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STATE INSTRUCTION NUMBER 24-01, Change 1

To: Local Workforce Area Signatory Officials
Local Workforce Development Board Chairs
Local Workforce Area Administrators

Subject: **SC Works Certification Standards**

Issuance Date: June 18, 2026

Effective Date: July 1, 2026

Purpose: To provide State guidance regarding the certification of SC Works centers and the SC Works service delivery system, including the SC Works Certification Standards and suggested methods for evaluating compliance. This guidance expires State Instruction Letter 24-01.

Reference:

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128
- 20 CFR § 678.800; 34 CFR § 361.800; 34 CFR § 463.800
- Training and Guidance Letters (TEGLs) 4-15; 16-16; 16-16, Change 1; 17-16
- State Instruction Letters (SILs) 11-11, Change 1; 16-12, Change 1; 16-13, Change 1; 19-03, Change 1; 20-12, Change 1; 21-04; 22-01; 24-02, Change 1; 24-04, Change 1; 24-08; 25-02; 25-04; 25-05; 25-08; 25-16
- Combined Center Operations and Business Engagement Plan (COBE Plan) Memo

Revision:

- The Management, Jobseeker Services, and Business Services Standards attached to the policy have been updated in accordance with updated Federal and State guidance
- Submission date requirement has been updated
- The LWDB must submit a completed version of the three standards attached to the policy
- The language has been revised for clarity and ease of use

Background: The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board (SWDB), in consultation with chief elected officials and Local

Workforce Development Boards (LWDBs), establish objective criteria and procedures for LWDBs to use when certifying one-stop centers. The criteria must be used to evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. The SWDB, in consultation with chief elected officials and LWDBs, must review and update the criteria every two years as part of the review and modification of the State Plan.

LWDBs must assess, at least every three years, the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and one-stop delivery systems using the criteria and procedures developed by the SWDB. LWDBs must review and update the criteria every two years as part of the Local Plan update process. Certification is required for one-stop centers to be eligible to use infrastructure funds in the State funding mechanism as described in 20 CFR § 678.730.

Policy: LWDBs must develop objective policies and procedures to assess the Comprehensive and Affiliate SC Works centers and the SC Works service delivery system in their LWDA. To be certified, the SC Works centers, and the SC Works service delivery system, must meet or exceed the baseline measures outlined in the Management, Jobseeker Services, and Business Services Standards attached to this policy.

The LWDA must be able to provide supporting documentation for each baseline measure of the certification standards, when requested. The SC Works Center Operator is responsible for coordinating and facilitating the implementation of the certification standards.

Evaluations for effectiveness must include how well the SC Works center integrates available services for jobseekers and businesses, meets the workforce development needs of participants and the employment needs of local employers, operates in a cost-efficient manner, coordinates services among the SC Works partner programs, and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the LWDB. These evaluations must take into account feedback from SC Works customers, and apply if necessary; include evaluations of how well the SC Works center ensures equal opportunity (EO) for individuals with disabilities to participate in or benefit from SC Works center services; and include criteria evaluating how well the SC Works centers and SC Works delivery system takes action to comply with disability-related regulations implementing WIOA § 188.

Evaluation methods include, but are not limited to, the following:

- Interviews with staff, management, jobseekers, employers, and partners, such as economic development and education entities
- Questionnaires and/or surveys of jobseekers, employers, and staff

- Document reviews including, but not limited to:
 - The Integrated Business Services Team (IBST) and LWDB meeting minutes
 - SC Works center staff training and meeting agendas
 - SC Works center schedules, sign-in sheets, referral forms, and posted signage
 - EO monitoring documentation and LWDB policies
 - The LWDA Memoranda of Understanding (MOU)
- Combined Center Operations and Business Engagement Plan (COBE Plan)
- Observations and inspections of SC Works center lobbies and triage practices, including secret shopping activities
- Use of SC Works Online Services (SCWOS), to include reports, the case management system, and the Customer Relationship Management (CRM) module

Each LWDB must submit the following to Workforce Support at WorkforceSupport@dew.sc.gov no later than June 30, 2027:

- A completed version of the Management, Jobseeker Services, and Business Services Standards attached to this policy
- A summary of the assessment process and evaluation methods
- Documentation of LWDB certification of the SC Works centers and SC Works service delivery system (e.g., meeting minutes, electronic votes)

Action: Ensure that appropriate staff, partners, and service providers receive and understand this policy.

Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

Nina Stagers

Nina Stagers, Assistant Executive Director
Workforce Development Division

ATTACHMENTS

- Management Standards
- Jobseeker Services Standards
- Business Services Standards

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
<p>1. Partner integration is evident through non-duplication of services and efficient and effective service delivery.</p>	<ul style="list-style-type: none"> Customers have access to partner programs, services, and activities in accordance with Training and Employment Guidance Letter (TEGL) 16-16 and TEGL 16-16, Change 1. Access means (1) a center staff member is physically present, (2) an appropriately trained staff member from a different program is physically present, or (3) there is a direct linkage via technology to program staff who can provide meaningful information or services. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> On-site partners are knowledgeable about services available through the SC Works center and in the local workforce development area (LWDA). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All staff who assist in the resource room are trained in customer service and can demonstrate knowledge of the full range of center and workforce system resources. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Where appropriate, referrals for services are made through South Carolina's case management system, SC Works Online Services (SCWOS). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> When customers need to speak with a staff person from more than one program, subsequent Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser (WP), Trade Adjustment Act (TAA), Jobs for Veterans State Grants (JVSG), and Reemployment Services and Eligibility Assessment Grants (RESEA) staff, and other partner staff where appropriate, utilize or receive notification from the 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	SCWOS Greeter to document and communicate the addressed visit reason.			
	<ul style="list-style-type: none"> An integrated and unified approach to the workforce system is presented to the public through conformity to SC Works brand standards in signage, greetings, and public facing documents. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center publishes a staff accessible, single, unified monthly schedule of all center events and workshops. 	<input type="checkbox"/>	<input type="checkbox"/>	
2. The SC Works center management structure is clear.	<ul style="list-style-type: none"> The LWDA has a current Combined Operational Plan and Business Engagement Plan (COBE Plan). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The Center Operator is the single point of contact for the center and is responsible for the activities outlined in the most updated state instruction letter on SC Works Center Leadership Team Roles and Responsibilities. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The roles and responsibilities of the partners at the SC Works center as they relate to the management and governance of the center are understood. 	<input type="checkbox"/>	<input type="checkbox"/>	
3. SC Works center staff are provided training and professional development opportunities.	<ul style="list-style-type: none"> Upon hire, staff are trained in the following areas: 			
	<ul style="list-style-type: none"> o Functional work areas 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Customer service 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> ○ Workforce development 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Greeting customers as they enter the center or as they wait in line 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Maintenance of the SCWOS Greeter 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● WIOA, WP, TAA, and JVSG case managers complete Career Development Facilitator (CDF), Certified Career Services Provider (CCSP), or similar case management training. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● Existing SC Works center staff have completed the SC Works 101 – Your Next Steps training program in the SC Works Training Center. New staff complete training within one month of hire. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● The Center Operator provides ongoing LWDA-related training and team building to enhance communication among partners and facilitate cross training. 	<input type="checkbox"/>	<input type="checkbox"/>	
4. The SC Works center is accountable for results.	<ul style="list-style-type: none"> ● The SC Works center uses the SCWOS Greeter to monitor utilization of services and center traffic. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● Assessment of center-wide effectiveness includes: 			
	<ul style="list-style-type: none"> ○ Customer satisfaction 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Physical and programmatic accessibility 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Continuous improvements 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> The SC Works center management examines the center cost structure and looks for ways to operate effectively in a cost-efficient manner. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>5. The SC Works center has a system in place to assess projected employer demand and to align jobseeker resources with current and projected employer demand.</p>	<ul style="list-style-type: none"> SC Works center management conducts formal, data-driven analysis of employer needs, at least annually, to include input and feedback from employers and applicable partners, which must at a minimum, include all WIOA core partners. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>6. The SC Works center is accessible so that all jobseekers and business customers can fully participate in the services offered.</p>	<ul style="list-style-type: none"> The SC Works center is compliant with the Americans with Disabilities Act (ADA). The LWDA cooperates with Vocational Rehabilitation partners and DEW Equal Opportunity (EO) staff to ensure ADA compliance. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center provides assistive technology for customers to use when accessing computers and other services. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center staff are trained to assist people with disabilities, including individuals with service animals, at the first point of contact and in case of emergency. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> There is access to auxiliary aids and services available for people with disabilities. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center is accessible and provides resources to individuals with limited-English proficiency. Interpreter services are available, and staff are trained to access and utilize interpreter services when needed. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center provides free parking that is adequate for the average customer traffic flow, and the required number of accessible parking spaces under the ADA are available. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center has flexible scheduling and work hours to accommodate jobseekers and employers, when needed. 	<input type="checkbox"/>	<input type="checkbox"/>	
7. The SC Works center maintains a professional appearance.	<ul style="list-style-type: none"> The SC Works center has professional, clear, and sufficient signage that is prominent and unambiguous, including required ADA and EO signage. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All staff maintain a professional appearance in accordance with LWDB approved policies. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center, including exterior, lobby, resource room, conference/training rooms, staff workstations/offices, restrooms, etc., are clean, well maintained, and visually appealing. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
<p>8. The SC Works center has access to sufficient space and capacity for key functions.</p>	<ul style="list-style-type: none"> The SC Works center has, or has access to, convenient and properly equipped space for group meetings and services. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Comprehensive centers provide on-site private discussion areas. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Affiliate centers provide access to private discussion areas as outlined in center policies and procedures. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The resource room has sufficient access to telephones, high-speed Internet, printers, and copiers. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>9. The SC Works center adheres to the minimum physical security standards, procedures, and training requirements.</p>	<ul style="list-style-type: none"> Personably Identifiable Information (PII) and other sensitive information is stored securely in alignment with Federal and State policy. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Building security is appropriate for the SC Works center based on the most updated SC Works Physical Security state instruction letter. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> LWDAs conduct training in the SC Works center on security situations as outlined in the most updated SC Works Physical Security state instruction letter. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All staff who work in the SC Works center receive safety and security training at least annually. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Jobseeker Services Standards



JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. Satisfaction with both processes and outcomes is measured for existing jobseeker customers.	<ul style="list-style-type: none"> The local workforce development area (LWDA) utilizes jobseeker feedback that measures jobseeker outcomes and satisfaction. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The LWDA Combined Center Operations and Business Engagement Plan (COBE Plan) outlines the tools, methods, and protocols used to measure jobseeker feedback. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The LWDA disaggregates and reviews data for each SC Works center for analysis and action. 	<input type="checkbox"/>	<input type="checkbox"/>	
2. Feedback from jobseekers is used to improve services.	<ul style="list-style-type: none"> The SC Works center and LWDA have a system in place to improve services based on the feedback received from jobseekers. 	<input type="checkbox"/>	<input type="checkbox"/>	
3. Jobseekers have multiple access points to SC Works services.	<ul style="list-style-type: none"> Services are provided through Comprehensive and Affiliate SC Works centers, up-to-date and useful websites, and remote or virtual service strategies. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center encourages jobseekers to utilize virtual services, as appropriate. This may include the Virtual Engagement Center (VEC), web-based assessments and career planning tools, job search and job readiness assistance, applying for unemployment benefits, and access to a wide range of job offerings found on SC Works Online Services (SCWOS). 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Jobseeker Services Standards



JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
4. The SC Works center offers a consistent menu of jobseeker services.	<ul style="list-style-type: none"> All basic and individual career services, training services, and information outlined in the Workforce Innovation and Opportunity Act (WIOA) § 134(c) and Training and Employment Guidance Letter (TEGL) 4-15 are available and accessible to each jobseeker at the SC Works center. 	<input type="checkbox"/>	<input type="checkbox"/>	
5. The SC Works center staff provides jobseeker services efficiently while maintaining a customer-oriented focus.	<ul style="list-style-type: none"> The SC Works center has a process, including monitoring the SCWOS Greeter, to minimize lines and wait times. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center has a process for effectively handling large-scale events or heavy customer traffic. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center staff promptly engage customers with self-service activities, staff assistance, or acknowledgement upon entry to the SC Works center or virtual system. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center uses the SCWOS Greeter to triage customers and refer them to the appropriate program staff. 	<input type="checkbox"/>	<input type="checkbox"/>	
6. The SC Works center has a well-equipped resource room with trained SC Works center staff to provide a broad range of jobseeker services.	<ul style="list-style-type: none"> The resource room has at least one SC Works center staff present at all times to provide orientation and guidance on accessing and using resources. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The resource room has computers to accommodate the needs of customers. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Jobseeker Services Standards



JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> • SC Works center staff present the services of all partners based on individual customer needs. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> • The resource room offers a broad range of current and relevant information on job seeking websites, workshops, partner services, community resources, employment opportunities, and affords jobseekers access to all of these. 	<input type="checkbox"/>	<input type="checkbox"/>	
7. Jobseekers learn about the full range of services available through the SC Works system in a customer-focused, program-neutral way.	<ul style="list-style-type: none"> • The LWDA website provides a virtual orientation to the workforce system. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> • The SC Works center provides information on the full range of services at the first visit via multiple delivery mechanisms (e.g., welcome folders, pamphlets, group orientation, signage, help desk, etc.). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> • SC Works center staff are knowledgeable to be able to education visitors about SC Works services. 	<input type="checkbox"/>	<input type="checkbox"/>	
8. The SC Works center offers effective assessment and career guidance services to all jobseekers.	<ul style="list-style-type: none"> • SC Works center staff are aware of and are trained in assisting or directing jobseekers to available career development assessments. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> • The SC Works center offers basic skills assessments through direct provision, partners, or contracts. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> • The SC Works center makes available computer literacy assessments through direct provision, partners, or contracts. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Jobseeker Services Standards



JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
9. The SC Works center provides resources to assist jobseekers in marketing themselves for employment.	<ul style="list-style-type: none"> The following services or workshops, at minimum, are provided on-site, but may also be provided virtually, individually or in group settings, at Comprehensive SC Works centers: 			
	<ul style="list-style-type: none"> o Résumé preparation 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Interviewing techniques 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Networking groups 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Basic computer skills 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Job search assistance 	<input type="checkbox"/>	<input type="checkbox"/>	
10. The SC Works center has information on SCWOS job openings.	<ul style="list-style-type: none"> SCWOS is used to provide information to jobseekers on open jobs. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center promotes recent, in-demand job postings through the Hot Jobs Flyer. 	<input type="checkbox"/>	<input type="checkbox"/>	
11. The SC Works center helps jobseekers advance their skills and education.	<ul style="list-style-type: none"> The SC Works center has a diverse selection of career enhancement options, including short-term and long-term training. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center staff assist jobseekers in developing a plan to finance education and training, which may include WIOA, Job Corps, Trade Adjustment Act (TAA), or other partner resources, or Pell Grants, part-time work, and scholarships. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
<p>1. There is a fully integrated, multi-agency business services team that, at minimum, must include representatives from each of the WIOA core partners.</p>	<ul style="list-style-type: none"> The local workforce development area (LWDA) has designated business services staff. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> WIOA core partners who provide services to businesses actively participate in the Integrated Business Services Team (IBST). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All IBST members are educated on each other's program goals, services, and methods to engage with businesses. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>2. The IBST is structured and facilitated as a unified activity.</p>	<ul style="list-style-type: none"> The IBST selects the IBST Coordinator(s) from among the WIOA core partners on the IBST based on availability and interest. The IBST reviews and appoints/reappoints the IBST Coordinator(s) annually. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> IBST members present the full range of relevant/appropriate services to businesses. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The IBST meets at least quarterly, in-person or virtually, to carry out the responsibilities outlined in the most updated state instruction letter on the Integrated Business Services Team. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The IBST Coordinator(s) meets the responsibilities outlined in the most updated state instruction letter on the Integrated Business Services Team. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> There is consistent, real-time, documented communication between the members of the IBST. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
3. Businesses are consulted on their workforce needs.	<ul style="list-style-type: none"> There is evidence that businesses have been consulted through focus groups, written or online surveys, and/or targeted interviews. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The services provided to businesses are given based on the expressed needs of the business. 	<input type="checkbox"/>	<input type="checkbox"/>	
4. The LWDA operates from the Combined Operational and Business Engagement Plan (COBE Plan).	<ul style="list-style-type: none"> SC Works center staff, as appropriate, are knowledgeable in and engage with the COBE Plan. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The IBST maintains stakeholder engagement in the development of the COBE Plan. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The IBST targets and serves businesses according to the COBE Plan. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The LWDA outreach strategy is done according to the COBE Plan. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center staff, as appropriate, use SCWOS to track delivery of employer services. 	<input type="checkbox"/>	<input type="checkbox"/>	
5. There is a link between the activities of the IBST, economic development, and education entities in the LWDA.	<ul style="list-style-type: none"> There is evidence that the LWDA maintains partnerships between all appropriate education and economic development entities and the IBST. Such evidence includes: 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> The relevant economic development and education entities are engaged in strategic planning sessions and business forums. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Business Services Standards



BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> ○ The IBST is informed of any company locating to the area, leaving the area, expanding or contracting within the area, and the occupations/industries expected to expand or decline in the near future. 	<input type="checkbox"/>	<input type="checkbox"/>	
6. Satisfaction with both processes and outcomes is measured for existing business customers.	<ul style="list-style-type: none"> ● The LWDA utilizes employer feedback that measures outcomes and satisfaction. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● The COBE Plan outlines the tools, methods, and protocols used to measure the employer feedback. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● The LWDA disaggregates and reviews data for each SC Works center for analysis and action. 	<input type="checkbox"/>	<input type="checkbox"/>	
7. The SC Works center offers a consistent menu of demand-driven services.	<ul style="list-style-type: none"> ● The menu of available business services is posted on the LWDA's website and at the SC Works center with links to relevant information for businesses in the LWDA and to each IBST partner website. 	<input type="checkbox"/>	<input type="checkbox"/>	