



**SC Works Management Committee Meeting
Thursday, February 15, 2024, at 11:00 a.m.**

Join on your computer or mobile app

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Or call in (audio only)

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Phone Conference ID: 540 685 659#

AGENDA

- I. Welcome and Opening Remarks Mr. Warren Snead, Committee Chair
- II. Approval of Minutes from October 24, 2023* Mr. Snead
- III. SC Soft Skills and Career Readiness Mr. Adam Paige
- IV. Business Services Model Mr. Adam Wagoner
- V. SC Works Certification Standards Mr. Adam Paige
- VI. Other Business/Adjourn..... Mr. Snead

*Denotes voting item

**Governor’s State Workforce Development Board
October 24, 2023, SC Works Management Committee Meeting Minutes**

Members Present:

Mr. John Uprichard*
Mr. Gregory Cannon Clark
Ms. Darline Graham
Mr. Mike King

Members Absent:

Mr. Warren Snead*
Mr. William Floyd*
Ms. Swati Patel
Mr. Gregory L. Tinnell

Welcome and Opening Remarks Mr. John Uprichard, Committee Co-Chair

Mr. John Uprichard, Committee Co-Chair, called the meeting to order at 11:00 a.m. A quorum was present.

Approval of May 11, 2023, Meeting Minutes* Mr. Uprichard

Mr. Mike King motioned to approve the May 11, 2023, meeting minutes. Ms. Darline Graham seconded the motion, and the Committee unanimously approved the minutes.

Unified State Plan Mr. Charles Appleby

Mr. Charles Appleby, Senior Advisor, Coordinating Council for Workforce Development, provided an update on the Statewide Education and Workforce Development Act (Act 67) activities, focusing on the Unified State Plan, a comprehensive education and workforce development plan.

The Unified State Plan (USP) is a systematic approach to statewide education and workforce development to streamline and unify the efforts of entities involved throughout the state. Mr. Appleby noted that the USP does not replace nor negate the required program and agency-required plans; it is an opportunity to address and collaborate around the state’s workforce and educational needs. The USP’s vision, “Achieve and sustain South Carolina’s workforce potential,” has been adopted as the vision for the 2024 Workforce Innovation Opportunity Act (WIOA) Combined State Plan. Both plans include strategies to address the workforce and education in three topic areas: awareness, skills, and obstacles.

SC Professional Skills Certificate Mr. Adam Paige

Mr. Adam Paige, Director of Workforce Initiatives, provided an update on the Committee's SC Soft Skills Certificate priority to develop a strategy to prepare the workforce and support the needs of employers around the six essential soft skills: Communication, Digital Literacy, Problem Solving, Professionalism, Teamwork, and Time Management. DEW partnered with WIN Learning to create the SC Professional Skills Certificate, which launched in August 2023.

The SC Professional Skills Certificate is awarded to job seekers who pass two, 60-minute proctored assessments available at over 250 career readiness sites across the state. The Digital Literacy assessment measures the foundational digital/technology skills needed in the workplace. The Essential Soft Skills assessment measures attitudinal and behavioral skills. Completers receive a certificate that lists the skills demonstrated. The credential is backed by the National Work Readiness Council.

Governor’s State Workforce Development Board
October 24, 2023, SC Works Management Committee Meeting Minutes

PY’22 Performance OverviewMr. Zach Nickerson

Mr. Zach Nickerson reviewed Program Year (PY) 2022 local area WIOA programmatic and fiscal performance. As a state, SC met or exceeded all WIOA program performance measures. State-identified fiscal measures require LWDA’s to meet an 80% obligation rate, 70% Fund Utilization Rate (FUR), and 30% Participant Cost Rate (PCR) by June 30, 2023. All 12 LWDA’s met the expected obligation rate for each of the WIOA Title I funding streams (Adult, Dislocated Worker, and Youth). Eleven local areas met or exceeded the 70% FUR for the Adult program funding stream, 10 local areas met the FUR for the Dislocated Worker program funding stream, and 8 local areas met the Youth FUR. Ten local areas met the PCR.

The six local areas that did not meet fiscal performance have triggered progressive sanction measures. For the four local areas, for which this is the first year they have failed the measure(s), the LWDB will be required to submit a Corrective Action Plan within 45 days of the formal notice, describing how it will improve and meet performance. Upon acceptance of the CAP, the LWDB will submit progress reports to DEW on a mutually agreed upon schedule.

This is the second year of failure for two local areas. These two areas will receive a formal notice of performance failure. DEW will also present the performance, sanctions, and potential consequences to the local workforce board. The local area will be required to commit funds for dedicated external technical assistance. Both areas failed the Youth FUR requirement and are unable to receive Youth Discretionary funding until compliance with this measure is met. If each local area does not meet the Youth FUR for PY’23, then the excess Youth funding (any amount over the 30% allowed) will be recaptured by the State and reallocated to those local areas that met the requirement for PY’23.

Other Business/Adjourn.....Mr. Uprichard

Mr. Uprichard invited Committee members to attend the Executive Committee meeting on November 14, 2023, at 11:00 a.m., when EvalGroup will share the SC Secret Shopper Initiative results. Members were also reminded of the SWDB meeting on December 12, 2023, at 11:00 a.m.

Meeting Adjourned at 11:44 a.m.

Professional Skills Credential & Career Readiness Update

SC Works Management Committee

Presentation Overview



PROFESSIONAL SKILLS
CREDENTIAL:
CREDENTIALS EARNED



PROFESSIONAL SKILLS
CREDENTIAL: UPDATES



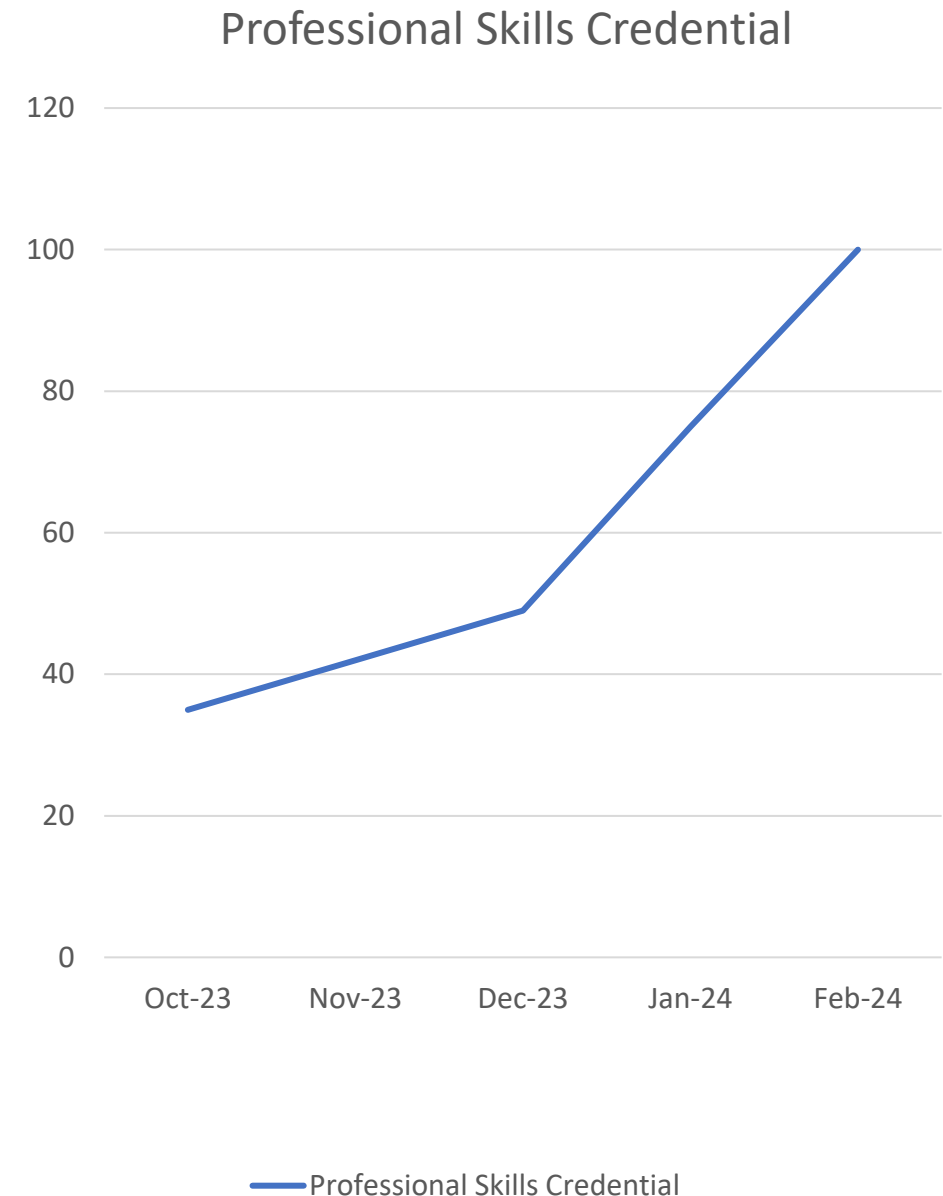
WIN AND VOLVO
COLLABORATION



WEBSITE DEVELOPMENT

Professional Skills Credential Update

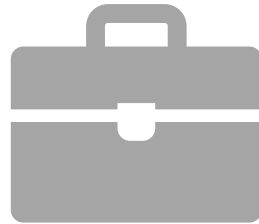
- October 23' 42
 - November 23' 59
 - December 23' 66
 - January 24' 86
 - February 24* 93
-
- As of 2/14/24



Professional Skills Credential: Updates



Transition from Jobs to Career Pathways

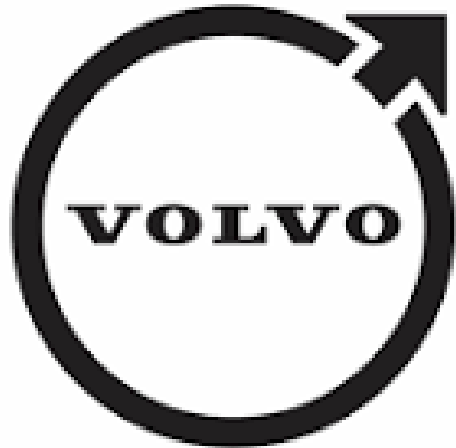


Employment Placements



Increased Employer Interest in recognizing the credential as a value add for job applicants

WIN and Volvo Collaboration



- Conversations have been held with readySC and DEW to discuss incorporating the credential into the pre-hire process
- Gap was identified, by employer, of applicants having the hard skill necessary to perform the job, but unable to pass the soft skills sections of the onboarding process

Website Development: In Progress



South Carolina Career Readiness Program

[Home](#) > [Employer](#) > [Education and Training](#)

Overview of South Carolina's Career Readiness Credentials

Types of Career Readiness Assessments and Credentials:



Website Development: In Progress

How to prepare for the SC Career Readiness Assessments?

Courseware is available for each of the Career Readiness Assessments to teach these fundamental skills and help individuals prepare for the assessment.



Benefits of Earning a SC Career Readiness Credential

Benefits to Employers	Benefits to Job Seekers
By incorporating these high demand skills into recruitment and retention strategies, organizations can build cohesive, high-performing teams with reduced turnover and a more harmonious and productive workplace.	Job seekers feel valued, leading to higher job satisfaction, and strong work relationships. Being future-ready means learning new and advanced skills in demand for your career goals.

Find a Career Readings Host Site near you.

Become a Career Readiness Host [here](#).

Questions?

Thank you

Business Services

Department of Employment and Workforce

Adam Wagoner, Director of Business & Federal Programs





Agenda

Introduction

Business Services Overview

Senior Business Service
Consultants

Collaboration

Looking Ahead

Introduction

In 2023, we laid the groundwork for transformative shifts within our organization. From restructuring our staffing to regionalizing our approach, every decision has been made with the goal with the goal of maximizing our impact and efficiency.



Business Services Staff

Business Service Leads

- Appointed by the boards in each Local Workforce Development Area and serve as Subject Matter Experts

Business Consultants

- Include representatives from all partner agencies and workforce organizations who assist employers with screening applications, job matching, hiring events, personalized employer plans and more

Local Veteran Employment Representative (LVER)

- Advocate on behalf of qualified veterans and ensure employers meet Federal Compliance Standards

Rapid Response Coordinators

- Assist with layoff aversion and layoff assistance

Rural Initiatives Coordinators

- Specialize and focus on Rural Outreach that increases awareness of and participation in programs that help individuals obtain education or work and businesses obtain employees

Senior Business Service Consultants

- Serve as the main points-of-contact for the South Carolina Department of Employment and Workforce with internal and external stakeholders

Business Services Menu

South Carolina Works Assistance Account Creation, job postings, job reviews, job matching, and virtual recruiting services	Application Screening Assist Human Resources with application screening to find qualified applicants	Hiring Events/Job Fairs Hiring events tailored to the positions of the impacted employees	Work Opportunity Tax Credit Tax credit anywhere from \$1,200 to \$9,600 for each eligible employee
Career Readiness Assessments Assessments measuring applied math, locating information, and reading information to showcase skills to prospective employers	Federal Bonding Six months of fidelity bonding coverage in the amount of \$5,000-\$25,000 at no cost to the business or individual	Labor Market Information Community profiles, employment information, and wage data	Training Reimbursements to businesses to help compensate for the costs associated with skills upgrading and loss of production for the training of newly hired employees
Outreach/Marketing Outreach to jobseekers through UI Targeting, Social Media, Partners, and through the SC Works Centers	Specialized Veteran Services Local Veteran's Employment Representatives specialize in preparing veteran candidates for placement	Career Coach Mobile extension of our statewide SC Works centers equipped with 10 workstations for job seeking activities, on-site assistance, Wi-Fi and printer capabilities, and is wheelchair accessible	To-Go Boxes Service Delivery technology including laptops, mobile printers, and MiFi's
Brazen Hiring events, job fairs, and interviews can be held virtually with the Brazen platform. Employers can choose to hold virtual only events or hybrid events	Virtual Engagement Center (VEC) Instead of coming to a brick-and-mortar location, the VEC is an online solution for job seekers seeking SC Works Services	Second Chance Assists returning citizens learn a skill and understand how to successfully search for a job	



WILLIAMS-BRICE STADIUM



WORKFORCE DEVELOPMENT SYMPOSIUM

S Y M P O S I U M



SOUTH CAROLINA DEPARTMENT OF Employment and Workforce

SC WORKS

American Job Center

South Carolina WORKFORCE Development Board

T.O.L. DOWN TO GO BALL IN STR T.O.L.

THE COCKPIT

2010 SEC EASTERN DIVISION CHAMPIONS

1969 ACC CHAMPIONS

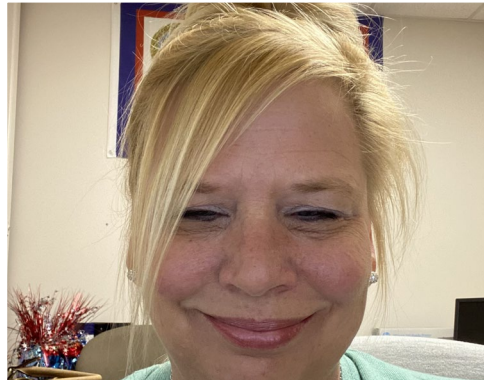
Senior Business Service Consultants

Senior Business Service Consultants



Robbie Lahmon

South Coast



Catie Hill

Central



Ryan Collins

Link Upstate

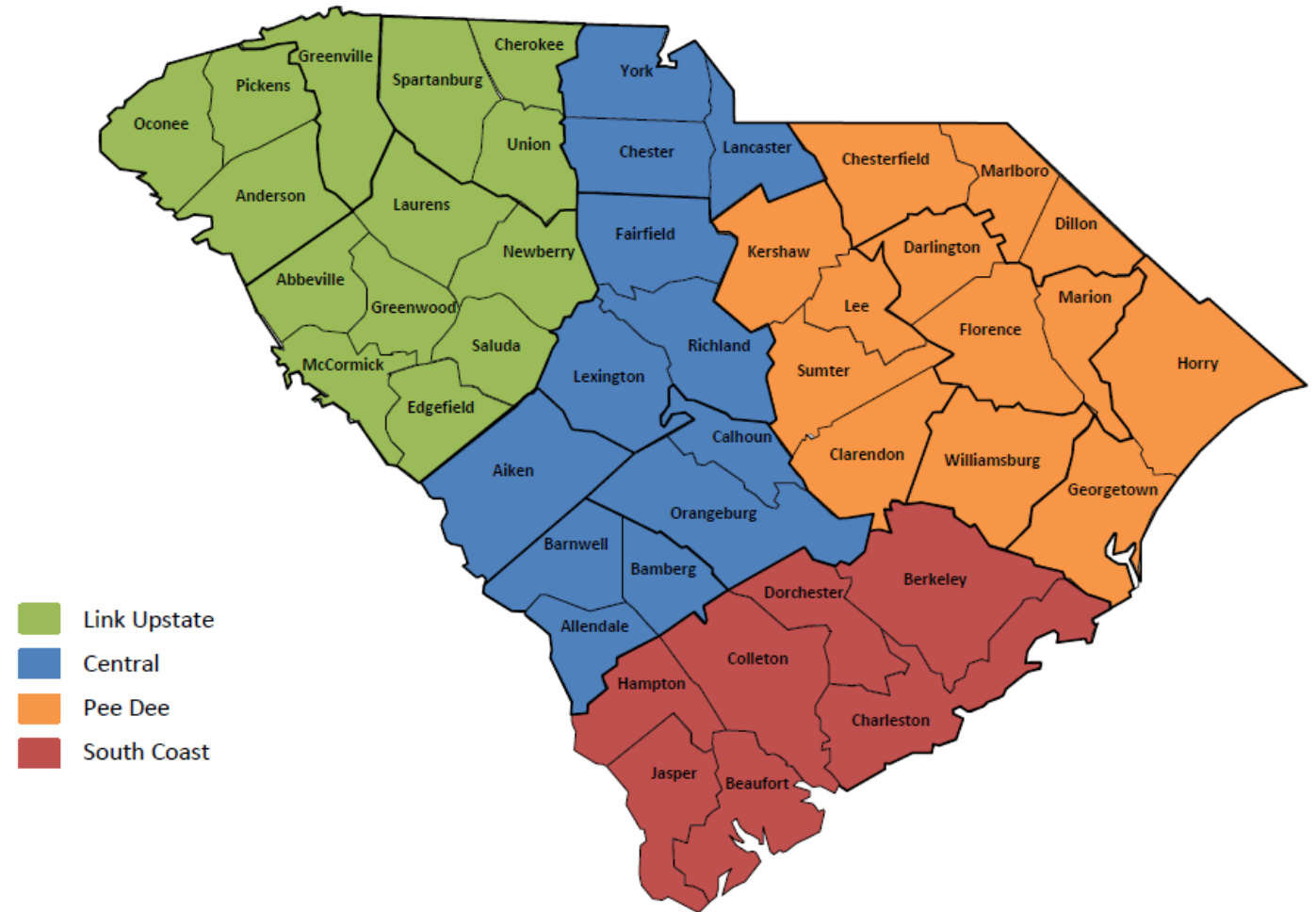


Steven McLane

Pee Dee

Regional Approach

The introduction of Senior Business Service Consultants will provide direct points-of-contact for DEW Business Services and streamline our operations, ensuring a more focused and tailored approach to serving our constituents





Collaboration

Regional Collaboration Meetings



The meeting we've always wanted.

Robbie Lahmon

Business Service Leads Meetings

The introduction of Regional Collaboration Meetings will bring Business Service Leads together with regional stakeholders on a monthly basis. Business Service Leads meetings will transition to semi-annual gatherings held in Columbia every June and November to accommodate this new schedule.





Looking Ahead

Upcoming

SC@WORK: CONNECTIONS

- Rural Community/Employer Events
- Small Business Engagement

RESOURCES

- Scheduling Assistant
- Second Mobile Unit

COLLABORATION

- readySC
- Employer Solutions Workgroup



Thank you

Adam Wagoner

AWagoner@DEW.SC.GOV

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

For program funding details in compliance with the Stevens Amendment, please visit www.dew.sc.gov/funding.

P.O. Box 995
1550 Gadsden Street
Columbia, SC 29202
dew.sc.gov



Henry McMaster
Governor

G. Daniel Ellzey
Executive Director

STATE INSTRUCTION NUMBER 21-06

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

Subject: SC Works Certification Standards

Issuance Date: January 28, 2022

Effective Date: January 28, 2022

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.

Background: The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board (SWDB) establish objective criteria and procedures for use by Local Workforce Development Boards (LWDBs) in assessing one-stop centers at least once every three years. 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. In addition, the criteria must be reviewed and updated every two years as part of the review and modification of the State Plan.

Policy: LWDBs are responsible for the assessment of their comprehensive and affiliate SC Works centers and SC Works delivery system against the attached standards. In order to be certified, centers and delivery systems must meet or exceed the baseline measures for each standard. Evaluation methods include, but are not limited to, the following:

- Interviews with staff, management, job seekers, employers, and partners such as economic development
- Questionnaires and/or surveys of jobseekers, employers, and staff
- Document reviews including, but not limited to, Business Services Team meeting minutes, LWDB meeting minutes, training and meeting agendas, sign-in sheets, Equal Opportunity monitoring documentation, referral forms, center schedules, focus group

documentation, LWDB policies, posted signage, and Memorandum of Understandings/Infrastructure Funding Agreements

- Center Operational Plans
- Business Engagement Plans
- Observations and inspections of 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

LWDBs are required to develop objective policies and procedures for the assessment process that include utilization of the criteria outlined in the attached Management, Job Seeker Services, and Business Services Standards.

Each LWDB must submit the following to Workforce Support at WorkforceSupport@dew.sc.gov no later than June 30, 2022:

- Summary of the assessment process
- Documentation of LWDB certification approval (e.g., meeting minutes, electronic votes)

All SC Works centers must be certified in order to be eligible to use infrastructure funds in the State funding mechanism.

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

Inquiries: Questions may be directed to Policies and Procedures at PolnPro@dew.sc.gov.



Kevin Cummings, Assistant Executive Director
Technical Services, Policies, and Reporting

SC Works Certification Attachments: Management Standards
Job Seeker 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. Access means (1) a program 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 through 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 at the SC Works center and in the local community. 	<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), with definite contact information and confirmed appointment date and times. 	<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 WIOA, WP, TAA, JVSG, and RESEA staff have access to the customer's basic information through SCWOS. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<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 will maintain and publish a single, unified monthly schedule of events and workshops. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
<p>2. The management structure is clear, as are the roles and responsibilities of the partners at the SC Works center as they relate to the management and governance of the center.</p>	<ul style="list-style-type: none"> The LWDA has a current SC Works Operational Plan. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> An SC Works manager is the single point of contact for the center and has clearly defined roles and responsibilities, including: 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Coordinating activities on a daily basis 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Providing functional oversight to all staff, within the confines of each program and agency requirements and goals 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Serving as a point of contact for center information/ data 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Assuring accountability for overall goals and objectives of the SC Works center 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>3. SC Works center staff are provided training and professional development opportunities.</p>	<ul style="list-style-type: none"> Upon hire, staff are trained in the following areas: 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Staff are trained in functional work areas, customer service, and workforce development. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Greeters are trained to greet customers as they enter the center or as they wait in line. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> WIOA, WP, TAA, and JVSG case managers complete Career Development Facilitator training, or similar case management training, within 18 months of hire or prior to employment. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Resource room staff are trained in customer service and can demonstrate knowledge about the full range of center and workforce system resources. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> Existing DEW, WIOA, and partner staff have completed the SC Works Your Next Steps training program. DEW, WIOA, and partner staff are enrolled within one month of hire. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center 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"> There is a method of assessing center-wide effectiveness including customer satisfaction, physical and programmatic accessibility, and continuous improvement. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center management examines its cost structure and looks for ways to operate as efficiently as possible in a cost-efficient manner. 	<input type="checkbox"/>	<input type="checkbox"/>	
5. The SC Works center has a system in place to assess projected employer demand and aligns job seeker resources with current and projected employer demand.	<ul style="list-style-type: none"> SC Works management conducts formal, data-driven analysis of employer needs, at least annually, to include input and feedback from applicable partners. At a minimum, “applicable partners” must include WIOA core partners. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
<p>6. Every SC Works center (comprehensive and affiliate) is accessible so that all job seekers 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), and the LWDA cooperates with Vocational Rehabilitation partners and DEW 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. This includes customers with visual and hearing impairments and physical disabilities. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Staff are trained to assist people with disabilities, to include individuals with service animals, at the first point of contact and in case of emergency. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> There are linkages to auxiliary aides and services available for people with disabilities, including veterans and others. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center is accessible to individuals with limited-English proficiency. Interpreter services are available, and staff are aware of how 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 job seekers and employers, when needed. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
7. Every 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"/>	
8. Every SC Works center has access to sufficient space and capacity for key functions.	<ul style="list-style-type: none"> The SC Works center has, or has access to, convenient and equipped space for group meetings and services. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Comprehensive centers provide onsite 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/area has access to telephones, high-speed Internet, printers, and copiers. 	<input type="checkbox"/>	<input type="checkbox"/>	
9. Every SC Works center is safe and secure.	<ul style="list-style-type: none"> Confidential and sensitive information is stored securely. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Building security is appropriate for the SC Works center. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Staff are trained in accordance with written policies that address: 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	○ Personal Identifiable Information (PII)	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Storage of confidential information	<input type="checkbox"/>	<input type="checkbox"/>	
	○ IT security	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Fire safety	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Bomb threats	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Medical emergencies	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Evacuation	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Violence in the workplace	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Personal safety	<input type="checkbox"/>	<input type="checkbox"/>	
	○ General emergency response	<input type="checkbox"/>	<input type="checkbox"/>	
	○ CDC guidelines regarding PPE (COVID-19)	<input type="checkbox"/>	<input type="checkbox"/>	
	● All staff who work in the SC Works center receive safety training upon hire or assignment and at least annually.	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Job Seeker Services Standards

JOB SEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. The SC Works center measures satisfaction with both processes and outcomes for existing job seeker customers.	<ul style="list-style-type: none"> The SC Works center has implemented a job seeker feedback system that measures job seeker outcomes and satisfaction. Survey tools, methods and protocols are outlined in writing. 	<input type="checkbox"/>	<input type="checkbox"/>	
2. Feedback from job seekers is used to improve services.	<ul style="list-style-type: none"> The SC Works center and workforce area have a system in place to improve services based on the feedback received from job seekers. 	<input type="checkbox"/>	<input type="checkbox"/>	
3. Job Seekers have multiple access points to SC Works services.	<ul style="list-style-type: none"> Services are provided through comprehensive and affiliate 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 job seekers to utilize virtual services, as appropriate, which may include 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 search engines and job boards. 	<input type="checkbox"/>	<input type="checkbox"/>	
4. The SC Works center offers a consistent menu of job seeker services.	<ul style="list-style-type: none"> All basic and individual career services, training services, and information outlined in WIOA § 134(c) and TEGl 4-15 are available and accessible to each job seeker at the SC Works center. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Job Seeker Services Standards

JOB SEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
<p>5. The SC Works center staff provides job seeker services efficiently while maintaining a customer-oriented focus.</p>	<ul style="list-style-type: none"> The SC Works center has a process 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"> Staff promptly engages customers with self-service activities, staff assistance, or acknowledgement, depending on customer flow, 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"/>	
<p>6. The SC Works center has a well-equipped resource room with trained staff to provide a broad range of job seeker services.</p>	<ul style="list-style-type: none"> The resource room has at least one staff member 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"/>	
	<ul style="list-style-type: none"> Staff represent the offerings of all partners in the center 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 access to all of these. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Job Seeker Services Standards

JOB SEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
7. All customers learn about the full range of services that are 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 at the first visit via multiple delivery mechanisms (i.e., welcome folders, DVD, pamphlets, group orientation, signage, help desk, etc.). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Staff is available to provide answers about SC Works services. 	<input type="checkbox"/>	<input type="checkbox"/>	
8. The SC Works center offers effective assessment and career guidance services to all job seekers.	<ul style="list-style-type: none"> Staff is aware of and trained in assisting or directing customers 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 offers computer literacy assessments through direct provision, partners, or contracts. 	<input type="checkbox"/>	<input type="checkbox"/>	
9. The SC Works center provides resources to assist customers with marketing themselves for employment.	<ul style="list-style-type: none"> The following services are provided onsite individually and/or in group settings at comprehensive centers. The same services are provided online as applicable. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Resume 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 Internet use 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Job Seeker Services Standards

JOB SEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	○ Job search	<input type="checkbox"/>	<input type="checkbox"/>	
	• The following services are provided onsite individually and/or in group settings at affiliate centers. The same services are provided online as applicable.	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Resume preparation	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Interviewing techniques	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Networking groups	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Internet use	<input type="checkbox"/>	<input type="checkbox"/>	
	○ Job search	<input type="checkbox"/>	<input type="checkbox"/>	
10. Every SC Works center has information on job openings.	• SCWOS is the labor exchange system used for providing information to job seekers on open jobs.	<input type="checkbox"/>	<input type="checkbox"/>	
11. SC Works centers help job seekers advance their skills and education.	• Every SC Works center has a diversified menu of career enhancement options including short-term and long-term training.	<input type="checkbox"/>	<input type="checkbox"/>	
	• SC Works customers have access to assistance in developing a plan for financing education and training, which may include WIOA, Job Corps, 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 comprised of representatives from each of the federally mandated partners, including core, required, and additional partners, as appropriate.</p>	<ul style="list-style-type: none"> The LWDA has designated business services staff. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Federally mandated partners who provide services to businesses actively participate on the Business Services Team. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All Business Services Team members are educated on each other's program goals and services. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>2. The Business Services Team is facilitated as a unified activity.</p>	<ul style="list-style-type: none"> The LWDB selects a Business Services Team Lead from among the business services staff of all participating workforce programs, based on experience, qualifications, and ability to perform the role. The LWDB reviews and appoints/reappoints the Business Services Team Lead role annually. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Business Services Team members present the full range of relevant/appropriate services to businesses. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The Business Services Team meets at least quarterly, in-person or virtually. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> There is consistent, real time communication between the members of the Business Services Team. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>3. Businesses are consulted on their workforce needs.</p>	<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"/>	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
4. The Business Services Team operates from a written LWDB business engagement plan that is designed according to business needs and that supports the vision of the LWDB.	<ul style="list-style-type: none"> The Business Services Team targets and serves businesses according to the LWDB Business Engagement Plan. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> WIOA, WP, TAA, and JVSG staff use SCWOS to track delivery of employer services. 	<input type="checkbox"/>	<input type="checkbox"/>	
5. There is a link between the activities of the Business Services Team, economic development, and education entities.	<ul style="list-style-type: none"> There is evidence that the Business Services Team maintains partnerships with the appropriate education and economic development agencies. Such evidence includes: <ul style="list-style-type: none"> The relevant economic development and educational entities are engaged in strategic planning sessions and business forums. Information on new companies locating to the area, leaving the area, expanding and contracting, and the occupations/industries expected to expand or decline is shared with the Business Services Team. 	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<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 has implemented an employer feedback system that measures employer outcomes and satisfaction. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The LWDA Business Engagement Plan outlines the survey tools, methods and protocols used to implement the employer feedback system. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The LWDA disaggregates the data for analysis and action by the LWDA. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
7. The LWDA offers a consistent menu of demand-driven services.	<ul style="list-style-type: none"> The SC Works center offers a menu of basic business services. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The menu of available business services is posted on the LWDA’s website with links to relevant information. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Standards Overview

Presentation Overview

- SC Works Certification Standards Overview
- Local Workforce Development Board (LWDBs) responsibilities
- Certification Standards Categories
 - I. Management Standards
 - II. Job Seeker Services Standards
 - III. Business Service Standards
- Timeline for Implementation

Overview



The purpose of the SC Works Certification Standards is to provide State guidance regarding the SC Works delivery system.



The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board (SWDB) establish objective criteria and procedures for use by Local Workforce Development Boards (LWDBs) in assessing one-stop centers at least once every three years.



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.



In addition, the criteria must be reviewed and updated every two years as part of the review and modification of the State Plan.

SC Works Certification Standards: Categories



MANAGEMENT
STANDARDS



JOB SEEKER SERVICES
STANDARDS



BUSINESS SERVICES
STANDARDS

SC Works Certification Standards: Management Standards

1. Partner integration is evident through non-duplication of services and efficient and effective service delivery.
2. The management structure is clear, as are the roles and responsibilities of the partners at the SC Works center as they relate to the management and governance of the center.
3. SC Works center staff are provided training and professional development opportunities.
4. The SC Works center is accountable for results.
5. The SC Works center has a system in place to assess projected employer demand and aligns job seeker resources with current and projected employer demand.
6. Every SC Works center (comprehensive and affiliate) is accessible so that all job seekers and business customers can fully participate in the services offered.
7. Every SC Works center maintains a professional appearance.
8. Every SC Works center has access to sufficient space and capacity for key functions.
9. Every SC Works center is safe and secure.

SC Works Certification Standards: Job Seeker Services Standards

1. The SC Works center measures satisfaction with both processes and outcomes for existing job seeker customers.
2. Feedback from job seekers is used to improve services.
3. Job Seekers have multiple access points to SC Works services.
4. The SC Works center offers a consistent menu of job seeker services.
5. The SC Works center staff provides job seeker services efficiently while maintaining a customer-oriented focus.
6. The SC Works center has a well-equipped resource room with trained staff to provide a broad range of job seeker services.
7. All customers learn about the full range of services that are available through the SC Works system in a customer-focused, program-neutral way.
8. The SC Works Center offers effective assessment and career guidance services to all job seekers.
9. The SC Works center provides resources to assist customers with marketing themselves for employment.
10. Every SC Works center has information on job openings. SC Works centers help job seekers advance their skills and education.
11. SC Works centers help job seekers advance their skills and education

SC Works Certification Standards: Business Services Standards

1. There is a fully integrated, multi-agency business services team comprised of representatives from each of the federally mandated partners, including core, required, and additional partners, as appropriate.
2. The Business Services Team is facilitated as a unified activity.
3. Businesses are consulted on their workforce needs.
4. The Business Services Team operates from a written LWDB business engagement plan that is designed according to business needs and that supports the vision of the LWDB.
5. There is a link between the activities of the Business Services Team, economic development, and education entities.
6. Satisfaction with both processes and outcomes is measured for existing business customers.
7. The LWDA offers a consistent menu of demand-driven services.

Local Workforce Development Board (LWDBs): Responsibilities

- LWDBs are responsible for the assessment of their comprehensive and affiliate SC Works centers and SC Works delivery system against the State standards.
- In order to be certified, centers and delivery systems must meet or exceed the baseline measures for each standard.
- LWDBs will be required to develop objective policies and procedures for the assessment process, including utilizing the criteria outlined in the Management, Job Seeker Services, and Business Services Standards.
- Each LWDB will submit its evaluation criteria to DEW no later than June 30, 2025.

Timeline

- DEW Staff are currently reviewing the 2022 SC Works Certification Standards.
- The revised Certification Standards will be distributed for public comment in March.
- The revised Certification Standards and comments received will be presented to the SC Works Management Committee in May.

Questions?