

**SC WORKS CENTER OPERATIONS AND  
BUSINESS ENGAGEMENT PLAN**

**Upper Savannah Workforce Development Board**

Comprehensive Center	<p>SC Works Greenwood          Located in the Brewer Community Complex          927 E. Cambridge Ave. Greenwood SC 29646          Phone: (864) 229-8872          Hours: Monday-Friday (8:30am-5:00pm)          Closed from 12:00pm-1:00pm daily</p>
Satellites	<p>SC Works Abbeville          Located inside Abbeville Administrative Complex          903 W. Greenwood St. Abbeville, SC 29620          Phone: (864) 366-6690 ext. 2291          Hours: Tuesdays (9:00am-4:00pm)          Closed from 12:00pm-1:00pm</p>
	<p>SC Works Edgefield          Located at the rear of Edgefield Co. Health Department          21 Star Road Edgefield, SC 29824          Phone: (803) 636-5509          Hours: Tuesdays (9:00am-4:00pm)          Closed from 12:00pm-1:00pm</p>
	<p>SC Works Laurens          Located beside Laurens Middle School          1029 W. Main Street Laurens, SC 29325          Phone: (864) 681-1605          Hours: Monday-Thursday (9:00am-5:00pm)          Closed from 12:00pm-1:00pm daily</p>
	<p>SC Works McCormick          Located next door to Town Hall          109 W. Augusta St. McCormick, SC 29835          Phone: (864) 852-3649          Hours: Mondays (9:00am-4:00pm)          Closed from 12:00pm-1:00pm</p>
	<p>SC Works Newberry          Located beside Piedmont Technical College- Newberry Campus          1840 Wilson Road Newberry, SC 29108          Phone: (803) 276-2110          Hours: Monday-Thursday (9:00am-5:00pm)          Closed from 12:00pm-1:30pm daily</p>
	<p>SC Works Saluda          Located across from Saluda Elementary          407 W. Butler Ave. Saluda, SC 29138          Phone: (864) 445-2047          Hours: Thursdays (9:00am-4:00pm)          Closed from 12:00pm-1:00pm</p>

## **Organizational Structure**

A consortium agreement formed the SC Works Centers. The Upper Savannah Workforce Board selected GLEAMNS Human Resources Commission to be the center operator. Greenwood is the comprehensive center. The same services are available in the other counties.

A chart showing the relationship between organizations is attached.

## **Communications Process**

### **Decision Making Process and Intra-Agency Coordination**

The area convenes quarterly Partner Meetings to share information. It is the area's usual process for making changes or planning for improvements to do so at these meetings. Each partner at the table is able to offer assistance and make suggestions. By utilizing this approach, we are able to work out operations issues quickly while getting maximum feedback.

**Partner Communications Within County** – SC Works Centers have monthly coordination meetings to update everyone on goals, learn about new services and streamline referrals. In addition, staff review selected participants and provide collaborative feedback on placement and assistance options. Partners jointly attend human resource association meetings.

**Communication With Front Line Staff** – Staff meetings are scheduled monthly. New policies and instructions are explained. Updates and important information are shared.

**Opportunities for Front Line Staff to Provide Input** – Front line staff are encouraged to communicate with both their agency supervisor and the SC Works Operation Manager throughout the month. Regularly scheduled staff meetings are another avenue of providing feedback.

**Updating Written Protocols** – Yearly monitoring visits give centers an opportunity to ensure that their written protocols are up to date.

## **Examples of Decision Making**

**SC Works Operator** – Upper Savannah sets center hours, the holiday schedule and inclement weather policy. Upper Savannah Council of Governments adopted the center hours that SCDEW originally established. Centers follow the state holiday schedule. In the event of hazardous weather, centers follow the published closing schedule for state offices.

**Center Staff Collectively** – Center staff collectively plan outreach and volunteer for specific assignments to communicate with local human services agencies.

**Individual Agency** – Individual agencies determine the extent of their participation in the system.

## **Staff Training**

It is important that all staff are knowledgeable about all facets of business and job seeker services. Staff must know what is available and how to refer individuals to other agencies and programs who can assist them.

The SC Works system requires:

- WIOA and Wagner Peyser staff dealing with job seekers to obtain a Career Development Facilitator credential within 18 months of hire.
- All WIOA and partner staff working in the SC Works Center must attend the SC Works Information Session
- Attendance at monthly staff meetings.

The SC Works Operations Manager reviews training needs and develops a training plan. Training needs are also assessed during yearly monitoring visits.

Individual agencies also have established training times and resources are shared.

All staff have been cross trained to be able to give information on all core services.

## **General Center Operations**

SC Works Centers are set up so that there are “no wrong doors.”

The Upper Savannah system is positioned for success. It is well organized. It utilizes buildings which are cost effective. It has key partners onsite and good relationships with others which visit periodically or have an alternate presence. For it to thrive however, it will need help recruiting skilled workers who can immediately be referred to high profile jobs.

Job seeker services are mostly sequential. Anyone can walk in and utilize self-service materials. To ensure customers are getting the most out of the center and learn about additional services for those who qualify, a SC Works Information Session is offered. The Information Session ensures that potential clients are consistently told about all services.

In addition to the Information Session, other workshops are scheduled each week and networking group meetings are scheduled monthly. For many clients a workshop is the gateway to other services. We heavily promote workshops and partner agencies help distribute calendars. Partners and educational providers which are part of the SC Works System are invited to be workshop presenters. This gives them an opportunity to reach different populations.

Some employment and training programs have eligibility requirements which must be documented prior to participation.

Partners who have a primary office at the SC Works Center include

1. Wagner Peyser, SCDEW
2. Migrant Seasonal Farm Worker, SCDEW
3. Veterans, SCDEW
4. WIOA Assessment, Intake, Core Service, Intensive and Training- GLEAMNS

Partners who have appointment hours

1. SC Vocational Rehabilitation
2. SC Commission on the Blind
3. Department of Social Services
4. Adult Education

Partners who are offsite have established referral system/electronic link:

1. Unemployment Insurance, SCDEW
2. SC Department of Social Services
3. Able SC
4. Alston Wilkes
5. Community Services Block Grant (GLEAMNS)
6. Goodwill
7. Job Corps
8. Piedmont Technical College

**Business Services**

## Recruiting Assistance

- **SC Works Online Services (SCWOS)** – An internet-based, virtual recruiting tool designed to assist businesses in searching for the right candidate to fill job openings. Registration and job posting services are free and can be completed at [www.scworks.org](http://www.scworks.org). If assistance in registering for SC Works Online Services, please contact your local SC Works Center.
- **Candidate Screening /Matching Service** – Assist in identifying qualified candidates for the job through SC Works Center staff screening and skills matching. Staff can provide services for mass hiring, new business openings, and immediate job needs.
- **Interviewing Facilities** – Provides you with space to interview applicants that meet the specific employment needs.
- **Business Center** – Gives you “an office away from your office”.
- **Veterans Recruitment Assistance** – Staff available to work with veterans and their spouses. (Business Tax Credits)

## Training Assistance

- **On-the Job Training (OJT)** – provides wage/salary reimbursements of 50-75% to employers to compensate for cost associated with training new employees.
- **Incumbent Worker Training (IWT)** - a training resource to help businesses respond to changing skills requirements caused by new technology, retooling, new product lines or new organizational structuring.
- **Customized Training** – provides businesses with training resources that are designed to meet the specific requirements of the business.
- **Registered Apprenticeship** – provides employers with the unique opportunity to grow its own workforce. Eligible businesses can receive a South Carolina tax credit for each registered apprenticeship. To find out more, please call 803-896-5287 or visit [www.apprenticeshipcarolina.com](http://www.apprenticeshipcarolina.com)).

## Transitional Assistance

### Alternatives to Layoffs and Closures

- **Incumbent Worker Training (IWT)** – helps businesses stay on the cutting edge and increase productivity and quality by providing employees with needed training in order for the business to remain competitive.

**Layoffs and Closures** – Rapid Response services are available to both businesses and employees during times of decline and recovery.

- **Management Meeting** – state and local staff meet with management to confidentially discuss needs and concerns, while also working to schedule pre-layoff reemployment services with affected workers.
- **Group Orientation** – informs impacted workers of available reemployment services and prepares them for job search activity prior to their anticipated layoff.
- **On-site reemployment Services** – provides customized on-site services to impacted workers to address reemployment needs. Sessions consist of resume building and posting, job search assistance, soft skills coaching and labor market and career information.

### **Business Tax Credits**

- **Apprenticeship Tax Credit**- Eligible South Carolina businesses who sponsor a registered apprenticeship program can receive a \$1,000 direct tax credit for each registered apprentice employed for at least seven months during each year of apprenticeship for up to four years. For more information contact Apprenticeship Carolina.
- **Small Business Health Care Tax Credit**-a federal tax credit available to small businesses and tax-exempt organizations. Contact Internal Revenue Service at [www.irs.gov](http://www.irs.gov).
- **Temporary Assistance for Needy Families Tax Credit**- Through the S.C. Department of Social Services (DSS), employers who hire Temporary Assistance for Needy Families (TANF) participants may qualify for tax credits. For more information contact DSS.
- **Federal Bonding Program** – a federal program available to businesses that hire an employee whose background has blemishes.
- **Work Opportunity Tax Credit**- Administered by the S.C. Department of Employment and Workforce, WOTC is a federally funded tax credit program designed to provide an incentive for businesses to hire unemployed veterans, disabled veterans and individuals with documented barriers to employment. For more information visit the Department of Labor's website.

### **Other Workforce Programs and Services**

- **Labor Market Information-** At the SC Works Centers, we can help you access valuable national, state, and local economic data as well as labor market information to meet business needs.
- **SC Business One Stop (SCBOS)** – This is the central information website with secure online transactions and a history of your previous transactions with the state and its various agencies. Contact: 803-898-5690 or [www.scbos.dc.gov](http://www.scbos.dc.gov).
- **Adult Education and Training** – SC Department of Education , 803-734-8348 or <http://ed.sc.gov/agency/programs-services/3/>
- **SC Department of Commerce Assistance** – Small business and entrepreneurship development recycling market development services, etc. 800=868-7232 or 803-737-0400 or [www.sccommerce.com](http://www.sccommerce.com)
- **SC Department of Social Services Programs** – Hiring incentives, on –the-job training assistance, etc. 800-7685700 or [www.dss.sc.gov](http://www.dss.sc.gov)
- **Technical College Training** – SC Technical College System, 803-896-5320 or [www.sctechsystem.com](http://www.sctechsystem.com)
- **Unemployment Insurance** – Sc Department of Employment and Workforce 803-737-2400 (TTY 711) or [www.dew.sc.gov](http://www.dew.sc.gov)
- **Vocational Rehabilitation Programs** – SC Vocational Rehabilitation Programs – 800-832-7526 or 803-896-6500 (Columbia) or 803896-6553 (TTY) or [www.scvrd.net](http://www.scvrd.net)
- **Federal Bonding Program** –Provides Fidelity Bonds that guarantees honesty for at risk, hard to place job seekers and provides contact information for access to this program.
- **Work Experience** – through the Workforce Innovation and Opportunity Act (WIOA) this program provides an opportunity to gain experience program
- **Additional programs and services may be available in the local area.** Check with the local SC Works Center.

### **Sector Partnership**

- Upper Savannah Workforce Development Area is combined with, Greenville, Upstate and Worklink to form a partnership for sector strategies.
- The first sector partnership formed focused the Manufacturing Sector. This group has been named the Greater Upstate Manufacturing Sector Partnership. This employer led group has identified some best practices to help with recruitment, training, and retention. Several meetings were also focused on the effects of Covid 19 in the workplace. They



shared their policies on layoffs, social distancing, employee health and safety, including Covid-19 screening processes and employee recall at their facilities.

### **The Upper Savannah SC Works Business Services Team**

SCDEW staff will be assigned to businesses to serve as a single point of contact for employers. This is done alphabetically by county. The Business Services Team will be cross-trained and have a general working knowledge of the programs available through the SC Works System and will make referrals to partner programs which best suit the needs of the business. The referral form used in the Upper Savannah Region, along with contacts per county can be found on the Upper Savannah SC Works Website under partner resources or by following this link: <https://uppercworks.com/workforce-system/partner-resources/sc-works-partner-referral/>. A contact list of participating partners in our seven-county region is accessible at: <https://uppercworks.com/wp-content/uploads/SC-Works-Partner-Referral-Contacts-All-Counties-1.pdf>. Services will be entered in SCWOS along with case notes defining the nature of the visit or referral. The expanded Business Services Team will be trained and given a copy of this plan to ensure that it is executed properly. Visits made by partner entities who do not have access to SCWOS may share information with Business Services Team Members who do, so that relevant case notes may be added to the employer account.

### **Target Sectors and Outreach**

While we strive to help all businesses the three target areas are:

1. Advanced Manufacturing – We serve companies engaged in high tech production. Such jobs have the highest wages. Our assistance is needed because there is a shortage of skilled technicians. Supporting advanced manufacturing is in line with strategic plans of the economic development agencies.
2. Health Care and Bio Tech – Health care is a major employer with high wages. Bio technology is expected to be a growing field and has related skill sets.
3. Small Businesses – Small businesses are a growth opportunity. They also need our services the most because they often do not have a human resources director.

### **Employer Assignments**

#### **A. Office Area of Responsibility**

The Greenwood office will be responsible for job orders originating from the following counties: Abbeville, Edgefield, Greenwood and McCormick.

The Laurens office will be responsible for job orders originating from Laurens County.

The Newberry Office will be responsible for job orders originating from Newberry and Saluda counties.

### **B. Staff Employer Assignment and Responsibility**

Employers will be assigned to all staff as listed below:

#### **GREENWOOD:**

- |                   |       |
|-------------------|-------|
| 1. Shannon        | A – D |
| 2. Jeff           | E – H |
| 3. April          | I – J |
| 4. Mark G         | K – L |
| 4. Tammy          | M – P |
| 5. Mark C         | R – U |
| 6. Tammy \ Mark G | V – Z |

#### **LAURENS:**

- |            |       |
|------------|-------|
| 1. Karen   | A – M |
| 2. Tiffney | N – Z |

#### **NEWBERRY:**

- |             |       |
|-------------|-------|
| 1. Tonya    | A – J |
| 2. Michelle | K – Z |

The list above is to be positioned near staff phones so they can readily transfer employers to the appropriate staff.

- Employer contacts are assigned to Wagner-Peyser (SCDEW) staff alphabetically by county. Wagner-Peyser Staff will manage the job orders in the (SCWOS) system.
- The SC LMI database will be used to identify employers in the Upper Savannah area that need to be served. A Business Services Team consisting of the Greenwood SC Works Business Services Staff, the center Operations Manager, Staff from Upper Savannah and other Core Partners will meet quarterly to continually improve the service delivery to the businesses in the Upper Savannah Region.

- Employer visits will be planned by reviewing SCWOS activities and case notes to ensure that we are meeting the needs of our business community but are not frequenting them in a manner that makes them feel burdened.
- Each Business Services team member will be responsible for contacting five (5) employers (either an employer who has not been contacted in ninety (90) days or a new employer contact) per week. Planned visits (for the next week) will be documented in the Wufoo database by 4:00PM on Thursday. The Business Lead will send the compiled planned visit list to the team by Friday at 10:00AM. Each team member should review the list for duplications. If visits are planned for the same employer by two different team members, they should contact each other to discuss further (in most cases one visit, by one team member is appropriate; as they can share information that may need to be delivered to the employer).
- Business Services Team members will enter appropriate activities under the employer account in SCWOS. In most cases, a case note will be entered which explains in detail the nature of the visit or outcome. This allows for others team members to know what happened on the last visit and address any follow-up items on subsequent meetings. Viewing the last visit and case note is required by our model, prior to scheduling a next visit.
- Businesses not currently in the South Carolina Works On-line System (SCWOS) will need to be added. It is essential that the business provides their unique FEIN number, along with their contact information so that they can be added to SCWOS. After doing so, staff must enter the appropriate service code and a verifying case note when applicable. Note, encouraging a business to set-up their own account can expedite the process and lead to an account becoming enabled sooner. This will give them access to resumes in a shorter time.
- Business who have yet to have an account set up in the SCWOS database will be entered into the system through the Client Relationship Management (CRM) module as a method of recording the contact and the services rendered.
- Client Relationship Management module: The training presentation is available via SCWOS under staff online resources and will guide you through the process of creating such an employer in the SCWOS database.
  - Please note that these accounts are not fully enabled, and the services provided to these employers are limited. Employers without enabled accounts do not qualify for IWT Grant-funded Training, OJT's, Work Experiences, Job Fairs, etc. When in question, please contact a member of management for more direction.

### **Customer Feedback**

Customer surveys are distributed via email and text message to all SCWorks center customers through our web-based appointment system, Flexbooker. These surveys request feedback on

their visit and to find out clients' perceptions of the workforce center. In addition, paper surveys are available at area SCWorks centers. The area utilizes customer service feedback gathered by the state when it is available.