



## **INSTRUCTION NOTICE**

### **#PY17-04**

**TO:** WIOA Program Staff, One-Stop Operators and Partner Agencies

**FROM:** Dean E. Jones, WIOA Administrator

**SUBJECT:** Local SC Works Certification Policy

**EFFECTIVE DATE:** July 1, 2017

**EXPIRATION DATE:** Indefinitely

#### **Background**

The Workforce Innovation and Opportunity Act (WIOA) requires local boards to assess the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers (American Job Centers – AJCs) and the one-stop delivery system.

The State Workforce Development Board (SWDB) wants all Local Workforce Development Boards (LWDBs) to be successful and recognizes that success can take various forms in different places and under different circumstances. The SWDB is committed to improving South Carolina's workforce development system by continuing to build upon a set of standards that:

- Reflect increased partnering with business and industry, economic development and educational entities;
- Are grounded in a continuous improvement system;
- Ensure LWDBs have a strategic vision and plan that goes beyond meeting the performance measures for Title I of the Workforce Innovation and Opportunity Act; and
- Are focused primarily on results.

#### **Policy:**

The Greenville County Workforce Development Board (GCWDB) will use guidance provided in South Carolina State Instruction Notice 16-09 (Change 1) to achieve its SC Works Certification. The GCWDB, through its SC Works Operator, will be provided responses, including documentation, to each item listed under each SC Works Certification Standard (Job Seeker, Business Services, Management). The baseline

documentation may include any of the forms proposed or other reasonable forms to show that SC Works Greenville is meeting each standard/item.

Once the SC Works Operator has completed compiling the SC Works Certification responses, the information is submitted to GCWDB staff in a single binder(s). GCWDB staff will review the documentation and will return to Operator staff all items where further clarification or documentation is needed. After all SC Works Certification documents have been provided to the GCWDB staff by the SC Works Operator and GCWDB staff has approved the information submitted, staff will seek at the next available meeting the GCWDB's approval to certify the SC Works Center.

The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board establish objective criteria and procedures for use by local Workforce Development Boards (WDBs) in assessing one-stop centers at least once every three (3) 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 (2) years as part of the review and modification of the State Plan.

Locally, the SC Works Operator and GCWDB staff will review and update all information contained in the SC Works Certification Standards binders on an annual basis. The SC Works Operator will maintain information contained within the binders as living documents and will update the baseline criteria information as changes are made to the one-stop center, including but not limited to, updated policies and procedures, new equipment, additional events/training, etc.

For questions about the GCWDB's SC Works Certification Standards Policy, contact Eva Anagnostis at (864) 467-8142, TTY:711, or [eanagnostis@greenvillecounty.org](mailto:eanagnostis@greenvillecounty.org).