

The following pages represent the standards and measures related to how SC Works Centers are managed, as developed by the project Core Team and approved by the Steering Team. These do not relate specifically to employer services or job seeker services but reflect overarching management issues. The management standards are intended to ensure that:

- Center management is flexible and can respond to changes or needs in the labor market quickly and deliver high quality customer service;
- All agencies involved in SC Works Operation work together towards common goals and objectives;
- There are consistent expectations for physical infrastructure and facilities throughout the state.

There are additional Local Workforce Investment Board and Statewide issues that must be addressed – these are presented following the SC Works Center Management Standards.

SC Works Certification Management Standards



BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

Standard	Baseline Measures
<p>1. Partner integration is evident through non-duplication of services and efficient and effective service delivery. The customer sees the Center as a single business unit.</p>	<ul style="list-style-type: none"> • Job seeker customers have direct access, at every Center to key services during all days and hours of operation. Key SC Works services include those related to the three top reasons job seekers visit SC Works Centers: job search, training, and unemployment insurance. • On-site partners are knowledgeable about all services available at the SC Works Center. A process is in place to orientate and keep all staff continuously aware of all Center and community services. • Referrals for services outside the Center are made with definite contact information and, where possible, confirmed appointment dates and times. • Customers register with the SC Works system, not with an individual agency or program. When customers need to speak with more than one staff person, subsequent staff have the customer's basic information. • Signage, greetings (in person and telephone), and identifiers (i.e., nametags) promote a unified brand and team.
Standard	Baseline Measures
<p>2. The management structure is clear, as are the roles and responsibilities of the partners at the SC Works Centers as they relate to the management and governance of the center.</p>	<ul style="list-style-type: none"> • There is a single SC Works Center Operational Plan for each Center and includes a resource agreement describing shared expenses among partners. • There is a single Career Center Manager responsible and accountable for: <ul style="list-style-type: none"> ➤ coordinating activities on a daily basis ➤ providing functional supervision to all staff ➤ serving as a point of contact for Career Center information/ data, and ➤ assuring accountability for overall goals and objectives of the One-Stop Center. <p>The Center Manager recognizes the responsibilities of each partner and respects partner needs to accomplish assigned duties.</p> <ul style="list-style-type: none"> • There is a Center Communications Plan that outlines the frequency and how information is shared among partnering agencies, Center staff, and leadership.

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Standard	Baseline Measures
<p>3. SC Works Centers have integrated staff development plans</p>	<ul style="list-style-type: none"> • Staff development includes Center-related training for all Center staff • Staff development includes team building across organizations and staff levels that support collaboration and information sharing across all partners.
Standard	Baseline Measures
<p>4. The SC Works Center is accountable for results.</p>	<ul style="list-style-type: none"> • There is a tracking system to monitor utilization of services, providing for counts of participants using the site in any given period. • There are methods for assessing Center-wide effectiveness and integrated service provision that includes outcome measurement as well as process measurement. • On at least a quarterly basis, Centers track a sampling of customers through all activities and verbally assesses whether their career development and employment needs were optimally met and whether they achieved their desired outcomes. This assessment is for the purpose of identifying potential problem areas for continuous improvement and improved Center-wide effectiveness. • SC Works Center management examines its cost structure and looks for ways to operate as efficiently as possible.

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Standard	Baseline Measures
<p>5. Every SC Works Center is accessible so that all job seekers and business customers can fully participate in the services offered.</p>	<ul style="list-style-type: none"> • The Center is compliant with the Americans with Disabilities Act (ADA). Every workforce area will work with Vocational Rehabilitation partners and DEW EO officers, as needed, to assure ADA compliance. • The Center provides assistive technology for customers to use when accessing computers and other services. This includes customers with visual impairments, physical disabilities and hearing impairments. • Staff should be identified to assist people with disabilities in case of emergency. • There are linkages to services for people with special needs, including veterans and others, related to disability. • The Center is accessible to the most prominent limited-English proficiency groups in the workforce area. • The Center provides free parking adequate for the average customer traffic flow. • Centers have flexible scheduling and work hours, as appropriate, to better accommodate job seekers, especially employed job seekers, and employers.
Standard	Baseline Measures
<p>6. Every SC Works Center maintains a professional appearance</p>	<ul style="list-style-type: none"> • The Center has professional, clear and sufficient signage. Signs are prominent and unambiguous. • All staff maintain a professional appearance. • Space is well lit, clean and visually appealing • The Center is clean, in good condition and well maintained. • Restrooms are clean and well equipped • The exterior is clean and well groomed.

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Standard	Baseline Measures
<p>7. Every SC Works Center has access to sufficient space and capacity for key functions</p>	<ul style="list-style-type: none"> • Group services. The Center has, or has access to, convenient areas for group meetings and services. Areas are equipped with moveable furniture and can accommodate group meetings that are appropriate to the volume of job seekers at the Center. • Private discussion areas are identified as determined by Center policies and procedures. • The Resource Room/Area has access to telephones, high-speed Internet access, printers, faxes, copiers.
Standard	Baseline Measures
<p>8. Every SC Works Center is safe and secure</p>	<ul style="list-style-type: none"> • Confidential information is stored securely, appropriate to the nature of the information. • Building security is appropriate for the Center. • There are written policies that staff are trained in that address: <ul style="list-style-type: none"> ➤ Storage of confidential information ➤ Fire safety ➤ Bomb threats ➤ Medical emergencies ➤ Evacuation ➤ Violence in the workplace ➤ Personal safety ➤ General emergency response • All staff who work in the SC Works Center receive safety training upon hire or assignment and at least annually.