

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"/>	

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<p>4. The Business Services Team operates from the LWDA Combined Operational and Business Engagement Plan (COBE Plan) that is made available to all Business Services Team staff.</p>	<ul style="list-style-type: none"> The Business Services Team targets and serves businesses according to the LWDA COBE 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"/>	
<p>5. There is a link between the activities of the Business Services Team, economic development, and education entities.</p>	<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: 	<input type="checkbox"/>	<input type="checkbox"/>	
	<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"/>	
	<ul style="list-style-type: none"> 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"/>	
<p>6. Satisfaction with both processes and outcomes is measured for existing business customers.</p>	<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 COBE 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 survey data for analysis and action. 	<input type="checkbox"/>	<input type="checkbox"/>	

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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"/>	