina
Olivia Heath	Apprenticeship Carolina
Rose Heath	Equusworks
Rebecca Carruthers	Equusworks
Kari Rischer	Equusworks
Ty Davenport	Fairfield County Economic Development
Jennifer Leaphart	Fairfield County WIOA
Latasha Wadlington	Fairfield County WIOA
Dee Albritton	Fast Forward
Kirsten Darby	Fast Forward
Tony Selph	Goodwill Industries of SC
Angelle Laboarde	Lexington Chamber
Sarah Johnson	Lexington County Economic Development
Brittney Percori	Lexington County Economic Development
Samantha Turner	MEBA
Anthony Langford	Midlands Fatherhood Coalition
Kimberly Williams	Midlands Technical College
Jeremy Catoe	Midlands Technical College
Ryan Hemby	Midlands Technical College
Caroline Jewett	MWDB
Steve Knight	MWDB
Chris White	MWDB
Tammy Beagen	MWDB
Kisa Grate	SC Commission for the Blind
Forestene Robinson	SC Commission for the Blind
Stephanie Bonnett	SC Commission for the Blind
Jessica Matthews	SC Commission for the Blind
Kim Mann	SC Department of Commerce
Daniel Beaty	SC Department of Commerce

Midlands Business and Employer Service Team Charter

Mike Wuest	SC Department of Employment and Workforce
Ramonn Lester	SC Department of Employment and Workforce
Catherine Hill	SC Department of Employment and Workforce
Diana Goldwire	SC Department of Employment and Workforce
Tara Bradshaw	SC Department of Revenue
Tamara James	SC Department of Social Services
John Timmons	SC Department of Social Services
Margaret Bowens	SC Department of Social Services
Karren Gordon	SC Vocational Rehabilitation
Emily Catoe	SC Vocational Rehabilitation
Steven Gaither	SC Vocational Rehabilitation
Harriett Abner	SC Vocational Rehabilitation
Tashia Harrison	Telamon
Catrina Davis	Transitions
Amy Jolly	Work in Progress