

SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. The SC Works center measures satisfaction with both processes and outcomes for existing jobseeker customers.	<ul style="list-style-type: none"> The SC Works center has implemented a jobseeker feedback system that measures jobseeker outcomes and satisfaction. Survey tools, methods, and protocols are outlined in writing. The LWDA disaggregates the data and shares the data with appropriate partners for timely analysis and action. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The LWDA disaggregates the survey data 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 workforce area 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 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, which 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 in SCWOS. 	<input type="checkbox"/>	<input type="checkbox"/>	
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 WIOA § 134(c) 	<input type="checkbox"/>	<input type="checkbox"/>	

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	and TEGL 4-15 are available and accessible to each jobseeker at the SC Works center.			
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 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"/>	
6. The SC Works center has a well-equipped resource room with trained staff to provide a broad range of jobseeker services.	<ul style="list-style-type: none"> The resource room has at least one center 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"/>	

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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 (e.g., 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 jobseekers.	<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"/>	

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	○ 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 jobseekers on open jobs.	<input type="checkbox"/>	<input type="checkbox"/>	
11. SC Works centers help jobseekers advance their skills and education.	• Every SC Works center has a diverse selection 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"/>	