

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 in accordance with TEG 16-16. 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). 	<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"/>	

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<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 Combined Operational Plan and Business Engagement Plan (COBE Plan). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> A SC Works center manager is the single point of contact for the center and has clearly defined roles and responsibilities, including: <ul style="list-style-type: none"> Coordinating activities on a daily basis 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Providing effective coordination of staff within the confines of each program and agency requirements and goals 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Serving as a point of contact for center information/data, including sharing information with all partners, as appropriate 	<input type="checkbox"/>	<input type="checkbox"/>	
	<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: <ul style="list-style-type: none"> Staff are trained in functional work areas, customer service, and workforce development. Greeter personnel 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 (CDF), Certified Career Services Provider (CCSP), or similar case management training. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> WIOA, WP, TAA, and JVSG case managers complete Career Development Facilitator (CDF), Certified Career Services Provider (CCSP), or similar case management training. 	<input type="checkbox"/>	<input type="checkbox"/>	
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	<ul style="list-style-type: none"> All staff providing assistance in the resource room 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"/>	
	<ul style="list-style-type: none"> Existing DEW, WIOA, and partner staff have completed the SC Works Your Next Steps training program. New 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 effectively 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 jobseeker	<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 employers and applicable partners. At a minimum, “applicable partners” must include WIOA core partners. 	<input type="checkbox"/>	<input type="checkbox"/>	

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resources with current and projected employer demand.	<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"/>	
6. Every SC Works center (comprehensive and affiliate) is accessible so that all jobseekers and business customers can fully participate in the services offered.	<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"/>	

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	<ul style="list-style-type: none"> The SC Works center has flexible scheduling and work hours to accommodate jobseekers and employers, when needed. 	<input type="checkbox"/>	<input type="checkbox"/>	
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 sufficient access to telephones, high-speed Internet, printers, and copiers. 	<input type="checkbox"/>	<input type="checkbox"/>	

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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"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Personal Identifiable Information (PII) 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Storage of confidential information 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> IT security 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Fire safety 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Bomb threats 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Medical emergencies 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Evacuation 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Violence in the workplace 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Personal safety 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> General emergency response 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> CDC guidelines regarding PPE (COVID-19) 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> 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"/>	