



## **Business Services Plan**

**January 2026**

## **Executive Summary**

Under the Workforce Innovation and Opportunity Act (WIOA), One-Stop program partners in the South Central Region have the benefit of a history of working together as a continuous improvement team in the local workforce development system. Our partners and other stakeholders include educational institutions, economic development, social services providers, commerce and community leaders, manufacturers and state agencies.

The business service plan is intended to provide a framework for the South Central Region to more effectively market and deliver services to our business customers. By focusing on building relationships with local businesses we will be better able to know their needs and their unique challenges. We will thereby be better able to recognize our opportunities to assist them with our programs and services. With open communication and a sincere customer focus, we can inspire greater confidence in the services Job Centers and the South Central Workforce Investment Board provide to the business community.

The Business Services Team includes the Office of Workforce Development (OWD) Workforce Coordinator, Employment Transition Team Coordinator, Business Services Representative and local Veterans Employment Representatives, Adult Education and Literacy programs, Vocational Rehabilitation programs and partner staff representing On-the-Job Training programs and representatives from Missouri State University and Three Rivers Community College. Local economic development entities contribute to the coordination of workforce system activities through collaboration with business team members.

The mission of the Job Center model is its focus on connecting employers to a skilled workforce. The local workforce development system consists of interrelated teams, committees, boards and individuals focused on identifying methods to improve service delivery for all concerned. These strategic alliances are focused on the ability to respond to demand-driven needs of area employers and provide job-driven training opportunities to job seekers.

The key goals of the Business Services Team are to:

- Engage employers to determine local and regional hiring needs and design training programs that are responsive to those needs
- Align work-based opportunities with employers including on-the-job training, internships, and pre-apprenticeships and Registered Apprenticeships
- Utilize real time labor data to guide job seekers into training and pathways for employment
- Support the development of career pathway programs and events
- Promote training opportunities that allow individuals credential attainment, good jobs, increased earnings and career advancement
- Support Job Development activities, aligned with employer input, that prepare participants to secure and maintain employment
- Collaborate among job centers, education, labor and nonprofits to deliver the best services possible and to expand services to address the needs of both job seekers and employers

- Maintain links to local and state Economic Development initiatives and programs
- Ensure alignment of Job Centers with business demand in the area
- Contribute to and continuously improve service offerings as business needs determine what services should be offered
- Support the Certified Work Ready Community initiative in our twelve counties to maintain certification and achieve re-certification

### **Mission Statement**

*The mission of the South Central Region is to support a system that will provide employers with a skilled workforce and will provide job seekers with access to jobs with increased earnings potential. The Workforce Investment Board will be a leader in community collaboration to promote a dynamic, high skill/high wage economy in South Central Missouri through development of its workforce and workplaces.*

### **Vision Statement**

*The vision of the South Central Workforce Investment Board is to improve the quality of life in our area. Through partnerships, we will ensure all citizens are afforded an environment that supports a market-driven workforce development system with clear goals and accountability. The board will support a system that will provide employers with a skilled workforce and will provide job seekers with access to in-demand jobs with increased earnings potential. The Workforce Investment Board will be a leader in community collaboration to promote a dynamic, high skill/high wage economy in South Central Missouri through development of a productive workforce and valued employers.*

### **Delivery**

The delivery of products and services will be coordinated through the Business Services Team. The Business Services Team will provide comprehensive and integrated workforce system services to businesses with an emphasis on matching businesses with job seekers that have the skills they require. The Business Services Team will meet quarterly to ensure on-going communication in an effort to avoid duplication of services.

The Business Services Team and Job Center team members collaboratively work to match hiring employers with qualified job seekers. They will work together and share information on a regular basis as to who is hiring in the area, what type of experience the employer is looking for, any special hiring criteria and the employer's hiring process. The center staff will use this information to ensure the right job seekers are matched with the employer.

## **Services**

The Business Services Team will support the Job Centers through primary focus on:

- Soliciting and managing exclusive job orders responsive to customers; and
- Promoting and managing customized recruitment events for customers; and
- Promoting Training and Hiring Incentives such as OJT to employers and working with Job Center to recruit talent; and
- Seeking employers who will commit to using the National Career Readiness Certificate (NCRC) in their recruitment process; and supporting the South Central Region's Certified Work Ready Community initiatives.

**Describe the strategies and services that will be used to facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations.**

The Business Services Team will engage local businesses by attending local chamber meetings, economic development meetings, NEXUS meetings, various industry-related meetings/events, and email/social media outreach.

- Job Matching/Job Orders (MoJobs) Job Development
- Job Fairs
- Work Experience On-the-Job Training
- Incumbent Worker Training/Missouri One Start Program Apprenticeships/Pre-Apprenticeship
- WorkKeys/National Career Readiness Certificate (NCRC)
- Certified Work Ready Communities Initiative
- Veterans Programs
- Career Pathways/Industry Sector initiatives
- Employer Input (Job Centers of the Future Initiative)
- Employment Transition Business Consulting
- Work Opportunity Tax Credits (WOTC)

## **Talent Recruitment Services**

Job Matching Services and Job Order Services are provided at no cost to employers in partnership with the Poplar Bluff and West Plains Job Centers. Employers will be provided access to the MoJobs system and additional Job Center services including Job Fairs and other recruitment opportunities.

### **Work-Based Learning**

Work-based learning programs, such as On-the-Job Training (OJT), Work Experience, Internships, Incumbent Worker Training, Transitional Jobs, and Customized Training. Include processes to target and encourage employer participation.

### **Regional Apprenticeship Plan**

A regional apprenticeship plan has been developed to support registered apprenticeship/pre-apprenticeship training coordination in partnership with Missouri State University – West Plains.

### **WorkKeys/NCRC/WorkReady Communities**

The South Central Region Workforce Investment Board supports the designation of this initiative. Ripley County has been a leader in the state of Missouri regarding the development and utilization of the Curriculum and the promotion of the National Career Readiness Certificate (NCRC) designed to strengthen the foundational skills of job seekers to promote employment and workplace success. The Job Centers, local schools and local businesses have an established process for allowing all workforce system customers every opportunity to attain the NCRC.

The Business Services Team will emphasize and promote the National Career Readiness Certificate (NCRC) as a value-added product/service for job seekers and business customers in Missouri's Job Centers. Job Center staff will provide information about the NCRC to individual job seekers and initiate the process for testing.

### **Veteran's Services**

Workforce staff are available in Missouri Job Centers statewide to provide a full array of employment services to assist veterans and employers including the following programs: such as Missouri Heroes Connect and On-the-Job Training.

### **Career Pathways/Industry Sector initiatives**

The Business Services Team supports the development of career pathway exploration/navigation programs and events that provide industry sector talent recruitment and development. Job Fairs provide opportunities to connect employers with job seekers focused on career pathways and sustained talent development.

### **Job Centers Connect Initiative**

In addition to employer outreach and engagement, the Business Services Team encourages employer input to continuously improve and enhance service capability. The Business Services Team supports the Job Centers Connect initiative and actively seeks participation and input from area employers that are transformed into strategic goals/actions designed to provide increased value and service quality for employers and job seekers.

### **Effectiveness in Serving Employers Performance Measures**

The South Central Region will address the WIOA Effectiveness in Serving Employer performance measure by engaging new employers, connecting employers with skilled workers, building ongoing, productive relationships with employers and industry sectors, and by providing employers with quality Job Center services. Business Service staff will ensure that appropriate employer services are posted in the Statewide case-management system. Staff will refer to the State's most current policy on services and definitions.

### **Business Services Team:**

For the most current list of Business Services Team members, please email [jjames@scwib.org](mailto:jjames@scwib.org)