

SC Works Certification Job Seeker Standards

SC WORKS

BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

VALUE STATEMENT: The SC Works Center System is focused on understanding job seeker needs and has an effective approach for meeting those needs.

- ❖ Job seekers are treated in a caring, respectful manner.
- ❖ Services are delivered with a sense of urgency.
- ❖ All customers have the opportunity to know their skills, improve their skills and obtain the best possible job with their skills.

Center services will reflect seamless presence and coordination among all workforce partners

SC Works Certification Job Seeker Standards

Standard	Baseline Measures
<p>1. Every Workforce Area and SC Works Center measures satisfaction with both processes and outcomes for existing job seeker customers.</p> <p>The following preferences were expressed:</p> <ul style="list-style-type: none"> ➤ A set of statewide common, basic customer feedback tools. ➤ Opportunity/flexibility for local areas to add items that customize instruments or add additional feedback tools. 	<ul style="list-style-type: none"> • A job seeker feedback system is defined: survey tools, methods and protocol are outlined in writing. Job seeker satisfaction may be measured through surveys, focus groups or targeted interviews. Measurement should include value (whether the service they received benefitted them) as well as satisfaction with the experience. Job seeker satisfaction plans call for measurement of: <ul style="list-style-type: none"> ➤ staff responsiveness ➤ timeliness of service ➤ greeting/intake process ➤ resource room ➤ counseling/case management services ➤ workshops ➤ job matching and job referral processes ➤ training/education referral • Job seeker value calls for measurement of outcomes such as: <ul style="list-style-type: none"> ➤ Entered employment ➤ Entered employment with staff assistance ➤ Entered training or education ➤ Completed WIA- or Trade Act-funded training • The job seeker customer feedback process has been implemented – the system has been put into place. • Job seeker customer satisfaction data is disaggregated by comprehensive SC Works Center.
<p>2. Feedback from job seekers is used to improve services.</p>	<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 job seekers.
<p>3. Every LWIA/SC Works Center will have a system in place to assess projected employer demand.</p>	<p>SC Works management, including all major partners, participates in a formal data-driven analysis of employer needs at least annually.</p>

SC Works Certification Job Seeker Standards



BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures
4. Every LWIA/SC Works Center will align job seeker resources with projected employer demand.	SC Works management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs.
5. Job Seekers will have multiple access points to SC Works Services.	<p>Every workforce area will have services offered:</p> <ul style="list-style-type: none"> • In-person at SC Works Center • Virtually, and • Through Access Points <p>Centers will encourage job seekers to utilize virtual services, as appropriate, which will include web-based programs that they can access anywhere and anytime they have access to the Internet. Virtual offerings may include assessment and career planning tools, job search and job readiness assistance, application for unemployment benefits, and access to a wide range of job search engines and job boards.</p>
6. Every SC Works Center offers a consistent menu of job seeker services. (See attached “Menu: SC Works Services to Job Seekers”	All basic job seeker services on the “menu” are available, as appropriate to each job seeker at every SC Works Center.
7. Job seekers are able to get the services they need as efficiently as possible while maintaining a customer service focus.	<ul style="list-style-type: none"> • The center has a process to minimize lines and wait times. • The center has a process for effectively handling large-scale events or anticipated heavy customer traffic. • Upon entry to the workforce center or virtual system, the customer is promptly engaged with self-service activities, staff assistance, or acknowledgement, depending on customer flow.
<p>8. Every Workforce Area and SC Works Center will have well trained staff.</p> <p>A preference was expressed for Statewide consistency in training new staff.</p>	<p>Within a year of hire:</p> <ul style="list-style-type: none"> • Staff will obtain certifications in functional work areas, customer service and workforce development. • All greeters will be trained to greet customers as they enter the Center or as they wait on line. • WIA Case managers will obtain Career Development Facilitator certification. • Resource room staff will receive training in customer service and can demonstrate knowledge about the full range of resource room resources.

SC Works Certification Job Seeker Standards



BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures
<p>9. The SC Works Center staff quickly determines the purpose of the customer's visit and directs to the appropriate place or person promptly.</p>	<ul style="list-style-type: none"> • Every customer is pleasantly greeted. • Centers have a triage protocol/standard set of questions for Initial Assessment that could lead to service prescription or options.
<p>10. Every SC Works Center will have a well equipped resource room with highly trained staff to provide a broad range of job seeker services</p>	<ul style="list-style-type: none"> • The resource room has at least one staff member present at all times to provide orientation and guidance on accessing and using resources. • The resource room has sufficient computers to accommodate the needs of customers. • The Center has pamphlets, periodicals, etc that are current and relevant to the needs of the customers. • Staff will represent the offerings of all partners in the Center based on the needs of the customer. • The resource room offers a broad range of information on job seeking websites, workshops, partner services, employment opportunities, and will provide access to all of these.
<p>11. All customers learn about the full range of services that are available through the SC Works Center in a customer-focused, program-neutral way.</p>	<ul style="list-style-type: none"> • The workforce area website provides a virtual orientation to the workforce system. • The workforce center provides information at the first visit via multiple delivery mechanisms (i.e. welcome folders, DVD, pamphlets, group orientation, signage, help desk etc.). • All professional staff can provide an orientation to SC Works services.
<p>12. Every Workforce Area and SC Works Center offers effective assessment and career guidance services to all job seekers.</p>	<ul style="list-style-type: none"> • Staff is aware of and trained in assisting or directing customers to available career development assessments. • All Centers offer basic skills assessment, alone or through partners. • All Centers offer computer literacy assessment, alone or through partners.
<p>13. Every SC Works Center provides resources to assist customers with marketing themselves for employment.</p>	<ul style="list-style-type: none"> • Individual, group and on-line assistance in: resume preparation, interviewing techniques, networking groups, Internet use, job search. • Each SC Works Center will maintain and publicize a single, unified monthly schedule of events. • Each Center will offer multiple avenues for resume posting. • SC Works Centers will offer workshops in computer literacy to all job seekers, through direct provision, partners or contracts. Computer literacy training is designed to enable job seekers to

SC Works Certification Job Seeker Standards



BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures
	<p>utilize the virtual tools available through the SC Works system. It enables job seekers to perform job search activities, secure an email address and use email, and conduct research on employers. There is a preference for staff-facilitated workshops with job seekers that have little or no previous experience with computers.</p>
<p>14. Every SC Works Center will have information on as many jobs as possible available in the market. (provide accessibility to a broad range of jobs and services)</p>	<ul style="list-style-type: none"> • Use of SC Works Online Services with spidering technology • Jobs offered by staffing services, state and federal agencies, and other sources are accessible through links from the website and at the SC Works Center.
<p>15. SC Works Centers help job seekers advance their skill, education and occupational skill attainment.</p>	<ul style="list-style-type: none"> • Every SC Works Center has a diversified menu of career enhancement options including short term and longer term training. • SC Works customers have access to assistance in developing a plan for financing education and training – this may include WIA, Pell, Job Corps, part-time work, scholarships or other resources.