

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 Training and Employment Guidance Letter (TEGL) 16-16 and TEGL 16-16, Change 1. Access means (1) a center 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 via 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 through the SC Works center and in the local workforce development area (LWDA). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All staff who assist in the resource room are trained in customer service and can demonstrate knowledge of the full range of center and workforce system resources. 	<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 Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser (WP), Trade Adjustment Act (TAA), Jobs for Veterans State Grants (JVSG), and Reemployment Services and Eligibility Assessment Grants (RESEA) staff, and other partner staff where appropriate, utilize or receive notification from the 	<input type="checkbox"/>	<input type="checkbox"/>	

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	SCWOS Greeter to document and communicate the addressed visit reason.			
	<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 publishes a staff accessible, single, unified monthly schedule of all center events and workshops. 	<input type="checkbox"/>	<input type="checkbox"/>	
2. The SC Works center management structure is clear.	<ul style="list-style-type: none"> The LWDA has a current Combined Operational Plan and Business Engagement Plan (COBE Plan). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The Center Operator is the single point of contact for the center and is responsible for the activities outlined in the most updated state instruction letter on SC Works Center Leadership Team Roles and Responsibilities. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The roles and responsibilities of the partners at the SC Works center as they relate to the management and governance of the center are understood. 	<input type="checkbox"/>	<input type="checkbox"/>	
3. SC Works center staff are provided training and professional development opportunities.	<ul style="list-style-type: none"> Upon hire, staff are trained in the following areas: 			
	<ul style="list-style-type: none"> o Functional work areas 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Customer service 	<input type="checkbox"/>	<input type="checkbox"/>	

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	<ul style="list-style-type: none"> ○ Workforce development 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Greeting customers as they enter the center or as they wait in line 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Maintenance of the SCWOS Greeter 	<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"> ● Existing SC Works center staff have completed the SC Works 101 – Your Next Steps training program in the SC Works Training Center. New staff complete training within one month of hire. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● The Center Operator 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"> ● Assessment of center-wide effectiveness includes: 			
	<ul style="list-style-type: none"> ○ Customer satisfaction 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Physical and programmatic accessibility 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Continuous improvements 	<input type="checkbox"/>	<input type="checkbox"/>	

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	<ul style="list-style-type: none"> The SC Works center management examines the center 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 to align jobseeker resources with current and projected employer demand.	<ul style="list-style-type: none"> SC Works center management conducts formal, data-driven analysis of employer needs, at least annually, to include input and feedback from employers and applicable partners, which must at a minimum, include all WIOA core partners. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs. 	<input type="checkbox"/>	<input type="checkbox"/>	
6. The SC Works center 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). The LWDA cooperates with Vocational Rehabilitation partners and DEW Equal Opportunity (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. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center staff are trained to assist people with disabilities, including individuals with service animals, at the first point of contact and in case of emergency. 	<input type="checkbox"/>	<input type="checkbox"/>	

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	<ul style="list-style-type: none"> There is access to auxiliary aids and services available for people with disabilities. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center is accessible and provides resources to individuals with limited-English proficiency. Interpreter services are available, and staff are trained 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"/>	
	<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. The 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"/>	

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<p>8. The SC Works center has access to sufficient space and capacity for key functions.</p>	<ul style="list-style-type: none"> The SC Works center has, or has access to, convenient and properly equipped space for group meetings and services. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Comprehensive centers provide on-site 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 has sufficient access to telephones, high-speed Internet, printers, and copiers. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>9. The SC Works center adheres to the minimum physical security standards, procedures, and training requirements.</p>	<ul style="list-style-type: none"> Personably Identifiable Information (PII) and other sensitive information is stored securely in alignment with Federal and State policy. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Building security is appropriate for the SC Works center based on the most updated SC Works Physical Security state instruction letter. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> LWDAs conduct training in the SC Works center on security situations as outlined in the most updated SC Works Physical Security state instruction letter. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All staff who work in the SC Works center receive safety and security training at least annually. 	<input type="checkbox"/>	<input type="checkbox"/>	