

SC Works Certification Business Services Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

VALUE STATEMENT: The SC Works Center System is focused on understanding business needs and has an effective business services approach for meeting those needs. It plays a key role in regional economic development by aligning resources with economic development and education partners and service delivery strategies based on the workforce needs of businesses.

Standard	Baseline Measures
1. Providing services to the business community is a priority.	<ul style="list-style-type: none"> All staff recognize businesses as a customer and know where to send them for assistance.
2. The Business Services team operates from a written LWIB business engagement plan designed in response to business needs.	<ul style="list-style-type: none"> Business Services team targets and serves businesses per LWIB Strategic Plan. The Business Services team tracks delivery of services in SCWOS against SWIB/LWIBs expected performance.
3. There is a fully integrated multi-agency business services team comprised of representatives from each of the federally mandated partners.	<ul style="list-style-type: none"> The workforce area has designated business services staff. Federally-mandated partners who provide services to businesses actively participate on the Business Services Team. All Business Services Team members are educated on each other's program goals and services.
4. The Business Services team is managed as a unified activity.	<ul style="list-style-type: none"> The WIB appoints a lead person (may be rotating) to manage the Business Services Team and be the point of contact for regional economic development and business service initiatives. Business Services Team members identify themselves to businesses as workforce representatives, presenting the full range of relevant/appropriate services to businesses. A single point of contact/executive account system is utilized for managing business. There are Business Services Team meetings, virtually or otherwise, at least quarterly. There is consistent, real time communication between the members of the Business Services team.
5. There is a strong link between the activities of the Business Services team, economic development and education entities.	<ul style="list-style-type: none"> There is evidence that the Business Services Team maintains partnerships with the appropriate education and economic development agencies. Such evidence includes: <ul style="list-style-type: none"> The relevant economic development agencies and educational entities are engaged in strategic planning sessions and business forums There is sharing of information on new companies relocating to the area; companies leaving the area; expanding and contracting companies; and the occupations/industries expected to expand or decline.
6. Businesses are consulted on the critical success factors for the workforce area.	<ul style="list-style-type: none"> There is evidence that businesses have been consulted for input on critical success factors through focus groups, written or on-line surveys, and/or targeted interviews. The workforce area has metrics in place to measure the effectiveness of services provided to businesses.

Standard	Baseline Measures
<p>7. Satisfaction with both processes and outcomes is measured for existing business customers.</p>	<ul style="list-style-type: none"> • A business satisfaction feedback system (survey tools, methods and protocol) are outlined in the Business Engagement Plan. Business satisfaction metrics include a measurement of: <ul style="list-style-type: none"> ➤ staff responsiveness ➤ timeliness ➤ taking of job orders ➤ quality of referrals ➤ testing/assessment/screening ➤ incumbent worker training, on-the-job training, WorkKeys testing and customized training ➤ Rapid Response and outplacement-type services ➤ Integration of marketing and service provision (seamless process) ➤ Timely follow-up with businesses • The workforce area disaggregates the data for analysis and action.
<p>8. The workforce area offers a consistent menu of demand-driven services. (See attached "Menu: SC Works Services to Business").</p>	<ul style="list-style-type: none"> • The workforce area designates which of the consistent menu of services will be available. <ul style="list-style-type: none"> • An expanded menu of no-cost or fee-based services may be offered • Services are posted on the website with links to relevant information • The workforce area indicates what its menu of no-cost and fee-based services will be in its Business Engagement Plan and all business services staff market the benefits of such services regardless of the delivery agent.