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

From:  Kevin Cummings, Assistant Executive Director – Technical Services, Policies, and Reporting

Subject: **Combined Center Operations and Business Engagement Plan**

Date: June 30, 2022

References: Workforce Innovation and Opportunity Act (WIOA), Public Law 113 – 128 § 134; 20 CFR 678.800; Training and Employment Guidance Letter (TEGL) 16-16 and 16-16, Change 1; and State Instruction (SI) 21-06, SC Works Certification Standards, SI 21-09, Program Year 2022 Regional and Local Plan Modifications

State Instruction (SI) 21-06, SC Works Certification Standards, outlines the Local Workforce Development Board's (LWDB) responsibility for assessment of their comprehensive and affiliate centers. The management and business services standards require areas to have center operations plans and business engagement plans. Historically, LWDA's have developed and submitted these plans separately as part of the center certification process. Effective July 1, 2022, LWDA's are required to develop Combined Center Operations and Business Engagement Plans (COBE Plans) to be attached to their local plan modifications.

The attached **Combined Center Operations and Business Engagement Plan – Content Guidance** lists information needed for developing comprehensive and substantive COBE Plans. By combining these two plans, LWDA's can reduce duplicative efforts required by the previously separate plans. COBE Plans give LWDA's an opportunity to create a framework for center operations and business service delivery that enhances cohesion of service delivery by LWDA partners and provides clear and comprehensive guidance for center staff.

Questions may be directed to PolnPro@dew.sc.gov.

Attachment: Combined Center Operations and Business Engagement Plan – Content Guidance

Combined Center Operations and Business Engagement Plan

Content Guidance

Management & Organizational Structure

1. Provide a list of comprehensive and affiliate centers and the location of each center.
2. Provide an organizational chart for your area to include Local Workforce Development Board (LWDB) Administrative Staff, the Operator, Front-Line Staff, partners, and programs.
3. Provide an organizational chart or roster of your Integrated Business Services Team (IBST).
4. Provide your area's communication plan and decision-making process, the scope of which includes, but is not limited to, the following:
 - How front-line issues are communicated and resolved
 - How State guidance is disseminated
 - How information is shared with partners
 - Planning and implementation process for center events, as well as business services events, including:
 - Process for electing a point person for events and their responsibilities
 - How business services events are staffed, including planning and scheduling processes
 - LWDB's process for appointing and reviewing the appointment of an IBST Lead
 - Description of the LWDA's SC Works logo and branding usage, including how SC Works hosted events are identified
5. Describe staff development and training activities in your area, including information regarding IBST cross-training to promote referrals.
6. Describe the roles and responsibilities of the LWDA's IBST, including the IBST meeting schedule, employer engagement planning and scheduling, and how IBST documentation is shared between partners.

Service Strategy

1. Provide the menu of required and expanded services for both comprehensive and affiliate centers in your area. A services flowchart may be included.
 2. Describe how referrals are completed in your area, including any efforts made to streamline the referral process.
 3. Provide the menu of IBST services in your area, including any associated costs and how these costs are determined.
 4. Provide the process for providing business services, including how service delivery that supports visit and service planning is documented between core and extended partners.
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Target Sectors and Outreach

1. List specific industries which are targeted within your LWDA for both jobseekers and employers, including in-demand occupations and industries, and the strategies implemented to target them.
 2. Describe your LWDA's outreach strategy.
 3. Describe the LWDA's process for assessing and reviewing employer needs, including resources used to conduct the assessments and reviews.
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Customer Feedback

1. What methodologies are used in your LWDA to gauge employer and jobseeker satisfaction? How does the LWDA turn responses into actionable improvements of the system?
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NOTE: Beyond the above listed topics, LWDA's are encouraged to include any additional information that is pertinent to the LWDA's center operations and business engagement activities.

The Combined Center Operations and Business Engagement Plan must be no more than 30 pages, including attachments.