

Business Services

Ready to Serve Your Business Needs

With help from the South Carolina workforce system, SC Works Centers, and the SC Department of Employment and Workforce, you can be sure that no matter what happens, your company and your employees will benefit from our knowledge, experience, and extensive resources.

In this Toolkit, you will find information about the following business services and available assistance:

- ✓ Recruiting Assistance
- ✓ Training Assistance
- ✓ Transitional Assistance
- ✓ Business Tax Credits

Additional information provided in the Toolkit includes:

- ✓ Other Workforce Programs and Services
- ✓ Local Workforce Investment Areas

Recruiting Assistance

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At SC Works Centers, we understand how costly and time-consuming it can be to locate, screen, interview, and hire employees. That's why we offer a full array of services specifically designed to help you through these processes.

- ✓ **SC Works Online Services (SCWOS)** – is an Internet-based, virtual recruiting tool designed to assist businesses in searching for the right candidate to fill job openings. With a few mouse clicks, you can post positions, search and pre-screen candidates, and review job market trends. Automated updates of candidates meeting minimum job qualifications are available via email, text, or phone. Registration and job posting services are free and can be completed at www.scworks.org. If you need assistance in registering for SC Works Online Services, please contact your local SC Works Center.
- ✓ **Candidate Screening/Matching Service** – helps identify qualified candidates for the job through SC Works Center staff screening and skills matching. Staff can provide services for mass hirings, new business openings, and immediate job needs.
- ✓ **Assessments** – are conducted of potential job applicants to help ensure they possess the needed skills to do the job. Assessments such

as WorkKeys® measure basic skills as well as a candidate's communication, problem solving, and interpersonal skills. WorkKeys job profiling is a job analysis tool that helps businesses understand the skills required for specific positions. When used together, there is a better match of applicant skills to the job. Job applicant and/or employer fees may apply.

- ✓ **Interviewing Facilities** – provide you with a private, convenient location to interview applicants that have been pre-matched to your specific employment needs.
- ✓ **Business Center** – gives you “an office away from your office,” complete with all of the tools and equipment you need to conduct business: phone, fax, email, Internet access, copier, etc. – all free of charge.
- ✓ **Veterans Recruitment Assistance** – is provided by dedicated staff to help meet your job needs through screening and identifying work-ready veterans*.

For customized or specialized recruiting needs, please contact a Business Services Representative in your local workforce area (see tab for listing).

*See Business Tax Credits for more information.

Training Assistance

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- ✓ **On-the-Job Training (OJT)** - provides wage/salary reimbursements of 50-90% to employers to compensate for costs associated with training new employees. OJT offers a solution for businesses that are challenged with hiring, promoting or retaining employees who lack the specialized knowledge to perform their jobs effectively. SC Works Center staff work with you to determine needs and a customized training plan for eligible employees. The percentage and length of reimbursement varies by the size of your company, specific skills to be acquired for the job, and local workforce area.
- ✓ **Incumbent Worker Training (IWT)** - helps you stay on the cutting edge and increase productivity and quality by providing employees with needed training in order for the business to remain competitive. IWT is a training resource to help businesses respond to changing skills requirements caused by new technology, retooling, new product lines, or new organizational structuring. Contact your local workforce area for more details and funding availability.
- ✓ **Customized Training** - provides businesses with training resources that are designed to meet the specific requirements of the business. Training is conducted by the business itself or a training provider with a commitment by the business to employ/continue to employ an individual upon successful completion of training. Training costs are reimbursed on a sliding scaled based on the company size, with the business providing a matching contribution of no more than 50% of the cost of the training.

- ✓ **Registered Apprenticeship** - is a time-tested strategy for employee development that combines supervised on-the-job learning with job-related classroom education. It is an excellent training model for quickly getting new employees up to speed and maximizing the skills of the current workforce.

Apprenticeship programs can be found in a variety of industries including advanced manufacturing, information technology, energy, tourism, transportation and logistics, as well as healthcare, just to name a few. Registered Apprenticeship provides employers with the unique opportunity to grow its own workforce and the benefits are numerous:

- Higher skill level among all employees
- Decreased turnover
- Improved productivity
- Structured and consistent training
- A reliable plan for the future
- State tax credit*

To find out more about Registered Apprenticeship, please call 803-896-5287 or visit www.apprenticeshipcarolina.com.

*See Business Tax Credits for more information.

Transitional Assistance

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How, as a business, do you handle an unexpected change in your company? What happens to your employees if you have to shut down one of your plants, announce company-wide layoffs, or even close your business altogether? The SC Department of Employment and Workforce and local SC Works Centers will provide confidential consultation and planning to assist you as your company and employees transition.

Alternatives to Layoffs and Closures

✓ **Incumbent Worker Training (IWT)** – helps you stay on the cutting edge and increase productivity and quality by providing employees with needed training in order for the business to remain competitive. IWT is a training resource to help businesses respond to changing skills requirements caused by new technology, retooling, new product lines, or new organizational structuring. Contact your local workforce area for more details and funding availability.

Layoffs and Closures

Rapid Response Services are available to both businesses and employees during times of decline and recovery. State and local Business Services Teams are prepared to support businesses and reassure affected or impacted workers that support is available. The teams offer workshops, information on unemployment benefits, relocation assistance, career transitioning, and can conduct assessments. Other services include:

✓ **Management Meeting** – help avert or lessen the impact and burden of the announced layoff or closure. 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 résumé building and posting, job search assistance, soft skills coaching, and labor market and career information.

For employees adversely affected by foreign trade, Trade Adjustment Assistance (TAA) benefits may be available.

✓ **TAA** – provides support to workers who have been adversely impacted by increased imports, a shift of production, or a service that moved to another country. TAA helps workers become reemployed in a suitable job as quickly as possible by providing benefits and services tailored to their needs, including:

- Training
- Health Coverage Tax Credit (HCTC)
- Income Support - Trade Readjustment Allowances (TRA)
- Job Search Allowances
- Relocation Allowances
- Older Worker Wage Subsidy

Business Tax Credits

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- ✓ **Small Business Health Care Tax Credit** - a federal tax credit available to small businesses and tax-exempt organizations. To be eligible for the credit, employers must meet the following criteria: 1) have fewer than 25 full-time equivalent employees (two half-time workers count as one full-time equivalent employee); 2) pay at least half the cost of qualified “single” (employee-only) health insurance coverage for employees; and 3) pay wages averaging less than \$50,000 per full-time equivalent employee per year. The credit may equal up to 35% of the qualified premiums paid by eligible small businesses and up to 25% paid by eligible small tax-exempt organizations for 2010 through 2013. For some small businesses and tax-exempt organizations, an enhanced version of the credit will be effective beginning January 1, 2014. Contact: Internal Revenue Service at www.irs.gov.
- ✓ **Federal Bonding Program** - a federal program available to businesses that hire an employee whose background has blemishes. Your business may be able to receive insurance protection through Fidelity Bonding at absolutely no cost to you or the bond-eligible new hire. The SC Department of Employment and Workforce can issue your business a bond that will cover the first 6 months of the new hire’s employment and protect you against theft, larceny, forgery, and embezzlement. Following the 6 months free coverage (average insurance coverage of \$5,000), the business has the option to purchase a second 6 months of coverage at a reduced cost. Contact the SC State Federal Bond Coordinator at 803-737-2636 or email ahsmith@dew.sc.gov.

Business Tax Credits

Ready to Serve Your Business Needs

New and existing businesses hiring new employees may be eligible for certain federal and state tax credits and other incentives depending on the nature of the job and industry and status of the employees hired to fill the jobs. A brief description of some workforce related tax credits and incentive programs are provided below. For additional programs and the most up-to-date information, please contact your local SC Works Center or visit <http://www.sctax.org/default.htm> to access the South Carolina Tax Incentives for Economic Development and <http://www.irs.gov> for federal programs.

✓ **Work Opportunity Tax Credit (WOTC)** – a federal tax credit program that provides an incentive to businesses that hire new employees from certain populations such as veterans, summer youth employees, ex-offenders, individuals receiving Supplemental Security Income (SSI), vocational rehabilitation services, and other qualifying social services. The WOTC program can help reduce your federal income tax liability by providing your business with a 40% tax credit on eligible employees' first year of wages after they have worked 400 hours (wage caps apply). With no limit on the number of qualified hires your business can claim, you can receive anywhere from \$2,400 to \$9,600 for each one of your newly hired, eligible employees. WOTC requests must be postmarked or e-filed within 28 days of the employee's start date. Contact: SC WOTC Coordinator at 803-737-2592 or email Irushton@dew.sc.gov.

✓ **WOTC Expanded for Veterans** – a federal tax credit, available through the end of 2012, under the Vow to Hire Heroes Act of 2011 which extends and expands the tax credit for veterans. Contact: SC WOTC Coordinator at 803-737-2592 or email Irushton@dew.sc.gov.

✓ **Apprenticeship Credit** – a state tax credit available to businesses that have employees who have been in an apprenticeship program beginning after 2007

and who are in a registered apprentice agreement with the Office of Apprenticeship of the Employment and Training Administration of the U.S. Department of Labor. A state corporate or individual tax credit equal to \$1,000 for each apprentice employed under an apprenticeship agreement is available and can be claimed for up to four tax years for each apprentice. The apprentice must be employed by the taxpayer for at least 7 full months of the tax year. Contact: Apprenticeship Carolina at 803-896-5287 or visit www.apprenticeshipcarolina.com.

✓ **Credit for Employers Hiring Recipients of Family Independence Payments** – a state tax credit for businesses that employ persons who received Family Independence (FI) payments in this state for three months immediately before becoming employed. Businesses can receive basic credit amounts equal to 20% of wages paid to such employee for each full month of employment during the first 12 months of employment; 15% of wages paid during the second 12 months of employment; and 10% of wages paid to the employee during the third 12 months of employment. The employer must make health insurance available to the employee on the same basis as all employees. Other employer eligibility includes submitting an employee release and a written request certifying FI eligibility for each of the newly hired employees from the Department of Social Services. You have 15 days after the end of the tax year in which the FI payment recipient is hired to request verification. The total amount claimed per employee under both the job tax credit and the FI credit is limited to \$5,500 unless the taxpaying business is located in a Tier IV county that qualifies for a higher limit. For county classification information, contact the SC Department of Revenue at 803-898-5709. Any unused credit may be carried forward for 15 years. Contact: SC Department of Social Services at 800-768-5700.

Other Workforce Programs and Services

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You can connect with resources and services throughout the state of South Carolina.

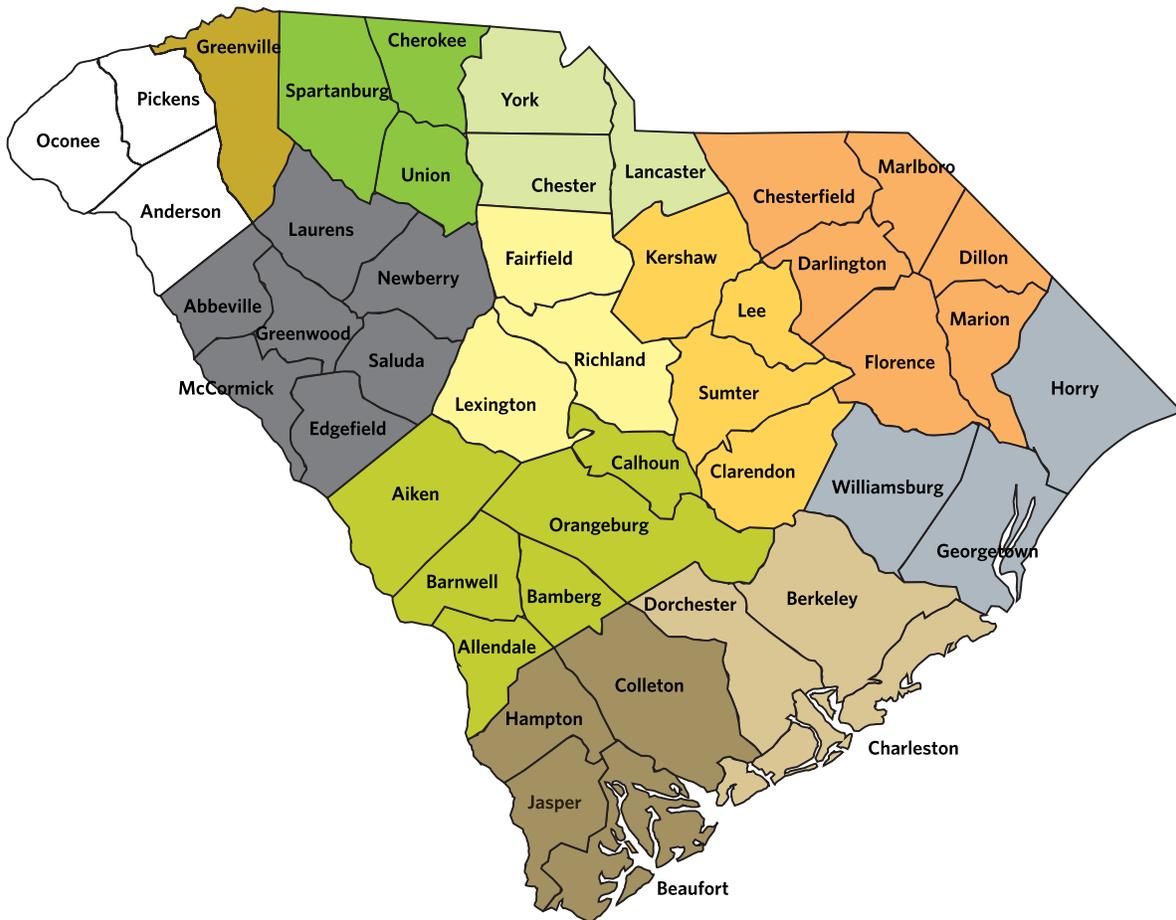
- ✓ **Labor Market Information (LMI)** - At the SC Works Centers, we can help you access valuable national, state, and local economic data as well as labor market information to meet your needs. Online publications covering topics such as workforce trends, future job outlook, and services to businesses can be accessed at www.scworkforceinfo.com. Staff are available to conduct presentations and provide customized data and information based upon needs. Contact: A local SC Works Center or the SC Department of Employment and Workforce at 803-737-2724 or Imicustomerservice@dew.sc.gov.
- ✓ **SC Business One Stop (SCBOS)** - SCBOS is a central information website with secure online transactions and a history of your previous transactions with the state and its various agencies. It conveniently allows new and existing businesses to file permits and licenses, pay taxes and unemployment insurance, and handle other business-related matters. Contact: 803-898-5690 or www.scbos.sc.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 Toll Free
803-737-0400 or www.sccommerce.com
- ✓ **SC Department of Social Services Programs**
Hiring incentives, on-the-job training assistance, etc.
800-768-5700 or www.dss.sc.gov
- ✓ **Technical College Training**
SC Technical College System, 803-896-5320 or www.sctechsystem.com
- ✓ **Unemployment Insurance**
SC Department of Employment and Workforce
803-737-2400 (TTY 711) or www.dew.sc.gov
- ✓ **Vocational Rehabilitation Programs**
SC Vocational Rehabilitation Department
800-832-7526 Toll Free
803-896-6500 (Columbia)
803-896-6553 (TTY) or www.scvrd.net

Additional programs and services may be available in your specific area. Check with your local SC Works Center.

Local Workforce Investment Areas

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A Business Services Representative is located in each local workforce investment area, and his/her contact information can be accessed at www.scworks.org/business.asp or by contacting the below phone number or website for your area. A list of SC Works Centers can be found at www.scworks.org/directory.asp.



-  WorkLink Workforce Investment Area: 864-646-1458 — www.worklinkweb.com
-  Upper Savannah Workforce Investment Area : 864-941-8055 — www.us1stops.com
-  Upstate Workforce Investment Area: 864-596-2028 — www.upstatewib.org
-  Greenville County Workforce Investment Area: 864-467-3620 — www.greenvillewib.com
-  Midlands Workforce Investment Area: 803-744-1670 ext. 101 — www.midlandsworkforce.org
-  Trident Workforce Investment Area: 843-574-1815 — www.toscc.org
-  Pee Dee Workforce Investment Area: 843-669-3138 — www.peedeewib.org
-  Lower Savannah Workforce Investment Area: 803-649-7981 — www.lswia.org
-  Catawba Regional Workforce Investment Area: 803-327-9041 — www.catawbaonestop.com
-  Santee-Lynches Workforce Investment Area: 803-775-7381 — www.slworkforcedev.org
-  Waccamaw Workforce Investment Area: 843-546-4231 — www.wrcog.org
-  Lowcountry Workforce Investment Area: 843-726-5536 — www.lowcountryworkforce.org