

1. **BOARD SEATS VACANCIES** (Currently in compliance other than needing 2 seats each in Edgefield and Saluda)
 - a. Edgefield County Seat (Business)
 - b. Saluda County Seat (Business)
 - c. Newberry County Seat (Business)
2. **PY'25 Workforce Budget Update**
 - a. U.S. DOL released allocations to the States.
 - b. Internal Estimates indicate level funding.
3. **Corrective Action Plan Updates**
 - a. Credential Attainment – Passing at end of 3rd Quarter

Upper Savannah Rolling 4											
Indicator/Program	Title I Adult Goal	Title I Adult Actual	Title I Adult % of Goal	Title I DW Goal	Title I DW Actual	Title I DW % of Goal	Title I Youth Goal	Title I Youth Actual	Title I Youth % of Goal	Overall Indicator Score	
Employment Rate Q2	78	73	93.6%	85.4	64	74.9%	74.5	76	102.0%	90.2%	
Employment Rate Q4	81	72	88.9%	84.5	81	95.9%	75	72	96.0%	93.6%	
Median Earnings	\$6,832	\$5,845	85.6%	\$8,400	\$7,251	86.3%	\$4,200	\$4,776	113.7%	95.2%	
Credential Rate	67	64	95.5%	78.1	80	102.4%	69	58	84.1%	94.0%	
Measurable Skill Gains	63.5	78	122.8%	67.7	50	73.9%	61.5	58	94.3%	97.0%	
Overall Program Score			97.3%	Overall Program Score			86.7%	Overall Program Score			98.0%
Upper Savannah Fourth Quarter											
Indicator/Program	Title I Adult	Title I Adult Actual	Title I Adult % of Goal	Title I DW	Title I DW Actual	Title I DW % of Goal	Title I Youth	Title I Youth	Title I Youth % of Goal	Overall Indicator	
Employment Rate Q2	78	81	103.8%	85.4	33	38.6%	74.5	80	107.4%	83.3%	
Employment Rate Q4	81	76	93.8%	84.5	100	118.3%	75	80	106.7%	106.3%	
Median Earnings	\$6,832	\$8,078	118.2%	\$8,400	\$4,435	52.8%	\$4,200	\$5,644	134.4%	101.8%	
Credential Rate	67	64	95.5%	78.1	0	0.0%	69	0	0.0%	47.8%	
Measurable Skill Gains	63.5	36	56.7%	67.7	50	73.9%	61.5	30	48.8%	55.8%	
Overall Program Score			93.6%	Overall Program Score			70.9%	Overall Program Score			59.3%
Pass <ul style="list-style-type: none"> • An Overall Program Score (across all indicators) is at least 90.0% • An Overall Indicator Score (across A/DW/Y programs) is at least 90.0% • Have an Individual Indicator Score of at least 50.0% 											
Fail <ul style="list-style-type: none"> • An Overall Program Score (across all indicators) that did not meet at least 90.0% • An Overall Indicator Score (across A/DW/Y programs) that did not meet at least 90.0% • Have an Individual Indicator Score that did not meet 50.0% 											

- i. PY'22 20% WBL Goal Failure
 - i. PY'23 Failing 8.88% - There was not enough actual WBL expenditure to meet goal.
 - ii. PY'24 Exceeding 33% +
4. **SC Works Comprehensive Center Update**
 - a. United Way versus Commercial Location

WIOA Local Workforce Development Board Membership

Total Seats 20

Seats Occupied 20

Seats Vacant

Business (per Section 107(b)(2)(A))					
No.	Name	Affiliation and Title	Contact Phone and Email	Address	County
1	Scott Coleman	Sage Automotive Interiors, HR Manager	Scott.Coleman@sageai.com	27104 Cobb Way, Anderson SC 29825	Abbeville
2	Theresa Stover	Edgefield Health Care, HR Director and Volunteer Services Director	tstover@mytech.org	300 Ridge Medical Plaza, Edgefield SC 29824	Edgefield
3	Taiese Kidd	Flexible Technologies, HR Supervisor	taiese.kidd@flexibletechnologies.com	211 Puckett Ferry Road, Greenwood SC 29649	Greenwood
4	Daniel Grove	Lonza, Head of HR	daniel.grove@lonza.com	535 Emerald Road North, Greenwood SC 29646	Greenwood
5	Jean McCallum	Fibertex Nonwovens, Inc., HR Director	jeannie@wctel.net	100 ISO Pkwy, Gray Court, SC 29645	Laurens
6	Mike Hembree	Director of Administration and Human Services, Savannah Lakes Village		5812 US Highway 378W, McCormick, SC 29835	McCormick
7	Catrina Ross	HR Manager SC Pet Food	cross@3dsolutions.com	1299 Duncan Road, Ward, SC 29166	Saluda (Vacant seeking applicants)
8	Stephen Taylor	Community Affairs Western Carolina Tel Co	stephen.taylor@wctel.com	P.O. Box 610, 229 Hwy 28 Bypass Abbeville, SC 29620	Newberry (Rotating off 6.30.25 – seeking applicants)
9	Darron Wilson	Indian Creek Resort, trainer	Darronwilson46@yahoo.com	361 Butler Road, Saluda SC 29138	Saluda
10	Stacie Phylcia	Head of Human Resources	s.phylcia@samsung.com		Newberry
11	Dabs Davis	President/CEO Laurens County Chamber of Commerce		291 Professional Park Rd, Clinton, SC 29325	Laurens (Resigned 1.22.25 – recommendation pending)

Not Less Than 20% (per Section 107(b)(2)(B))					
No.	Name	Affiliation and Title	Contact Phone and Email	Address	County
1	John Calhoun	International Brotherhood of Teamsters	Jcalhoun62@gmail.com	480 Flatwood Road Calhoun Falls SC 29628	Abbeville
2	Courtney Gunter	Laurens County Disabilities & Special Needs Board			Laurens
3	Dale Cullum	Heat and Frost Insulators, Local 92, Business Manager, Apprenticeship Coordinator	Da1cul@aol.com	211 Wade Morgan Road, McCormick SC 29835	McCormick
4	Raweewan Ross	SC Vocational Rehabilitation Department, Area Director	Rross@scvrd.net		Regional Partner
5					

Education & Training (per Section 107(b)(2)(C))					
No.	Name	Affiliation and Title	Contact Phone and Email	Address	County
1	Kelli Fewox	VP for Academic Affairs	fewox.k@ptc.edu	PO Box 1467, Greenwood SC 29648	Greenwood
2	Roberta Kinard	Newberry County Adult Education, Director	Rkinard1@newberry.k.12.sc.us	161 Werts Road, Silverstreet, SC 29145	Newberry
3					

Governmental, Economic, and Community Development (per Section 107(b)(2)(D))					
No.	Name	Affiliation and Title	Contact Phone and Email	Address	County
1	Shelby Reed	SC Department of Commerce, Upper Savannah Regional Workforce Advisor	sreed@sccommerce.com	103 Northwoods Road, Greenwood SC 29649	Greenwood
2	Roy Lowe	Workforce and Economic Development Director	rlowe@dew.sc.gov	927 East Cambridge Street, Greenwood SC 29646	Regional Partner
3	Billy Morgan	Greenwood County Economic Development	bmorgan@greenwoodsc.gov	600 Monument Street, P-103, Greenwood, SC 29649	Greenwood

Others as Chief-Elected Officials Determine Appropriate (per Section 107(b)(2)(E))

No.	Name	Affiliation and Title	Contact Phone and Email	Address
1				
2				

Denote multiple representations with an asterisk (*).

BOARD STRUCTURE

Total Number of Seats Filled	20	Abbeville	2
Number of Seats Filled Representing Business	10	Edgefield	2
Percentage of Seats Filled Representing Business Not Less than 50%	50%	Greenwood	3
Number of Seats Filled Representing Not Less than 20%	4	Laurens	3
Percentage of Seats Filled Representing Not Less than 20%	20%	McCormick	2
Number of Seats Filled Representing Education & Training	2	Newberry	3
Number of Seats Filled Representing Gov't, Economic & Comm. Dev.	3	Saluda	2
Number of Seats Filled Representing Others by Chief Elected Officials	0	At-Large	3
		Total	20

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 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. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Evaluation Method: Customer Satisfaction Survey</p>
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Evaluation Method: Partner/Staff Meetings and Quarterly Training and Partner/Staff Interviews</p>
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Evaluation Method: Use of SCWOS for Partners with SCWOS Accounts and MOU Attachment C for partners without SCWOS Access.</p>
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Evaluation Method: Review of SCWOS Referral System, Customer Registration, SC Works VOS Greeter Reports.</p>
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Evaluation Method: SC Works Operator Observation on a daily basis, to include triaging customers and to include review of Partner literature, flyer's, COBE Plan.</p>
	<ul style="list-style-type: none"> The SC Works center will maintain and publish a single, unified monthly schedule of events and workshops. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Evaluation Method: Weekly and Monthly Review and distribution of Unified calendars for hiring events and workshops.</p>

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Upper Savannah Combined Operational Plan and Business Engagement Plan (COBE Plan)
	<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: 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation, Mr. Carlton Klugh, Center Operator. OSO Job Description. COBE Plan.
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Coordinating activities on a daily basis 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: COBE Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Providing effective coordination of staff within the confines of each program and agency requirements and goals 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Upper Savannah MOU/COBE Plan
	<ul style="list-style-type: none"> <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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Upper Savannah MOU/ COBE Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Assuring accountability for overall goals and objectives of the SC Works center 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Customer Satisfaction Survey
<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: 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: COBE Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Staff are trained in functional work areas, customer service, and workforce development. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Quarterly Staff Training and Development Meetings and Quarterly Partner Meetings.
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Greeter personnel are trained to greet customers as they enter the center or as they wait in line. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Quarterly Staff Training and Development Meetings and Quarterly Partner Meetings.
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: WIOA Staff Registration for GCDF. SCDEW Staff are registered by the SCDEW Regional Manager.

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation; Center Staff Training.
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: All current DEW and senior WIOA Staff have completed training. New center staff will be enrolled in the next available class
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method - Quarterly Partner Meetings and Training Session
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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: VOS Greeter & Reports
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Review of SCWOS Reports and Customer Questionnaire Responses
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Upper Savannah MOU/IFA
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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Upper Savannah Local & Regional Plan; Business Services Feedback; Review of Upper Savannah LMI Area Profile.

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"> SC Works management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Upper Savannah Local & Regional Plan; Business Services Feedback; Review of Upper Savannah LMI Area Profile.
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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by EO Officer Willie Matthews and EO Monitoring Documentation completed 3rd quarter 2025.
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by EO Officer Willie Matthews and EO Monitoring Documentation completed 3rd quarter 2025.
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by EO Officer Willie Matthews and EO Monitoring Documentation completed 3rd quarter 2025.
	<ul style="list-style-type: none"> There are linkages to auxiliary aides and services available for people with disabilities, including veterans and others. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by EO Officer Willie Matthews and EO Monitoring Documentation completed 3rd quarter 2025.
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by EO Officer Willie Matthews and EO Monitoring Documentation completed 3rd quarter 2025.
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by EO Officer Willie Matthews and EO Monitoring Documentation completed on 3rd quarter 2025.

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> The SC Works center has flexible scheduling and work hours to accommodate jobseekers and employers, when needed. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: COBE Plan; Observation by SC Works Operator and Review of Customer Flow Tracking reports and systems. Extended Hours, to include participating in evening and weekend events are coordinated with the appropriate partner staff
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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by SC Works Operator and EO Coordinator. Accessibility Checklist; COBE Plan
	<ul style="list-style-type: none"> All staff maintain a professional appearance in accordance with LWDB approved policies. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by SC Works Operator
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by the Upper Savannah SC Works Center Operator.
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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by SC Works Operator; coordinating conference and training room reservations.
	<ul style="list-style-type: none"> Comprehensive centers provide onsite private discussion areas. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation by SC Works Operator; coordinating conference and training room reservations.
	<ul style="list-style-type: none"> Affiliate centers provide access to private discussion areas as outlined in center policies and procedures. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation by SC Works Operator; coordinating conference and training room reservations.
	<ul style="list-style-type: none"> The resource room/area has sufficient access to telephones, high-speed Internet, printers, and copiers. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by SC Works Operator.

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
9. Every SC Works center is safe and secure.	<ul style="list-style-type: none"> Confidential and sensitive information is stored securely. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> Building security is appropriate for the SC Works center. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> Staff are trained in accordance with written policies that address: 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Personal Identifiable Information (PII) 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Storage of confidential information 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> IT security 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Fire safety 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Bomb threats 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Medical emergencies 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Evacuation 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Violence in the workplace 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Personal safety 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> General emergency response 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> CDC guidelines regarding PPE (COVID-19) 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Emergency Management Plan
	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	Operator Training/Emergency Management Plan.

SC Works Certification Jobseeker Services Standards

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"> 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. The LWDA disaggregates the data and shares the data with appropriate partners for timely analysis and action. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by SC Works Operator and Other Management Staff on daily basis and through use of paper and virtual Customer Satisfaction Surveys
	<ul style="list-style-type: none"> The LWDA disaggregates the survey data for analysis and action. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by SC Works Operator and Other Management Staff on daily basis and through use of paper and virtual Customer Satisfaction Surveys
2. Feedback from jobseekers is used to improve services.	<ul style="list-style-type: none"> The SC Works center and workforce area have a system in place to improve services based on the feedback received from jobseekers. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Review of Tabulation of Results of Customer Surveys/Questionnaire and then reviewing of and/or providing training on service delivery improvements at staff training/partner meetings
3. Jobseekers have multiple access points to SC Works services.	<ul style="list-style-type: none"> Services are provided through comprehensive and affiliate centers, up to date and useful websites, and remote or virtual service strategies. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Review of Systems by SC Works Operator and Other Management Staff through virtual and on-site visits and promoting the use of such services through various avenues in the centers.
	<ul style="list-style-type: none"> 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. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Encourage of use of Online Services on computers in Resource Center and COG Website (www.upperscworks.com) . Customers are also encouraged to utilize services virtually when calling into the centers or by partner agencies within the center.
4. The SC Works center offers a consistent menu of jobseeker services.	<ul style="list-style-type: none"> All basic and individual career services, training services, and information outlined in WIOA § 134(c) 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Routine and Consistent review by SC Works Operator of Literature and Information to ensure the information stays

SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASILINE MEASURE	YES	NO	COMMENTS
	and TEGL 4-15 are available and accessible to each jobseeker at the SC Works center.			
5. The SC Works center staff provides jobseeker services efficiently while maintaining a customer-oriented focus.	<ul style="list-style-type: none"> The SC Works center has a process to minimize lines and wait times. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Triage Process/ COBE Plan
	<ul style="list-style-type: none"> The SC Works center has a process for effectively handling large-scale events or heavy customer traffic. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Room Reservations by SC Works Operator/Staff Planning and Management of Process and Flow through coordination with other staff and partners
	<ul style="list-style-type: none"> 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. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by SC Works Operator, Staff and Other Management on daily basis and getting Customer Feedback prior to them leaving the center for process improvement
	<ul style="list-style-type: none"> The SC Works center uses the SCWOS Greeter to triage customers and refer them to the appropriate program staff. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by SC Works Operator & Management Staff on daily basis and review of Greeter System Reports to ensure clients are moving through the system seamlessly followed up with continuous Staff Training if necessary.
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"> The resource room has at least one center staff member present at all times to provide orientation and guidance on accessing and using resources. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by SC Works Operator and Other Management Staff on daily basis to ensure smooth client flow within the resource center.
	<ul style="list-style-type: none"> The resource room has computers to accommodate the needs of customers. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation
	<ul style="list-style-type: none"> Staff represent the offerings of all partners in the center based on individual customer needs. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation/ COBE Plan
	<ul style="list-style-type: none"> 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. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation/ COBE Plan

SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASILINE MEASURE	YES	NO	COMMENTS
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.	• The LWDA website provides a virtual orientation to the workforce system.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation/ Upper Savannah Website
	• 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.).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: SC Works Operator observation and review of Resource Room Literature/First Time Visitors' Folders/On-line Orientation on Computers in Resource Room and on COG Website
	• Staff is available to provide answers about SC Works services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: Observation by SC Works Operator and Management Staff on daily basis/ Customer Feedback
8. The SC Works center offers effective assessment and career guidance services to all jobseekers.	• Staff is aware of and trained in assisting or directing customers to available career development assessments.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SC Works Upper Savannah Staff Development & Training. WIOA Case Management Training, GCDF Training.
	• The SC Works center offers basic skills assessments through direct provision, partners, or contracts.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/ EBSCO, WIN, TABE
	• The SC Works center offers computer literacy assessments through direct provision, partners, or contracts.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Referral to Adult Education and Partners/ EBSCO Platform
9. The SC Works center provides resources to assist customers with marketing themselves for employment.	• The following services are provided onsite individually and/or in group settings at comprehensive centers. The same services are provided online as applicable.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Virtual Workshop Schedule/ Upper Savannah Will be resuming in-person workshops. EBSCO platform
	○ Resume preparation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Virtual Workshop Schedule
	○ Interviewing techniques	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Virtual Workshop/ Mock Interviews
	○ Networking groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Partner Referrals/ Virtual Workshop Schedule
	○ Internet use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Resource Centers

SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASILINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> o Job search 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Resource Centers
	<ul style="list-style-type: none"> • The following services are provided onsite individually and/or in group settings at affiliate centers. The same services are provided online as applicable. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Virtual Workshop Schedule/ Upper Savannah Will be resuming in-person workshops. EBSCO platform
	<ul style="list-style-type: none"> o Resume preparation 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Virtual Workshop Schedule
	<ul style="list-style-type: none"> o Interviewing techniques 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Virtual Workshop Schedule
	<ul style="list-style-type: none"> o Networking groups 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Partner Referrals/ Virtual Workshop Schedule
	<ul style="list-style-type: none"> o Internet use 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Resource Centers
	<ul style="list-style-type: none"> o Job search 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/Resource Centers
10. Every SC Works center has information on job openings.	<ul style="list-style-type: none"> • SCWOS is the labor exchange system used for providing information to jobseekers on open jobs. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/ Access to Resource Centers.
11. SC Works centers help jobseekers advance their skills and education.	<ul style="list-style-type: none"> • Every SC Works center has a diverse selection of career enhancement options including short-term and long-term training. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: COBE Plan, ETPL List, Partner Co-Enrollments
	<ul style="list-style-type: none"> • 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 checked="" type="checkbox"/>	<input type="checkbox"/>	Evaluation Method: WIOA ITA's, Partner Co-Enrollments, Grant opportunities.

SC Works Certification Business Services Standards

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 checked="" type="checkbox"/>	<input type="checkbox"/>	Mr. Willie Matthews
	• Federally mandated partners who provide services to businesses actively participate on the Business Services Team.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Observation/COBE Plan
	• All Business Services Team members are educated on each other's program goals and services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	COBE Plan/ IBST Meeting/Staff Development & Training
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 checked="" type="checkbox"/>	<input type="checkbox"/>	Mr. Willie Matthews is the Business Services Manager. The Upper Savannah Region appoints a Business Services Team Lead annually.
	• Business Services Team members present the full range of relevant/appropriate services to businesses.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	COBE Plan/Observation
	• The Business Services Team meets at least quarterly, in-person or virtually.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	COBE Plan/ IBST Meeting Minutes
	• There is consistent, real-time communication between the members of the Business Services Team.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Email Communication/ IBST Meetings
3. Businesses are consulted on their workforce needs.	• There is evidence that businesses have been consulted through focus groups, written or online surveys, and/or targeted interviews.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Local/Regional Plans

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
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.	• The Business Services Team targets and serves businesses according to the LWDA COBE Plan.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	COBE Plan
	• WIOA, WP, TAA, and JVSG staff use SCWOS to track delivery of employer services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SC Works Online Services Reports
5. There is a link between the activities of the Business Services Team, economic development, and education entities.	• There is evidence that the Business Services Team maintains partnerships with the appropriate education and economic development agencies. Such evidence includes:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IBST Meeting Minutes/ Meetings with Economic Development
	○ The relevant economic development and education entities are engaged in strategic planning sessions and business forums.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Greater Upstate Sector Strategies/ Regional Plan
	○ 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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IBST Meeting Minutes/WDB Meeting Minutes/IBST Communication
6. Satisfaction with both processes and outcomes is measured for existing business customers.	• The LWDA has implemented an employer feedback system that measures employer outcomes and satisfaction.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Employer Survey/Feedback
	• The LWDA COBE Plan outlines the survey tools, methods, and protocols used to implement the employer feedback system.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	COBE Plan/Employer Survey/Feedback
	• The LWDA disaggregates survey data for analysis and action.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SCWOS Business Services Reports/Survey

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
7. The LWDA offers a consistent menu of demand-driven services.	<ul style="list-style-type: none"> The SC Works center offers a menu of basic business services. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	COBE Plan
	<ul style="list-style-type: none"> The menu of available business services is posted on the LWDA’s website with links to relevant information. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	https://upperscworks.com/employers/

ELIGIBLE TRAINING PROVIDER APPLICATION / REQUESTS

5/29/2025

PROVIDER (APPLICANT)	PROGRAM	RECOMMENDATION	REASON
Construction Training Center LLC	Rod Buster Virtual Program	Deny	The provider is 60 plus miles away located in Blair, SC. The program is 100% virtual and claims to teach rob tying in concrete work. It is the Upper Savannah Workforce Board policy not to approve 100% virtual programs.
Palmetto Medical Coding Academy	Medical Administrative Assistant program-Online Medical Coding Training-Online Medical Billing and Coding-Online	Deny	It is the policy of the Upper Savannah Workforce Board not to approve 100% online programs. The provider is 60 plus miles away located in Columboa, SC.
Fade & Beauty Factory	Register Barber	Deny	Cosmetology and Barber training is not one of ur approved career clusters.
Carolina Career School and Training Institute	Chairside Dental Assistant	Deny	The provider is 60 plus miles away located in Lexington, SC. We have Dental Asistant on the ETPL already in Greenville and we have not sent anyone.

PY'25 ECKERD CONTRACTS		Adult	DW	Youth		Total
Career Services	10% Cut	\$ 349,200.00	\$ 73,800.00	\$ 300,000.00	\$ -	\$ 723,000.00
One-Stop Operator	10% Cut	\$ 81,000.00	\$ 18,000.00	\$ -	\$ -	\$ 99,000.00
		\$ 430,200.00	\$ 91,800.00	\$ 300,000.00	\$ -	\$ 822,000.00

PY'24 ECKERD CONTRACTS		Adult	DW	Youth	IET	Total
Career Services		\$ 359,347.75	\$ 88,265.55	\$ 250,000.00	\$ 149,000.00	\$ 846,613.30
One-Stop Operator		\$ 86,652.25	\$ 16,734.45	\$ -	\$ -	\$ 103,386.70
		\$ 446,000.00	\$ 105,000.00	\$ 250,000.00	\$ 149,000.00	\$ 950,000.00