

# SC Works Certification Jobseeker Services Standards



JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. Satisfaction with both processes and outcomes is measured for existing jobseeker customers.	<ul style="list-style-type: none"> <li>The local workforce development area (LWDA) utilizes jobseeker feedback that measures jobseeker outcomes and satisfaction.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The LWDA Combined Center Operations and Business Engagement Plan (COBE Plan) outlines the tools, methods, and protocols used to measure jobseeker 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"/>	
2. Feedback from jobseekers is used to improve services.	<ul style="list-style-type: none"> <li>The SC Works center and LWDA have a system in place to improve services based on the feedback received from jobseekers.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Jobseekers have multiple access points to SC Works services.	<ul style="list-style-type: none"> <li>Services are provided through Comprehensive and Affiliate SC Works centers, up-to-date and useful websites, and remote or virtual service strategies.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center encourages jobseekers to utilize virtual services, as appropriate. This 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 on SC Works Online Services (SCWOS).</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

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4. The SC Works center offers a consistent menu of jobseeker services.	<ul style="list-style-type: none"> <li>All basic and individual career services, training services, and information outlined in the Workforce Innovation and Opportunity Act (WIOA) § 134(c) and Training and Employment Guidance Letter (TEGL) 4-15 are available and accessible to each jobseeker at the SC Works center.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
5. The SC Works center staff provides jobseeker services efficiently while maintaining a customer-oriented focus.	<ul style="list-style-type: none"> <li>The SC Works center has a process, including monitoring the SCWOS Greeter, to minimize lines and wait times.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center has a process for effectively handling large-scale events or heavy customer traffic.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>SC Works center staff promptly engage customers with self-service activities, staff assistance, or acknowledgement upon entry to the SC Works center or virtual system.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center uses the SCWOS Greeter to triage customers and refer them to the appropriate program staff.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
6. The SC Works center has a well-equipped resource room with trained SC Works center staff to provide a broad range of jobseeker services.	<ul style="list-style-type: none"> <li>The resource room has at least one SC Works center staff present at all times to provide orientation and guidance on accessing and using resources.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The resource room has computers to accommodate the needs of customers.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

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	<ul style="list-style-type: none"> <li>SC Works center staff present the services of all partners based on individual customer needs.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>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 jobseekers access to all of these.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Jobseekers learn about the full range of services available through the SC Works system in a customer-focused, program-neutral way.	<ul style="list-style-type: none"> <li>The LWDA website provides a virtual orientation to the workforce system.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center provides information on the full range of services at the first visit via multiple delivery mechanisms (e.g., welcome folders, pamphlets, group orientation, signage, help desk, etc.).</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>SC Works center staff are knowledgeable to be able to education visitors about SC Works services.</li> </ul>	<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"> <li>SC Works center staff are aware of and are trained in assisting or directing jobseekers to available career development assessments.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center offers basic skills assessments through direct provision, partners, or contracts.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center makes available computer literacy assessments through direct provision, partners, or contracts.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

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9. The SC Works center provides resources to assist jobseekers in marketing themselves for employment.	<ul style="list-style-type: none"> <li>The following services or workshops, at minimum, are provided on-site, but may also be provided virtually, individually or in group settings, at Comprehensive SC Works centers:</li> </ul>			
	<ul style="list-style-type: none"> <li>o Résumé preparation</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>o Interviewing techniques</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>o Networking groups</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>o Basic computer skills</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>o Job search assistance</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
10. The SC Works center has information on SCWOS job openings.	<ul style="list-style-type: none"> <li>SCWOS is used to provide information to jobseekers on open jobs.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center promotes recent, in-demand job postings through the Hot Jobs Flyer.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
11. The SC Works center helps jobseekers advance their skills and education.	<ul style="list-style-type: none"> <li>The SC Works center has a diverse selection of career enhancement options, including short-term and long-term training.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>SC Works center staff assist jobseekers in developing a plan to finance education and training, which may include WIOA, Job Corps, Trade Adjustment Act (TAA), or other partner resources, or Pell Grants, part-time work, and scholarships.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	