

# 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"> <li>The local workforce development area (LWDA) has designated business services staff.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>WIOA core partners who provide services to businesses actively participate in the Integrated Business Services Team (IBST).</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>All IBST members are educated on each other's program goals, services, and methods to engage with businesses.</li> </ul>	<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"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>IBST members present the full range of relevant/appropriate services to businesses.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The IBST Coordinator(s) meets the responsibilities outlined in the most updated state instruction letter on the Integrated Business Services Team.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>There is consistent, real-time, documented communication between the members of the IBST.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

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3. Businesses are consulted on their workforce needs.	<ul style="list-style-type: none"> <li>There is evidence that businesses have been consulted through focus groups, written or online surveys, and/or targeted interviews.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The services provided to businesses are given based on the expressed needs of the business.</li> </ul>	<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"> <li>SC Works center staff, as appropriate, are knowledgeable in and engage with the COBE Plan.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The IBST maintains stakeholder engagement in the development of the COBE Plan.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The IBST targets and serves businesses according to the COBE Plan.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The LWDA outreach strategy is done according to the COBE Plan.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>SC Works center staff, as appropriate, use SCWOS to track delivery of employer services.</li> </ul>	<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"> <li>There is evidence that the LWDA maintains partnerships between all appropriate education and economic development entities and the IBST. Such evidence includes:</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>The relevant economic development and education entities are engaged in strategic planning sessions and business forums.</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

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	<ul style="list-style-type: none"> <li>○ 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.</li> </ul>	<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"> <li>• The LWDA utilizes employer feedback that measures outcomes and satisfaction.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>• The COBE Plan outlines the tools, methods, and protocols used to measure the employer feedback.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>• The LWDA disaggregates and reviews data for each SC Works center for analysis and action.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>7. The SC Works center offers a consistent menu of demand-driven services.</p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	