Expenditures are through April, 2022.                    Annualized

**ADULT** (PY21)

| | PROGRAM | ADMIN | TOTAL | |
|---|---|---|---|---|
| 20A CARRY IN | $127,921 | $2,367 | | |
| 21A ALLOCATION | $341,384 | $37,931 | | |
| TOTAL | $469,305 | $40,298 | $509,603 | |
| | | | | |
| EXPENDED | | | | |
| 20A | $127,921 | $2,367 | | |
| 21A | $222,415 | $35,621 | | |
| | | | | |
| TOTAL | $350,336 | $37,988 | $388,324 | |
| | | | | |
| EXPENDITURE RATE | 74.65% | 94.27% | 76.20% | 91.44% |

**Resiliency A/DW** (PY21)

| | PROGRAM | ADMIN | TOTAL | |
|---|---|---|---|---|
| 21 LRA CARRY IN | | | | |
| 21LRA ALLOCATION | $191,223 | $20,456 | | |
| TOTAL | $191,223 | $20,456 | $211,679 | |
| | | | | |
| EXPENDED | | | | |
| 21LRA | $31,239 | $2,725 | | |
| | | | | |
| TOTAL | $31,239 | $2,725 | $33,964 | |
| | | | 0 | |
| | | | 0 | |
| EXPENDITURE RATE | 16.34% | 13.32% | 16.05% | 52.70% |

**Dislocated Worker** (PY21)

| | PROGRAM | ADMIN | TOTAL | |
|---|---|---|---|---|
| 20DW CARRY IN | $225,802 | $11,831 | | |
| 21DW ALLOCATION | $486,065 | $54,007 | | |
| TOTAL | $711,867 | $65,838 | $777,705 | |
| | | | | |
| EXPENDED | | | | |
| 20DW | $125,802 | $11,831 | | |
| 21DW | $97,144 | $45,694 | | |
| ADULT EXP | $100,000 | | | |
| TOTAL | $322,946 | $57,525 | $380,471 | |
| | | | 0 | |
| | | | 0 | |
| EXPENDITURE RATE | 45.37% | 87.37% | 48.92% | 58.70% |

**Resiliency Youth** (PY21)

| | PROGRAM | ADMIN | TOTAL | |
|---|---|---|---|---|
| 21 LRY CARRY IN | | | | |
| 21LRY ALLOCATION | $149,900 | $14,975 | | |
| TOTAL | $149,900 | $14,975 | $164,875 | |
| | | | | |
| EXPENDED | | | | |
| 21LRY | $2,711 | $0 | | |
| | | | | |
| TOTAL | $2,711 | $0 | $2,711 | |
| | | | 0 | |
| | | | 0 | |
| EXPENDITURE RATE | 1.81% | 0.00% | 1.64% | 5.90% |

**YOUTH** (PY21)

| | PROGRAM | ADMIN | TOTAL | |
|---|---|---|---|---|
| 20Y CARRY IN | $135,440 | $8,014 | | |
| 21Y ALLOCATION | $337,415 | $37,491 | | |
| TOTAL | $472,855 | $45,505 | $518,360 | |
| | | | | |
| EXPENDED | | | | |
| 20Y | $135,440 | $8,014 | | |
| 21Y | $143,174 | $37,491 | | |
| | | | | |
| TOTAL | $278,614 | $45,505 | $324,119 | |
| | | | 0 | |
| | | | 0 | |
| EXPENDITURE RATE | 58.92% | 100.00% | 62.53% | 75.00% |

**What we know:**
Funding will be about the same next year
Expenses will be higher

**Recommendations**
Vote on budget in August after carryover is known
Review COLA for GLEAMNS in August
Continue contracting GLEAMNS same staffing
Continue with same centers
Continue USCOG staffing
Transfer an additional $100,000 from dislocated to adult
Develop plan to increase spending in resiliency youth
Increase supportive services - transportation

P.O. Box 995
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Columbia, SC 29202
dew.sc.gov

Henry McMaster
Governor

G. Daniel Ellzey
Executive Director

## STATE INSTRUCTION NUMBER 21-06

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

**Subject:**     **SC Works Certification Standards**

**Issuance Date:**     January 28, 2022

**Effective Date:**     January 28, 2022

**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, job seekers, 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, Job Seeker Services, and Business Services Standards.

Each LWDB must submit the following to Workforce Support at WorkforceSupport@dew.sc.gov no later than June 30, 2022:

- 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 to use infrastructure funds in the State funding mechanism.

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

**Inquiries:** Questions may be directed to Policies and Procedures at PolnPro@dew.sc.gov.

Kevin Cummings, Assistant Executive Director
Technical Services, Policies, and Reporting

SC Works Certification Attachments: Management Standards
                                     Job Seeker Services Standards
                                     Business Services Standards

# SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

# SC Works Certification Management Standards

| MANGEMENT STANDARDS | BASELINE MEASURE | YES | NO | COMMENTS |
|---|---|---|---|---|
| | • Customers have access to partner programs, services, and activities. 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. | ☑ | ☐ | See Attachment: Job Seeker Services Matrix |
| | • On-site partners are knowledgeable about services available at the SC Works center and in the local community. | ☑ | ☐ | Center staff is cross-trained to be knowledgeable about all center and community services. A Community Resource Guide is available in each center for reference. |
| 1. Partner integration is evident through non-duplication of services and efficient and effective service delivery. | • Where appropriate, referrals for services are made through South Carolina's case management system, SC Works Online Services (SCWOS), with definite contact information and confirmed appointment date and times. | ☑ | ☐ | |
| | • 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. | ☑ | ☐ | Customers are encouraged to register in the SCWOS system for job search subsequently making their information available to all partner staff accessing SCWOS. |
| | • 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. | ☑ | ☐ | Uniformed signage is displayed and uniform name tags are worn by staff at all Upper Savannah SC Works locations. |
| | • The SC Works center will maintain and publish a single, unified monthly schedule of events and workshops. | ☑ | ☐ | A system-wide unified calendar of events is available. |

# SC WORKS

# SC Works Certification Management Standards

| MANAGEMENT STANDARDS | BASELINE MEASURE | YES | NO | COMMENTS |
|---|---|---|---|---|
| | • The LWDA has a current SC Works Operational Plan. | ☑ | ☐ | See attachment: Operational Plan |
| 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. | • An SC Works manager is the single point of contact for the center and has clearly defined roles and responsibilities, including: | ☑ | ☐ | |
| | ○ Coordinating activities on a daily basis | ☑ | ☐ | GLEAMNS HRC staff the SC Works Operations Manager position, which oversees the daily activities and coordination of job seeker and partner services. |
| | ○ Providing functional oversight to all staff, within the confines of each program and agency requirements and goals | ☑ | ☐ | |
| | ○ Serving as a point of contact for center information/ data | ☑ | ☐ | The SC Works Operations Manager serves as the point of contact for partner concerns/ needs. |
| | ○ Assuring accountability for overall goals and objectives of the SC Works center | ☑ | ☐ | The Operator is responsible for gathering data for a quarterly report of center traffic and program outcomes. |
| | • Upon hire, staff are trained in the following areas: | ☑ | ☐ | The Upper Savannah SC Works Centers have integrated staff development plans. |
| | ○ Staff are trained in functional work areas, customer service, and workforce development. | ☑ | ☐ | All center staff are trained in functional work areas, customer service, and workforce development. Quarterly partner meetings allow for opportunities for center and partner staff to be cross-trained on center and partner services. |
| 3. SC Works center staff are provided training and professional development opportunities. | ○ Greeters are trained to greet customers as they enter the center or as they wait in line. | ☑ | ☐ | All SC Works Center and partner staff have received a customer service guide to ensure quality customer service all SC Works customers. |
| | • WIOA, WP, TAA, and JVSG case managers complete Career Development Facilitator training, or similar case management training, within 18 months of hire or prior to employment. | ☑ | ☐ | |
| | • Resource room staff are trained in customer service and can demonstrate knowledge about the full range of center and workforce system resources. | ☑ | ☐ | Resource room staff are trained and knowledgable about Center and System resources. In addition, all Center staff and partners have been a customer service guide which to aide providing excellent customer service and as a resource for connecting customers with appropriate staff and services. |

# SC WORKS
BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

## SC Works Certification Management Standards

| MANGEMENT STANDARDS | BASELINE MEASURE | YES | NO | COMMENTS |
|---|---|---|---|---|
| | • Existing DEW, WIOA, and partner staff have completed the SC Works Your Next Steps training program. DEW, WIOA, and partner staff are enrolled within one month of hire. | ☑ | ☐ | |
| | • The SC Works center provides ongoing LWDA-related training and team building to enhance communication among partners and facilitate cross training. | ☑ | ☐ | Quarterly Partner Meetings are held and provide ongoing training, team buidling, and cross-training. Each quarterly meeting offers a Partner/ Program spotlight to allow all staff to stay up to date on services available to our customers. |
| | • The SC Works center uses the SCWOS Greeter to monitor utilization of services and center traffic. | ☑ | ☐ | |
| 4. The SC Works center is accountable for results. | • There is a method of assessing center-wide effectiveness including customer satisfaction, physical and programmatic accessibility, and continuous improvement. | ☑ | ☐ | Customer surveys are sent via email and text message to all SC Works Center visitors through our web-based appointment system. These surveys request feedback on their visit and to find out clients' perceptions of the workforce system. Paper surveys are also available in all centers. |
| | • The SC Works center management examines its cost structure and looks for ways to operate as efficiently as possible in a cost-efficient manner. | ☑ | ☐ | SC Works Management meetings are held to discuss ways to improve operational costs of the comprehensive center. |
| 5. The SC Works center has a system in place to assess projected employer demand and aligns job seeker resources with current and projected employer demand. | • SC Works management conducts formal, data-driven analysis of employer needs, at least annually, to include input and feedback from applicable partners. At a minimum, "applicable partners" must include WIOA core partners. | ☑ | ☐ | Upper Savannah has an Employer Needs Assessment Survey used by Business Service staff to collect needs based data on employer si nt he region. |
| | • SC Works management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs. | ☑ | ☐ | |

# SC Works Certification Management Standards

SC WORKS
BRINGING EMPLOYERS AND JOB SEEKERS TOGETHER

| MANAGEMENT STANDARDS | BASELINE MEASURE | YES | NO | COMMENTS |
|---|---|---|---|---|
| 6. Every SC Works center (comprehensive and affiliate) is accessible so that all job seekers and business customers can fully participate in the services offered. | • 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. | ☑ | ☐ | Upper Savannah SC Works Centers are compliant with ADA standards. |
| | • 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. | ☑ | ☐ | Upper Savannah SC Works Centers are equipped with assistive technology. |
| | • 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. | ☑ | ☐ | Staff have been training in the use of assistive technology available at the SC Works centers. |
| | • There are linkages to auxiliary aides and services available for people with disabilities, including veterans and others. | ☑ | ☐ | Linkages to auxiliary aides and services are available to people with disabilities. |
| | • 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. | ☑ | ☐ | Interpreter services are available to customers and staff are aware of how to access these services. |
| | • 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. | ☑ | ☐ | Adequate free parking is available to customers at Upper Savannah SC Works centers. |
| | • The SC Works center has flexible scheduling and work hours to accommodate job seekers and employers, when needed. | ☑ | ☐ | Flexible scheduling is available for job seekers and employers at Upper Savannah SC Works centers. |

# SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

## SC Works Certification Management Standards

| MANGEMENT STANDARDS | BASELINE MEASURE | YES | NO | COMMENTS |
|---|---|---|---|---|
| 7. Every SC Works center maintains a professional appearance. | • The SC Works center has professional, clear, and sufficient signage that is prominent and unambiguous, including required ADA and EO signage. | ☑ | ☐ | Clear and professional signage is in place. |
| | • All staff maintain a professional appearance in accordance with LWDB approved policies. | ☑ | ☐ | SC Works center staff adhere to a professional dress code agreed upon through collaboration with all onsite partner agencies. |
| | • The SC Works center, including exterior, lobby, resource room, conference/training rooms, staff workstations/offices, restrooms, etc., are clean, well maintained, and visually appealing. | ☑ | ☐ | Continuous efforts are mde to ensure the comprehensive center maintains a professional appearance. |
| 8. Every SC Works center has access to sufficient space and capacity for key functions. | • The SC Works center has, or has access to, convenient and equipped space for group meetings and services. | ☑ | ☐ | The comprehensive SC Works center can accommodate large group meetings, employer job fairs, and job seeker workshops in designated workshop area. |
| | • Comprehensive centers provide onsite private discussion areas. | ☑ | ☐ | Private office space is available at the comprehensive SC Works Center. |
| | • Affiliate centers provide access to private discussion areas as outlined in center policies and procedures. | ☑ | ☐ | Private discussion areas are available at itinerant SCWorks Centers throughout the Upper Savannah area. |
| | • The resource room/area has access to telephones, high-speed Internet, printers, and copiers. | ☑ | ☐ | There is access to telephones, high-speed internet, printers and copiers in the resource rooms/ areas. |
| 9. Every SC Works center is safe and secure. | • Confidential and sensitive information is stored securely. | ☑ | ☐ | There is a process for storing sensitive and confidential information. Staff have been trained in this regard. |
| | • Building security is appropriate for the SC Works center. | ☑ | ☐ | Building security is appropriate for the SC Works centers. Upper Savannah currently works with a third party provider for center security. |
| | • Staff are trained in accordance with written policies that address: | ☑ | ☐ | Upper Savannah SC Works center staff are trained with written policies that address the items listed below. These policies are reviewed with center staff annually. |

State Instruction 21-06 – Management Standards Attachment

# SC Works Certification Management Standards

| MANAGEMENT STANDARDS | BASELINE MEASURE | YES | NO | COMMENTS |
|---|---|---|---|---|
| | o Personal Identifiable Information (PII) | ☑ | ☐ | |
| | o Storage of confidential information | ☑ | ☐ | |
| | o IT security | ☑ | ☐ | |
| | o Fire safety | ☑ | ☐ | |
| | o Bomb threats | ☑ | ☐ | |
| | o Medical emergencies | ☑ | ☐ | |
| | o Evacuation | ☑ | ☐ | |
| | o Violence in the workplace | ☑ | ☐ | |
| | o Personal safety | ☑ | ☐ | |
| | o General emergency response | ☑ | ☐ | |
| | o CDC guidelines regarding PPE (COVID-19) | ☑ | ☐ | |
| | • All staff who work in the SC Works center receive safety training upon hire or assignment and at least annually. | ☑ | ☐ | SC Works center staff receive saftey training upon hire. This training is reviewed with all staff annually. |

# SC WORKS

# SC Works Certification Job Seeker Services Standards

| JOB SEEKER SERVICES STANDARDS | BASELINE MEASURE | YES | NO | COMMENTS |
|---|---|---|---|---|
| 1. The SC Works center measures satisfaction with both processes and outcomes for existing job seeker customers. | • The SC Works center has implemented a job seeker feedback system that measures job seeker outcomes and satisfaction. Survey tools, methods and protocols are outlined in writing. | ☑ | ☐ | The Upper Savannah SC Works centers have implemented a customer satisfaction survey systerm whereby surveys are sent electronically to all center visitors. Paper copies of these surveys are also available at SC Works centers. |
| 2. Feedback from job seekers is used to improve services. | • The SC Works center and workforce area have a system in place to improve services based on the feedback received from job seekers. | ☑ | ☐ | Regular review of survey outcomes is performed. Any noted concerns are promptly addressed. |
|  | • Services are provided through comprehensive and affiliate centers, up to date and useful websites, and remote or virtual service strategies. | ☑ | ☐ |  |
| 3. Job Seekers have multiple access points to SC Works services. | • The SC Works center encourages job seekers to utilize virtual services, as appropriate, which may include 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 search engines and job boards. | ☑ | ☐ |  |
| 4. The SC Works center offers a consistent menu of job seeker services. | • 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 job seeker at the SC Works center. | ☑ | ☐ |  |

# SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

# SC Works Certification Job Seeker Services Standards

| JOB SEEKER SERVICES STANDARDS | BASELINE MEASURE | YES | NO | COMMENTS |
|---|---|---|---|---|
| 5. The SC Works center staff provides job seeker services efficiently while maintaining a customer-oriented focus. | • The SC Works center has a process to minimize lines and wait times. | ☑ | ☐ | Customers to the Upper Savannah SC Works centers may schedule on appoinment (managed through Flex-Booker to minimize wiat times. Walk-in appointments are also available. |
| | • The SC Works center has a process for effectively handling large-scale events or heavy customer traffic. | ☑ | ☐ | |
| | • 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. | ☑ | ☐ | |
| | • The SC Works center uses the SCWOS Greeter to triage customers and refer them to the appropriate program staff. | ☑ | ☐ | |
| | • The resource room has at least one staff member present at all times to provide orientation and guidance on accessing and using resources. | ☑ | ☐ | |
| 6. The SC Works center has a well-equipped resource room with trained staff to provide a broad range of job seeker services. | • The resource room has computers to accommodate the needs of customers. | ☑ | ☐ | |
| | • Staff represent the offerings of all partners in the center based on individual customer needs. | ☑ | ☐ | |
| | • 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. | ☑ | ☐ | |

State Instruction 21-06 – Job Seeker Services Standards Attachment

## SC Works Certification Job Seeker Services Standards

| JOB SEEKER SERVICES STANDARDS | BASELINE 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. | ☑ | ☐ | A virtual orientation is available on the Upper Savannah SC Works website as well as the YouTube. |
| | • The SC Works center provides information at the first visit via multiple delivery mechanisms (i.e., welcome folders, DVD, pamphlets, group orientation, signage, help desk, etc.). | ☑ | ☐ | Upper Savannah uses multiple delivery mechanisms to provide information to inlcude but not limited to: closed circuit waiting area television monitors highlighting useful information, flyers, signage pamphlets, and a "Menu of Services" card which is distributed to all customers at the time of thier visit. |
| | • Staff is available to provide answers about SC Works services. | ☑ | ☐ | |
| 8. The SC Works center offers effective assessment and career guidance services to all job seekers. | • Staff is aware of and trained in assisting or directing customers to available career development assessments. | ☑ | ☐ | |
| | • The SC Works center offers basic skills assessments through direct provision, partners, or contracts. | ☑ | ☐ | |
| | • The SC Works center offers computer literacy assessments through direct provision, partners, or contracts. | ☑ | ☐ | |
| 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. | ☑ | ☐ | |
| | o Resume preparation | ☑ | ☐ | |
| | o Interviewing techniques | ☑ | ☐ | |
| | o Networking groups | ☑ | ☐ | |
| | o Internet use | ☑ | ☐ | |

State Instruction 21-06 – Job Seeker Services Standards Attachment

# SC Works Certification Job Seeker Services Standards

**SC WORKS**
BRINGING EMPLOYERS AND JOB SEEKERS TOGETHER

| JOB SEEKER SERVICES STANDARDS | BASELINE MEASURE | YES | NO | COMMENTS |
|---|---|---|---|---|
| | ○ Job search | ☑ | ☐ | |
| | • The following services are provided onsite individually and/or in group settings at affiliate centers. The same services are provided online as applicable. | ☑ | ☐ | |
| | ○ Resume preparation | ☑ | ☐ | |
| | ○ Interviewing techniques | ☑ | ☐ | |
| | ○ Networking groups | ☑ | ☐ | |
| | ○ Internet use | ☑ | ☐ | |
| | ○ Job search | ☑ | ☐ | |
| 10. Every SC Works center has information on job openings. | • SCWOS is the labor exchange system used for providing information to job seekers on open jobs. | ☑ | ☐ | |
| 11. SC Works centers help job seekers advance their skills and education. | • Every SC Works center has a diversified menu of career enhancement options including short-term and long-term training. | ☑ | ☐ | |
| | • 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. | ☑ | ☐ | |

# SC Works Certification Business Services 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. | ☒ | ☐ | Yes |
| | • Federally mandated partners who provide services to businesses actively participate on the Business Services Team. | ☒ | ☐ | Includes WIOA, DEW, VR, Adult Education |
| | • All Business Services Team members are educated on each other's program goals and services. | ☒ | ☐ | Work in progress, two DEW positions are unfilled. |
| | • 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. | ☒ | ☐ | Currently Ann Skinner, will be Erin Nodine |
| 2. The Business Services Team is facilitated as a unified activity. | • Business Services Team members present the full range of relevant/appropriate services to businesses. | ☒ | ☐ | The only gap is free basic skills testing; waiting for WorkKeys |
| | • The Business Services Team meets at least quarterly, in-person or virtually. | ☒ | ☐ | Meets monthly |
| | • There is consistent, real time communication between the members of the Business Services Team. | ☒ | ☐ | |
| 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. | ☒ | ☐ | Surveyed more than 100 businesses in 2021-2022 |

# SC Works Certification Business Services Standards

| BUSINESS SERVICES STANDARDS | BASELINE MEASURE | YES | NO | COMMENTS |
|---|---|---|---|---|
| 4. The Business Services Team operates from a written LWDB business engagement plan that is designed according to business needs and that supports the vision of the LWDB. | • The Business Services Team targets and serves businesses according to the LWDB Business Engagement Plan. | x | ☐ | This will be restarted when DEW hires/trains two reps who can call on business |
| | • WIOA, WP, TAA, and JVSG staff use SCWOS to track delivery of employer services. | x | ☐ | |
| 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: | x | ☐ | Closely linked with school superintendents association |
| |   o The relevant economic development and educational entities are engaged in strategic planning sessions and business forums. | x | ☐ | The COG has relationships with economic development agencies |
| |   o 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. | ☐ | ☐ | readySC part of business services team |
| | • The LWDA has implemented an employer feedback system that measures employer outcomes and satisfaction. | x | ☐ | Has link to survey and data-base. |
| 6. Satisfaction with both processes and outcomes is measured for existing business customers. | • The LWDA Business Engagement Plan outlines the survey tools, methods and protocols used to implement the employer feedback system. | x | ☐ | " |
| | • The LWDA disaggregates the data for analysis and action by the LWDA. | x | ☐ | Surveys allow businesses to include contact info. |

# SC WORKS
BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

## 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. | • The SC Works center offers a menu of basic business services. | ☒ | ☐ | Yes |
| | • The menu of available business services is posted on the LWDA's website with links to relevant information. | ☒ | ☐ | Yes |

**Thank you for calling "Insert Location" SC Works. How can I help?**

Once they tell you what they need... **"You've called the right place"** or **"We're here to help"**

Ask... **"May I ask what county you are calling from?"**

| What caller says | | Decision Tree Branch(es) |
|---|---|---|
| I need to do 2 job searches<br><br>I need to reset UI password<br><br>They say I need to scan my ID<br><br>The call center is busy<br><br>I need a UI printout for taxes | | **UI** |
| I just got laid off | | **UI + WIOA** |
| I heard that you have applications for XYZ..<br><br>I saw information on a job fair<br><br>I need help finding a job<br><br>I need a resume to apply for a job | | **Job Search** |
| I need help with financial need | | **Supportive Services** |
| I don't know how to get started<br><br>I was just released from jail<br><br>I have never worked before<br><br>I need help with a criminal background | | **Case Management** |
| I am interested in training | | **Training** |
| I need to reach internal partner | | **Transfer** |
| I need to reach external partner or other resource | | **Give phone number/email. If do not know #. Offer to call back caller. Try 211.** |
| I would like to post a job/ host a hiring event/ participate in a job fair | | **Employer Services** |
| I am a Veteran | | **Veteran Section on Job Search Tab** |

## Business Partner Survey

1. What is your email address?
2. What is the name of your company?
3. What industry does your company represent?
   a. Construction or Trade
   b. Healthcare
   c. Manufacturing and Distribution
   d. Professional Services
   e. Hospitality
   f. Other
4. What county are you located in?
5. How satisfied are you with the level of professionalism and staff responsiveness provided?
   a. Very Satisfied
   b. Satisfied
   c. Dissatisfied
   d. Very Dissatisfied
6. Did you request screening assistance from SC works staff?
7. Do you feel you received quality screening assistance from SC Works staff that you would not have received through a site like Indeed?
8. Do you receive assistance from SC Works staff to develop your job posting?
9. Would you like to be contacted regarding your response to this survey?
10. Thank you for your time. Please provide any additional comments you would like to share

## Transportation Reimbursement

| Who Is Eligible for Service? | Adults, Dislocated Workers and Youth who attend approved occupational skills training, basic skills training or work-based training further than 5 miles from their home and who do not receive transportation assistance from another organization. |
|---|---|
| What Is Provided? | ~~$5~~ $6 dollars a day for 5 to 24 miles one way<br>~~$12~~ $16 dollars a day for 25 miles one way or more<br>Transportation payments for work-based learning are limited to three weeks. |
| What Documentation is Necessary for Payments? | The contractor must obtain a class schedule showing where classes are offered and calculate the distance from the client's house to the training. The documentation must be updated whenever there is a change in training or the client's residence. The printout showing that the training is more than 5 miles away should be filed with accounting paperwork when a purchase order for transportation is generated.<br><br>Contractors may pay clients weekly or bi-weekly. Attendance records must show the client attended the class. The client cannot be paid for days they attend virtual classes or work online unless the tele-class set up or computer lab is more than 5 miles from the client's house. Attendance documentation should be submitted to the accounting office with check request forms. |

## Direct Transportation Assistance

| Who Is Eligible for Service? | Adults, Dislocated Workers and Youth who need help getting to SC Works for career services or subsidized or unsubsidized job until they can make arrangements to provide their own transportation. |
|---|---|
| What Is Provided? | A payment to a transportation provider such as a taxi service, public transportation provider or service such as Uber or Lyft. It is expected payments ~~$20~~ $30 or less one way. Transportation can only be provided from residence to work and cannot include stops. The assistance is limited the greater, three weeks or 15 round trip journeys |
| What Documentation is Necessary for Payments? | Documentation of job and location of residence. Payments are made to provider and should include dates of service. |

## Van Pool Share

| Who Is Eligible for Service? | Adults, Dislocated Workers and Youth who need help getting to On-the-Job Training assignment |
|---|---|
| What Is Provided? | Monthly payment to employer equaling the trainee's share of company's part in ride pool costs. Not to exceed $500 a month for three months. |
| What Documentation is Necessary for Payments? | Documentation of costs and number of riders. |

**GOAL 4 - Increase the number of regional businesses engaged in selling goods and services internationally and the diversification of the markets they serve.**

| Objective 4.1 | Provide educational opportunities to regional businesses interested in international trade on the advantages of exporting their goods and services. |
|---|---|

**GOAL 5 – Support on-going branding and marketing of the Upper Savannah counties as the best locations for business.**

| Objective 5.1 | Support the area economic development partnerships efforts to market the region in the country and around the world. |
|---|---|
| Objective 5.2 | Support the development of certified industrial sites by pursuing funding sources for the infrastructure necessary to develop the catalyst sites to shovel ready status. |

## Infrastructure & Growth Leadership

**GOAL 6 - Modernize the region's transportation, broadband, energy, water and wastewater systems to meet future demand and respond to changing business needs.**

| Objective 6.1 | Support the development of an efficient and affordable public transit system or coordinated systems within the region and to connect to nearby urban centers. |
|---|---|
| Objective 6.2 | Develop and maintain a cutting-edge telecommunications infrastructure by supporting local internet service providers initiatives to bring high-speed internet service to the rural areas of the region. |
| Objective 6.3 | Support the development of diverse, reliable, and cost-effective energy sources and systems to meet the region's economic and environmental goals. |
| Objective 6.4 | Ensure the future supply to meet the region's economic and quality of life goals. Support efforts to sustainably produce safe drinking water. |
| Objective 6.5 | Support the management of wastewater from residential and industrial sources to maintain the healthy environmental standards for all lakes and streams. |
| Objective 6.6 | Develop and maintain multimodal, interconnected trade, logistics, supply chain, and transportation systems to enhance freight mobility in support of a prosperous, competitive economy. |

**GOAL 7 - Improve coordination of economic development, land use, infrastructure, water, energy, natural resources, workforce and community development decision-making and investments at the regional level.**

| Objective 7.1 | Improve collaboration and alignment between regional and local agencies and business leaders. |
|---|---|

## Local Impact

**GOAL 8 - Support and sustain regional partnerships to accomplish the region's economic and quality of life goals.**

| Objective 8.1 | Utilize the existing economic development partnership's public education efforts as a vehicle to provide a functional understanding of economic development concepts to local elected officials. |
|---|---|
| Objective 8.2 | Work with the South Carolina Association of Counties and the Municipal Association of South Carolina to continue offering economic development information to their curriculums for newly elected officials. |
| Objective 8.3 | Assist local governments in applying for funds to address economic development priorities. |

## Quality of Life

**GOAL 9 - Ensure future growth and development decisions maintain a balance between sustaining the region's environment and enhancing the region's economy and quality of life.**

| Objective 9.1 | Create and sustain vibrant, healthy communities that attract workers, businesses, residents and visitors to the region. |
|---|---|
| Objective 9.2 | Promote and support local governments in the development of vibrant city centers. |
| Objective 9.3 | Seek to expand health care access to all underserved areas |
|  |  |

**GOAL 10 - Promote, develop, and leverage the region's natural and cultural assets in a sustainable manner.**

| Objective 10.1 | Support the efforts of the state and other regional tourism marketing organizations to develop sustainable tourism-based economic development programs and increase the entrepreneurial capacity of the hospitality industry. |
|---|---|
| Objective 10.2 | Improve the branding and awareness of the region as a tourism destination by leveraging regional resources with state tourism organizations. |
| Objective 10.3 | Promote and support the national and state parks within the region and improve branding and awareness of the parks as a tourist destination. |