

**Greenville County Workforce Development Board (GCWDB)**

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**Greenville County Workforce Development Board (GCWDB)**

**Executive Committee Zoom Meeting**

**Wednesday, April 10, 2024**

**11:30 A.M.**

Join Zoom Meeting

<https://us02web.zoom.us/j/85841947005?pwd=SEhxQWdlTlJiNEx5TGJlPQW1INGw0dz09>

Meeting ID: 858 4194 7005

Passcode: 307309

+13126266799,,85841947005#,,,,\*307309# US (Chicago)

+16468769923,,85841947005#,,,,\*307309# US (New York)

**Committee Members (3): Craig Kinley, Robyn Knox, Jennifer Moorefield**

**Agenda**

- I. **Welcome and Call to Order** **Ms. Robyn Knox, Chair**
  - II. **Quorum Validation (2 or more)**
  - III. ***Minutes Approval (August 9, 2023)\****
  - IV. **Director's Report** **Mr. Dean E. Jones, GCWDB Director**
    - a. Board/Standing Committees Membership
      - i. Vocational Rehabilitation Department Vacancy
      - ii. CSID Chair Vacancy
      - iii. SC Works Committee Chair Vacancy
      - iv. Executive Committee Membership Vacancy
- Our practice has been that all standing committee chairs be appointed to the Executive Committee.
- b. State Plan Comments
  - c. PY23 Notice of Proposed SC Works Certification Standards
- V. **Other Business**
- VI. **Adjourn**

*\*Denotes an action item*

Public Law 101-166, Section 511: The Workforce Innovation and Opportunity Act (WIOA) Adult Program is supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$537,820 with \$0 (0%) state, local, and/or non-governmental funds. The Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Program is supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$611,596 with \$0 (0%) state, local, and/or non-governmental funds. The Workforce Innovation and Opportunity Act (WIOA) Youth Program is supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$556,553 with \$0 (0%) state, local, and/or non-governmental funds.

**Greenville County Workforce Development Board (GCWDB)**  
**Executive Committee Meeting**  
**Tuesday, August 9, 2023**  
**Meeting held via Zoom Call**

**Minutes**

**Members Present:** Craig Kinley, Robyn Knox, Larry Miller, and David Turnipseed

**Members Absent:** Kathy Stanton

**Staff Present:** Dean Jones and Eva Anagnostis

- I. **Call to Order:** The meeting was called to order at 11:32 a.m.
- II. **Quorum Validation (3 or more):** A quorum was present.
- III. **Minutes Approval (June 6, 2023)\*:** Minutes were approved as submitted.
- IV. **Director's Report (Mr. Dean E. Jones, GCWDB Director)**
  1. **US Department of Labor Monitoring:** Mr. Jones told the Committee that DOL staff members were visiting Greenville last week for a monitoring visit. Everything went really well. They interviewed a few participants, met with staff, and checked out the SC Works Center. South Carolina will receive an official report, which will let us know if we need to address any issues. At this time, nothing was noted.
  2. **Contracts for Training List Update:** Mr. Jones reminded the Committee about the struggle we have had with providing adequate numbers of training programs now that Greenville Technical College is no longer participating in the ETPL. When we last modified the Local Plan, we included information about our plan to use non-ETPL training contracts. We hope to have programs in place by the time that any providers are purged off SC Path. We are working with our Procurement office to get an RFQ issued, and we will provide updates along the way.
  3. **Staffing Support for CSID and BDAG:** Mr. Jones would like to continue using Noble Aim Consulting to facilitate the Committee on Services to Individuals with Disability and Business Development Advisory Group.
  4. **Individual and Employer Training Grant:** Ms. Anagnostis shared information about the State Workforce Development Board's Individual and Employer Training Grant (IET) that has applications currently open. We are working with Equus to put together an application. Chair Knox asked about any available IWT funds. The IET Grant is probably the only funding that will be made available in the near future for IWT, so we will make sure to include some in our application.

**5. Staff and Board Member Travel:** Mr. Jones informed the Committee that we are cutting back on staff and board member travel this year to try to absorb some of the funding cuts we took this year.

**V. Other Business:** Vice Chair Miller discussed a recent meeting with Renee Alexander from Eckerd Connects Youth program. They are working on helping In-School Youth participants get technical training since Greenville County School district can't serve all the people who want to go through the Career and Technical Training Centers due to class limits.

**VI. Adjourn:** The meeting was adjourned at 11:59 a.m.

***\*Denotes an action item for GCWDB or Executive Committee approval***

## STATE INSTRUCTION NUMBER XX-XX

**To:** Local Workforce Area Signatory Officials  
Local Workforce Development Board Chairs  
Local Workforce Area Administrators

**Subject:** SC Works Certification Standards

**Issuance Date:** DATE

**Effective Date:** DATE

**Purpose:** To provide State guidance regarding the certification of SC Works centers and the SC Works service delivery system, including the SC Works Certification Standards and suggested methods for evaluating compliance.

**Background:** The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board (SWDB) establish objective criteria and procedures for use by Local Workforce Development Boards (LWDBs) in assessing one-stop centers at least once every three years. The criteria must be used to evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. In addition, the criteria must be reviewed and updated every two years as part of the review and modification of the State Plan.

**Policy:** LWDBs are responsible for the assessment of their comprehensive and affiliate SC Works centers and SC Works delivery system against the attached standards. In order to be certified, centers and delivery systems must meet or exceed the baseline measures for each standard. Evaluation methods include, but are not limited to, the following:

- Interviews with staff, management, jobseekers, employers, and partners such as economic development
- Questionnaires and/or surveys of jobseekers, employers, and staff
- Document reviews including, but not limited to, Business Services Team meeting minutes, LWDB meeting minutes, training and meeting agendas, sign-in sheets, Equal Opportunity monitoring documentation, referral forms, center schedules, focus group documentation, LWDB policies, posted signage, and Memorandum of Understandings/Infrastructure Funding Agreements
- Center Operational Plans
- Business Engagement Plans
- Observations and inspections of center lobbies and triage practices, including secret shopping activities
- Use of SC Works Online Services (SCWOS), to include reports, the case management system, and the Customer Relationship Management (CRM) module

LWDBs are required to develop objective policies and procedures for the assessment process that include utilization of the criteria outlined in the attached Management, Jobseeker Services, and Business Services Standards.

Each LWDB must submit the following to Workforce Support at [WorkforceSupport@dew.sc.gov](mailto:WorkforceSupport@dew.sc.gov) no later than June 30, 2025:

- Summary of the assessment process
- Documentation of LWDB certification approval (e.g., meeting minutes, electronic votes)

All SC Works centers must be certified in order to be eligible for infrastructure funding through the State funding mechanism.

**Action:** Ensure that appropriate staff, partners, and service providers receive and understand this policy.

**Inquiries:** Questions may be directed to [WorkforcePolicy@dew.sc.gov](mailto:WorkforcePolicy@dew.sc.gov).

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Nina Stagers, Assistant Executive Director  
Workforce Development Division

SC Works Certification Attachments: Management Standards  
Jobseeker Services Standards  
Business Services Standards

## WIOA State Plan Public Comments

**Comment:** Page number 63 of the WIOA State Plan, Section B – Alignment of Activities Outside of State Plan, Regional Collaboration references that Regional Co-Senior Business Consultant and Rural Outreach Initiative models will be used to identify key partners and to assist aligning activities with programs and activities provided by other partners. More clarification would be helpful on the Plan's Alignment of Activities Outside and:

- Its alignment with WIOA State Instruction Number 21-05, SC Works Certification Standards to ensure that that Local Workforce Development Boards are able to assess the SC Works Delivery System Business Services Standards. LWDBs are required to have a fully integrated, multi-agency Business Services Team, in which one (measure) criteria of compliance is that all Business Services Team members are educated on each other's program goals and services; and
- How it supports the SC Works Certification Business Services Standards and the role of the Business Services Team Lead, who must be appointed/reappointed by the LWDB annually;
- Ensuring there is a one-knock approach or coordination to delivering Business Services consistent with the SC Works Certification Business Services Standards.

## SC Works Certification Management Standards

MANGEMENT STANDARDS	BASLINE MEASURE	YES	NO	COMMENTS
1. Partner integration is evident through non-duplication of services and efficient and effective service delivery.	<ul style="list-style-type: none"> <li>Customers have access to partner programs, services, and activities <sup>1</sup> in accordance with TEGL 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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>On-site partners are knowledgeable about services available at the SC Works center and in the local community.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Where appropriate, referrals for services are made through South Carolina's case management system, SC Works Online Services (SCWOS). <sup>2</sup></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center will maintain and publish a single, unified monthly schedule of events and workshops.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

# Summary of Comments on Certification Standards SIL - FINAL DRAFT - 03.28.2024- ECA Notes.pdf

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Page: 3

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Number: 1

Author: EAnagnostis

Subject: Highlight

Date: 4/1/2024 2:50:48 PM

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Number: 2

Author: EAnagnostis

Subject: Sticky Note

Date: 4/1/2024 2:53:01 PM

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Removed: "with definite  
contact information and confirmed appointment  
date and times."



## SC Works Certification Management Standards

MANGEMENT STANDARDS	BASLINE MEASURE	YES	NO	COMMENTS
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.	<ul style="list-style-type: none"> <li>The LWDA has a current SC Works Combined Operational Plan and Business Engagement Plan (COBE Plan). <sup>1</sup></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>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"> <li>Coordinating activities on a daily basis</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Providing effective coordination of staff within the confines of each program and agency requirements and goals <sup>2</sup></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Serving as a point of contact for center information/data, including sharing information with all partners, as appropriate <sup>4</sup></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Assuring accountability for overall goals and objectives of the SC Works center</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Upon hire, staff are trained in the following areas:                             <ul style="list-style-type: none"> <li>Staff are trained in functional work areas, customer service, and workforce development.</li> <li>Greeter personnel are trained to greet customers as they enter the center or as they wait in line. <sup>5</sup></li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
3. SC Works center staff are provided training and professional development opportunities.	<ul style="list-style-type: none"> <li>WIOA, WP, TAA, and JVSG case managers complete Career Services Provider (CSP) training, or similar case management training, within 18 months of hire or prior to employment. <sup>6</sup></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>WIOA, WP, TAA, and JVSG case managers complete Career Services Provider (CSP) training, or similar case management training, within 18 months of hire or prior to employment. <sup>7</sup></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	





## Page: 4

	Number: 1	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 2:53:42 PM
	Number: 2	Author: EAnagnostis	Subject: Sticky Note	Date: 4/1/2024 2:54:45 PM
	changed from "functional oversight"			
	Number: 3	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 2:54:23 PM
	Number: 4	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 2:55:14 PM
	Number: 5	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 2:58:41 PM
	Number: 6	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 2:59:03 PM
	Number: 7	Author: EAnagnostis	Subject: Sticky Note	Date: 4/1/2024 2:59:30 PM
	previously read: Career Development Facilitator			

## SC Works Certification Management Standards

MANGEMENT STANDARDS	BASLINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> <li>2 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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center provides ongoing LWDA-related training and team building to enhance communication among partners and facilitate cross training.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
4. The SC Works center is accountable for results.	<ul style="list-style-type: none"> <li>The SC Works center uses the SCWOS Greeter to monitor utilization of services and center traffic.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>There is a method of assessing center-wide effectiveness including customer satisfaction, physical and programmatic accessibility, and continuous improvement.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center management examines its cost structure and looks for ways to operate effectively in a cost-efficient manner.</li> </ul>	<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"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

## Page: 5

	Number: 1 previously read: "Resource room staff"	Author: EAnagnostis	Subject: Sticky Note	Date: 4/1/2024 3:00:17 PM
	Number: 2	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 2:59:56 PM
	Number: 3	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 3:00:49 PM
	Number: 4 previously read: "as effectively as possible" instead of "effectively"	Author: EAnagnostis	Subject: Sticky Note	Date: 4/1/2024 3:02:15 PM

## SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
resources with current and projected employer demand.	<ul style="list-style-type: none"> <li>SC Works management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs.</li> </ul>	<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"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>There are linkages to auxiliary aides and services available for people with disabilities, including veterans and others.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

## SC Works Certification Management Standards

MANGEMENT STANDARDS	BASLINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> <li>The SC Works center has flexible scheduling and work hours to accommodate jobseekers and employers, when needed.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Every SC Works center maintains a professional appearance.	<ul style="list-style-type: none"> <li>The SC Works center has professional, clear, and sufficient signage that is prominent and unambiguous, including required ADA and EO signage.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>All staff maintain a professional appearance in accordance with LWDB approved policies.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The SC Works center, including exterior, lobby, resource room, conference/training rooms, staff workstations/offices, restrooms, etc., are clean, well maintained, and visually appealing.</li> </ul>	<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"> <li>The SC Works center has, or has access to, convenient and equipped space for group meetings and services.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Comprehensive centers provide onsite private discussion areas.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Affiliate centers provide access to private discussion areas as outlined in center policies and procedures.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The resource room/area has sufficient access to telephones, high-speed Internet, printers, and copiers.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	



## SC Works Certification Management Standards

MANGEMENT STANDARDS	BASLINE MEASURE	YES	NO	COMMENTS
9. Every SC Works center is safe and secure.	<ul style="list-style-type: none"> <li>Confidential and sensitive information is stored securely.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Building security is appropriate for the SC Works center.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Staff are trained in accordance with written policies that address:                             <ul style="list-style-type: none"> <li>Personal Identifiable Information (PII)</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Storage of confidential information</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>IT security</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Fire safety</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Bomb threats</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Medical emergencies</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Evacuation</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Violence in the workplace</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Personal safety</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>General emergency response</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>CDC guidelines regarding PPE (COVID-19)</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>All staff who work in the SC Works center receive safety training upon hire or assignment and at least annually.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	






## SC Works Certification Jobseeker Services Standards

**SC WORKS**

BRINGING EMPLOYERS  
AND JOB SEEKERS TOGETHER

JOBSEEKER SERVICES STANDARDS	BASILINE 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"> <li>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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The LWDA disaggregates the survey data 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 workforce area 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 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, 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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

	Number: 1	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 3:29:31 PM
	Number: 2	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 3:30:30 PM
	Number: 3	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 3:31:13 PM
	Number: 4	Author: EAnagnostis	Subject: Sticky Note	Date: 4/1/2024 3:31:33 PM

previously read: "job search engines and job boards"

## SC Works Certification Jobseeker Services Standards

**SC WORKS**

BRINGING EMPLOYERS  
AND JOB SEEKERS TOGETHER

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
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 WIOA § 134(c) and 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 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>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.</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 staff to provide a broad range of jobseeker services.	<ul style="list-style-type: none"> <li>The resource room has at least one <sup>1</sup>center staff member 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"/>	
	<ul style="list-style-type: none"> <li>Staff represent the offerings of all partners in the center based on individual customer needs.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	



## SC Works Certification Jobseeker Services Standards

**SC WORKS**

BRINGING EMPLOYERS  
AND JOB SEEKERS TOGETHER

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<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 access to all of these.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
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"> <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 at the first visit via multiple delivery mechanisms (e.g., welcome folders, DVD, pamphlets, group orientation, signage, help desk, etc.).</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Staff is available to provide answers 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>Staff is aware of and trained in assisting or directing customers 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 offers computer literacy assessments through direct provision, partners, or contracts.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
9. The SC Works center provides resources to assist	<ul style="list-style-type: none"> <li>The following services are provided onsite individually and/or in group settings at</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

## SC Works Certification Jobseeker Services Standards

**SC WORKS**

BRINGING EMPLOYERS  
AND JOB SEEKERS TOGETHER



JOBSEEKER SERVICES STANDARDS	BASILINE MEASURE	YES	NO	COMMENTS
customers with marketing themselves for employment.	comprehensive centers. The same services are provided online as applicable.			
	○ 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"/>	
	• 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"/>	

## SC Works Certification Jobseeker Services Standards

**SC WORKS**

BRINGING EMPLOYERS  
AND JOB SEEKERS TOGETHER

JOBSEEKER SERVICES STANDARDS	BASILINE MEASURE	YES	NO	COMMENTS
11. SC Works centers help jobseekers advance their skills and education.	• Every SC Works center has a <sup>2</sup> diverse selection of <sup>1</sup> 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"/>	

	Number: 1	Author: EAnagnostis	Subject: Sticky Note	Date: 4/1/2024 3:42:44 PM
	previously read: "diversified menu"			
	Number: 2	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 3:42:10 PM



## SC Works Certification Business Services Standards

**SC WORKS**

BRINGING EMPLOYERS  
AND JOB SEEKERS TOGETHER

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. There is a fully integrated, multi-agency business services team comprised of representatives from each of the federally mandated partners, including core, required, and additional partners, as appropriate.	• The LWDA has designated business services staff.	<input type="checkbox"/>	<input type="checkbox"/>	
	• Federally mandated partners who provide services to businesses actively participate on the Business Services Team.	<input type="checkbox"/>	<input type="checkbox"/>	
	• All Business Services Team members are educated on each other's program goals and services.	<input type="checkbox"/>	<input type="checkbox"/>	
2. The Business Services Team is facilitated as a unified activity.	• The LWDB selects a Business Services Team Lead from among the business services staff of all participating workforce programs, based on experience, qualifications, and ability to perform the role. The LWDB reviews and appoints/reappoints the Business Services Team Lead role annually.	<input type="checkbox"/>	<input type="checkbox"/>	
	• Business Services Team members present the full range of relevant/appropriate services to businesses.	<input type="checkbox"/>	<input type="checkbox"/>	
	• The Business Services Team meets at least quarterly, in-person or virtually.	<input type="checkbox"/>	<input type="checkbox"/>	
	• There is consistent, real-time communication between the members of the Business Services Team.	<input type="checkbox"/>	<input type="checkbox"/>	


## SC Works Certification Business Services Standards

**SC WORKS**

BRINGING EMPLOYERS  
AND JOB SEEKERS TOGETHER

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
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"/>	
4. The Business Services Team operates from the LWDA Combined Operational and Business Engagement Plan (COBE Plan) that is made available to all Business Services Team staff.	<ul style="list-style-type: none"> <li>The Business Services Team targets and serves businesses according to the LWDA COBE Plan.</li> <li>WIOA, WP, TAA, and JVSG staff 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 Business Services Team, economic development, and education entities.	<ul style="list-style-type: none"> <li>There is evidence that the Business Services Team maintains partnerships with the appropriate education and economic development agencies. Such evidence includes:</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<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>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Information on new companies locating to the area, leaving the area, expanding and contracting, and the occupations/industries expected to expand or decline is shared with the Business Services Team.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Satisfaction with both processes and outcomes is	<ul style="list-style-type: none"> <li>The LWDA has implemented an employer feedback system that measures employer outcomes and satisfaction.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

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 Number: 1      Author: EAnagnostis      Subject: Sticky Note      Date: 4/1/2024 3:46:26 PM  
previously read: "the LWDB Business Engagement Plan"


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 Number: 2      Author: EAnagnostis      Subject: Highlight      Date: 4/1/2024 3:44:50 PM

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 Number: 3      Author: EAnagnostis      Subject: Highlight      Date: 4/1/2024 3:46:07 PM

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 Number: 4      Author: EAnagnostis      Subject: Sticky Note      Date: 4/1/2024 3:45:43 PM  
previously read: " a written LWDB business engagement plan that is designed according to business needs  
and that supports the vision of the LWDB."





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## SC Works Certification Business Services Standards

**SC WORKS**

BRINGING EMPLOYERS  
AND JOB SEEKERS TOGETHER

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
measured for existing business customers.	<ul style="list-style-type: none"> <li>The LWDA <sup>2</sup> <b>JOBE Plan</b> outlines the survey tools, methods, and protocols used to implement the employer feedback system. <sup>1</sup></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The LWDA disaggregates <sup>3</sup> <b>Survey</b> data for analysis and action. <sup>4</sup></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
7. The LWDA offers a consistent menu of demand-driven services.	<ul style="list-style-type: none"> <li>The SC Works center offers a menu of basic business services.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>The menu of available business services is posted on the LWDA's website with links to relevant information.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

	Number: 1 previously read: "Business Engagement Plan"	Author: EAnagnostis	Subject: Sticky Note	Date: 4/1/2024 3:50:20 PM
	Number: 2	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 3:49:58 PM
	Number: 3	Author: EAnagnostis	Subject: Highlight	Date: 4/1/2024 3:51:03 PM
	Number: 4 previously read: "by the LWDA" at the end of this sentence	Author: EAnagnostis	Subject: Sticky Note	Date: 4/1/2024 3:51:34 PM