



**Executive Committee Meeting
Thursday, May 21, 2026, at 11:00 a.m.**

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AGENDA

- I. Welcome and Opening Remarks Mr. Thomas Freeland, SWDB Chair

- II. Approval of February 26, 2026, Meeting Minutes*Mr. Thomas Freeland

- III. SC Works Policy ApprovalsMs. Nina Arnone
 - i. SWDB Funding Allocation Policy*
 - ii. Integrated Business Services Team*
 - iii. SC Works Customer Satisfaction Surveys*
 - iv. SC Works Certification Standards*

- IV. Committee Updates..... Committee Chairs

- V. Other Business/Adjourn.....Mr. Thomas Freeland

*Denotes Voting Item

**Governor’s State Workforce Development Board
February 26, 2026, Executive Committee Meeting Minutes**

MEMBERS PRESENT:

Mr. Thomas Freeland*
Mr. William Floyd
Mr. Charles Brave, Jr.
Mr. Pat Michaels
Mr. Warren Snead*
Mr. John Uprichard

MEMBERS ABSENT:

Dr. Windsor Sherrill

Welcome and Opening Remarks Mr. Thomas Freeland, SWDB Chair
Mr. Thomas Freeland, State Workforce Development Board (SWDB) Chair, called the meeting to order at 11:00 a.m. A quorum was present.

Approval of November 20, 2025, Meeting Minutes* Mr. Thomas Freeland
Mr. Charles Brave, Jr., motioned to approve November 20, 2025, meeting minutes. Mr. Warren Snead seconded the motion. The Committee unanimously approved the meeting minutes.

WIOA State Plan Modification* Ms. Nina Staggers
The Workforce Innovation Opportunity Act (WIOA) requires each state to submit a 2-year modification to its 2024-2027 WIOA Combined State Plan to the Department of Labor by March 3, 2026. Ms. Nina Staggers presented the 2024-2027 WIOA Combined State Plan Modification, reviewing how the plan’s four objectives and strategies were modified to align with the five pillars outlined in the American Talent Strategy: Building the Workforce for The Golden Age.

- Pillar I: Industry-Driven Strategies: Building reliable talent pipelines through a workforce system led by industry and aligned with American’s economic priorities.
- Pillar II: Worker Mobility: Bringing more Americans into the labor force and helping them advance, including through the innovative use of technology and labor market data.
- Pillar III: Integrated Systems: Replacing a fragmented web of duplicative programs with a streamlined, coordinated system that delivers unified workforce services.
- Pillar IV: Accountability: Ensuring federally funded workforce programs deliver measurable results by linking investments to outcomes and enforcing performance discipline.
- Pillar V: Flexibility and Innovation: Ensuring federally funded workforce programs deliver measurable results by linking investments to outcomes and enforcing performance discipline.

Ms. Staggers reviewed progress made on the state plan strategies and the comments received during the public comment period.

Mr. John Uprichard motioned to approve the SC 2024 - 2027 WIOA Combined State Plan Modification. Mr. Pat Michaels seconded the motion, and the Executive Committee unanimously approved the SC 2024 - 2027 WIOA Combined State Plan Modification.

**Governor’s State Workforce Development Board
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SWDB Interim Funding Recommendation* Ms. Pamela Jones

Ms. Pamela Jones presented the interim funding recommendation of \$680,000 for the PY’25.

- *SC Works Continuous Improvement Funding – Technology - \$600,000*: Funding will be made available to Local Workforce Development Areas (LWDAs) for technology enhancements, software, and computer upgrades, prioritized by each area’s specific needs to ensure maximum impact and effectiveness.
- *Statewide Operating Costs – \$20,000*: Increase funding for SWDB and SC Works operating costs by \$20,000 to invest in staff training and professional development, to ensure the delivery of quality workforce services through the SC Works system. The initial budget includes the blanket Accident insurance renewal, participation in national organizations such as the National Governors Association, software and other operating expenses, such as training and professional development. Total PY’25 SWDB and SC Works Statewide operating cost will be \$45,000.
- *SC Works Security Funding – \$60,000*: Increase funding for security at SC Works centers to provide LWDAs with the total amounts requested to meet the requirements outlined in the Physical Security policy. The total PY’25 SC Works Security Funding to deploy security guards at SC Works centers to ensure a safe environment for staff and customers by monitoring activities and intervening to de-escalate volatile situations will be \$1,060,000.

Mr. Charles Brave Jr. motioned to approve the PY’25 interim funding recommendation of \$680,000. Mr. John Uprichard seconded the motion, and the Executive Committee unanimously approved the PY’25 interim funding of \$680,000, advancing it to the State Workforce Development Board for final approval.

Committee Updates..... Committee Chairs

- *Board Development Committee – Mr. Pat Michaels*
During the 3rd quarter Board Development Committee (BDC) meeting, the committee discussed its PY’25 priorities:
 - The Committee reviewed the actions implemented from the PY’23 SWDB Satisfaction Survey responses and discussed questions to include on the PY’25 SWDB Satisfaction Survey. Members also discussed the SWDB Member portal usage.
 - The Committee continued its discussion of the structure, agenda, and potential dates for the Executive Roundtable, a joint meeting of state and local workforce board members.
- *Workforce Innovation Committee – Presented by Mrs. Pamela Jones*
During the 3rd quarter Workforce Innovation Committee (WIC) meeting,
 - Ms. Lashawn Thompson presented key performance indicators to define success for the South Carolina Career Readiness Program. The discussion led to members signing up for the Job Analysis to see just how that impacts employers.

**Governor’s State Workforce Development Board
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- *SC Works Management Committee –Mr. Warren Snead*
During the 3rd quarter SC Works Management Committee (SCWMC) meeting,
 - Ms. Nina Arnone, Workforce Policy and Research Manager, provided an overview of the process for updating the criteria and guidelines for the SC Works Certification Standards.
 - Mr. Spencer Rice, Lead Eligible Training Provider List Coordinator, provided an overview of the Eligible Training Provider List (ETPL) and presented the recommended key baseline performance measures.
 - Mr. Amadeo Geere, Director of Workforce Services, presented the PY’24 WIOA Program and State Fiscal Measures, noting that the State met or exceeded all WIOA Program performance measures. All 12 LWDA’s met or exceeded the 80% obligation rate for each of the WIOA Title I funding streams (Adult, Dislocated Worker, and Youth), the 70% FUR for Youth program funding stream, and the 30% PCR.

Other Business/Adjourn.....Mr. Thomas Freeland

- Mr. Pat Michaels invited committee members and meeting attendees to the Midlands Goodwill Clean Tech Lab Open House on Friday, March 13, 2026.
- Mr. Freeland advised members not to delete the email with the subject line: "Noverant LMS – Welcome!" from SCWorkstraining@novant.com, as it contains their username and password for the SC Works Learning Center.
- Mr. Freeland reminded members that the next Full Board meeting will be held on Tuesday, March 31, 2026, in the C. Lem Harper Building in Columbia. Requesting that members plan to attend in person.

Meeting adjourned at 11:52 a.m.

STATE INSTRUCTION NUMBER XX-XX

To: Local Workforce Area Signatory Officials
Local Workforce Area Board Chairs
Local Workforce Area Administrators
DEW Area Directors
DEW Regional Managers

Subject: Reallocation or Adjustment of SWDB Approved Funding

Issuance Date: DATE

Effective Date: DATE

Purpose: To provide guidance on the reallocation or adjustment of State Workforce Development Board (SWDB)-approved funding by the Department of Employment and Workforce (DEW) staff.

References:

- Workforce Innovation and Opportunity Act (WIOA) §§ 101(d); 127(b)(1)(C); 128(a); 129(b)(3); 132(b)(1)(B); 132(b)(2)(B); 134(a)(3)(B)
- 20 CFR Part 682; 20 CFR Part 683, Subpart B; 20 CFR Part 679
- South Carolina WIOA Combined State Plan for 2024-2027
- SWDB Strategic Plan Priorities for 2024-2027

Background: Statewide employment and training activities are supported by funds reserved by the Governor under WIOA section 128(a). Funds reserved by the Governor for statewide workforce investment activities may be combined and used for any of the activities authorized in WIOA section 129(b) or 134(a), regardless of whether the funds were allotted through the WIOA Title I Adult, Dislocated Worker, or Youth funding streams.

The SWDB assists the Governor in the review of statewide policies, of statewide programs, and of recommendations on actions that should be taken to align workforce development programs in a manner that supports a comprehensive and streamlined workforce development system. This, in turn, assists in the development and continuous improvement of the workforce development system in South Carolina.

The SWDB retains 10% of the funds reserved by the Governor, set aside to incubate promising workforce development, education, and training models. Funding proposals are developed by DEW leadership staff and key stakeholders, based on the priorities identified in the WIOA State Plan and SWDB priorities. Proposals are presented to the SWDB for review, discussion, and approval. If the implementation costs exceed the requested funding allotment, requests for the necessary additional funds must be presented for approval at the following SWDB quarterly meeting.

This additional time requirement slows, or even stops, ongoing projects until the next funding request can be approved at a SWDB quarterly meeting.

Policy: In an effort to support ongoing SWDB projects and prevent interruptions in implementation of board directives, DEW may expend up to 10% above the approved amount for an ongoing board approved project without approval from the board. When these situations occur, DEW will inform the chairperson of the SWDB.

Additionally, the use of Governor's Reserve funds under \$10,000 does not require approval from the board. DEW may instead inform the SWDB chairperson of such funding requirements to assist in the progression of statewide employment and training activities.

The reallocation or adjustment of funds must follow all necessary, internal DEW approval practices and guidelines.

DEW will report on, give justification for, and answer any questions on all funding reallocations or adjustments to the SWDB and relevant SWDB committees. The full SWDB will receive an update on the reallocation or adjustment of funding at the quarterly meeting.

Action: Please ensure that all appropriate staff receive and understand this policy.

Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

Nina Stagers, Assistant Executive Director
Workforce Development Division

STATE INSTRUCTION NUMBER XX-XX

To: Local Workforce Area Signatory Officials
Local Workforce Area Board Chairs
Local Workforce Area Administrators
DEW Area Directors
DEW Regional Managers

Subject: **Integrated Business Services Team**

Issuance Date: DATE

Effective Date: DATE

Purpose: To provide guidance on the requirements for the Integrated Business Services Team (IBST) within each Local Workforce Development Area (LWDA).

References:

- Workforce Innovation and Opportunity Act, Public Law 113-128, §§ 107(d); 116; 121(b)(1); 134
- 20 CFR §§ 678.430-440; 20 CFR § 679.370; 20 CFR § 680.140
- Training and Employment Guidance Letters (TEGLs) 19-16; 10-16, Change 1; 07-22; 04-23; 21-22; 10-23; 05-25
- State Instruction Letters (SILs) 22-01; 24-01, Change 1; 24-02, Change 1; 24-03; 25-05, 25-08
- Combined Center Operations and Business Engagement (COBE) Plan Memorandum

Background: The Workforce Innovation and Opportunity Act (WIOA) requires Local Workforce Development Boards (LWDBs) to lead efforts to engage with a diverse range of employers and with entities in the region. This involves the promotion of business representation on the LWDB; the development of effective connections with employers in the region to support employer utilization of the local workforce development system, and to support local workforce investment activities; the assurance that those activities meet the needs of employers and support regional economic growth by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers; and the development and implementation of proven or promising strategies for meeting the employment and skill needs of

workers and employers, that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors or occupations.

Policy: Each LWDB must create an IBST, responsible for establishing and developing relationships and networks with large and small employers, employer associations, or other such organizations within the LWDA. The IBST assists businesses in developing the long-term strength of their workforce by considering the specific needs of the business, as expressed by the employer.

IBST Structure and Function

The IBST is a coordinated, cross-partner, and collaborative effort to develop, maintain, and grow business relationships through the SC Works system. Establishing a unified approach helps reduce redundant outreach and engagement to businesses, improves productivity, and drives IBST members to engage with new businesses. The IBSTs must include the following WIOA partners:

1. WIOA Title I Adult, Dislocated Worker, and Youth
2. WIOA Title II Adult Education
3. WIOA Title III Wagner-Peyser Employment Services
4. WIOA Title IV Vocational Rehabilitation
5. WIOA Title IV Commission for the Blind
6. South Carolina Department of Social Services

LWDBs may include additional partners in the IBST who play a significant role in workforce investment activities within the LWDA. LWDBs may set appropriate expectations for partners on the IBST within local policy. Partners may include more than one person on the IBST and/or place the same individual on IBSTs in multiple LWDA. Each partner will designate the staff member(s) to be their IBST representative.

The responsibilities of the IBST include, but is not limited to, the following:

- Conduct joint employer outreach in the LWDA to provide the business services outlined in this policy or to provide a referral to services
- Assist businesses in becoming eligible for employer services in SC Works Online Services (SCWOS), such as labor exchange and recruiting functionalities, through the Department of Employment and Workforce (DEW)
- Develop sector-based employer strategies
- Act as a liaison between businesses not currently in the SC Works system and industry partners to create a network
- Ensure compliance with all Federal, state, and local policies and guidance surrounding services to business, including the LWDA COBE Plan
- Maintain stakeholder engagement in the development of the LWDA COBE Plan

- Provide information to businesses not yet in the SC Works system and updated information to businesses already in the SC Works system
- Review of IBST activities and performance, with the implementation of improvement strategies as needed

IBST Meetings. To carry out the responsibilities listed above, **the IBST must meet at least quarterly** within each program year. This meeting must include discussion of the following:

- Each IBST partner's method to engage with businesses, employers, employer associations, or other such organizations
- Services provided to businesses by each partner, as well as IBST strategies, so that all IBST members are well equipped to refer businesses to the appropriate partner and explain the services
- Any company locating to the area, leaving the area, expanding or contracting within the area, and the occupations/industries expected to expand or decline in the near future
- Coordination of layoff aversion and Rapid Response activities in the LWDA
- Creation and completion of IBST Action Items that are achievable, effective, and intentional for the next meeting. These items include, but are not limited to:
 - Research of local employers not currently a part of the SC Works system as well as activities that employers in the SC Works system would be interested in
 - Engagement with local employers who are not in the SC Works system
 - Communication by each IBST partner of their engagement with employers in the previous quarter
 - Alignment of IBST activities with LWDB strategic plans and priorities
- Any further ideas that would assist in the goal of providing business services in the LWDA

IBST Coordinator. The IBST must vote annually on a WIOA core partner to serve as the IBST Coordinator based on which program is available and interested. The partner then designates a staff member to step into the role; this may be the same individual designated to represent the partner on the IBST. LWDBs may set accountability expectations for the IBST Coordinator within local policy. The IBST Coordinator must ensure employer engagement is system-wide and coordinated and cannot operate independently of the other required partners.

The responsibilities of the IBST Coordinator include:

- Scheduling and facilitating the IBST meetings
- Publishing the schedule for upcoming year's IBST meetings so that all business services programs may attend and remain informed on business activities in the LWDA
- Ensuring the meetings include a discussion of the obligation set out in this policy
- Keeping meeting minutes that overview the discussion and track the IBST Action Items
- Coordinating outreach to employers by the IBST and organizing joint employer visits

NOTE: The IBST Coordinator does not have the authority to supervise another partner's staff, control another partner's program funds, or require participation in activities outside another partner's program rules.

The IBST may also have multiple coordinators, a coordinator and an assistant coordinator, or any other structure they deem beneficial to ensure accountability. The IBST is encouraged to exhaust all partners in the IBST before returning to any partner to serve as the coordinator.

Single Point of Contact. This does not refer to a single point of contact for business services in the local area; it refers to a single point of contact as it pertains to the IBST. Strategic, coordinated outreach to businesses should be led by the IBST partner that has the best relationship with the employer. The single point of contact succeeds through collaboration, not through any direct control over any other partner. This partner is responsible for the management of specific client relationships and customer satisfaction by simplifying, building awareness, and seamlessly bringing partners to the table as needed to meet each client's needs. The remaining members of the IBST may offer support and assistance where needed or desired, with communication expectations outlined in local policy.

IBST Business Services

The services provided to business are given based on the expressed needs of the business. The IBST must create a portfolio of solutions with action plans and accountability to businesses; then the IBST single point of contact uses the full services of the IBST to develop flexible, customized solutions, and organize its delivery to each business.

At a minimum the following services must be provided:

- Access to labor market information
- Recruitment, screening, and referral of qualified applicants
- Access to economic development information and resources
- Posting job vacancies
- Offering customized job training options
- Connecting firms to SC Works information
- Technical assistance on assessment, recruitment, and human resource strategies
- Advocating for employers in key economic sectors
- Assistance with major layoffs and plant closures

Fee-for-Service

No fee may be charged for the career services that must be made available to local employers, specifically labor exchange activities and labor market information described in 20 CFR §§

678.430(a)(4)(ii) and (a)(6). A fee-for-service may not be charged for recruitment and other business services on behalf of employers, including referrals to specialized business services. Additionally, a fee may not be charged for the provision of workforce and labor market information.

NOTE: General job fairs, open to all employers in the region, fall within labor exchange services and therefore are not included within the list of services for which a fee may be charged. SC Works services are to remain a no-cost option for employers regardless of the type of service requested; the SC Works logo/brand cannot be used to provide or promote fee-for-service activities.

Although WIOA allows the customized employer-related services described in 20 CFR §§ 678.435(b) and (c) to be provided on a fee-for-service basis, there is no requirement that a fee must be charged to employers. Services provided under 20 CFR § 678.435(c) may be provided through effective business intermediaries working in conjunction with the LWDB, either on a fee-for-service basis or through leveraging of economic development, philanthropic, and other public and private resources in a manner determined by the LWDB. When a LWDB provides business services on a fee-for-service basis, they must examine the services to be provided compared with the assets and resources available within the SC Works centers in their LWDA and through the SC Works partners to determine an appropriate cost structure for services, if any.

Any fees earned for customized employer-related services are considered program income and must be expended in accordance with the appropriate partner program's authorizing statute, implementing regulations, and Federal cost principles in the Uniform Guidance.

Effectiveness in Serving Employers

Effectiveness in Serving Employer's (ESE) can be evaluated via several methods. The Department of Labor (DOL) has identified the required reporting measure as a participant-based measure: Employed with the Same Employer in the 2nd and 4th Quarter after Exit. To effectively evaluate and measure employer service delivery and outcome, DEW continues to utilize the measures reported during DOL's ESE pilot phase. See SIL 25-08, *Employer Verification and Management*, for more information on ESE performance requirements.

Equal Opportunity

WIOA § 188 prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title I-financially assisted program or activity. See the most updated SILs on equal opportunity (EO) requirements for more information.

Action: Please ensure that all appropriate staff receive and understand this policy.

State Instruction XX-XX
Integrated Business Services Team
DATE
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Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

Nina Stagers, Assistant Executive Director
Workforce Development Division

DRAFT

STATE INSTRUCTION NUMBER 24-02, Change 1

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

Subject: **SC Works Customer Satisfaction Surveys**

Issuance Date: DATE

Effective Date: DATE

Purpose: To provide standardized guidance for statewide customer satisfaction surveys. This guidance replaces State Instruction Letter 24-02.

References:

- Workforce Innovation and Opportunity Act, Public Law 113-128 § 116(e)(2)
- 20 CFR § 678.800
- Training and Employment Guidance Letter (TEGL) 5-18
- State Instruction Letters (SILs) 24-01, Change 1; Business Services
- Combined Center Operations and Business Engagement Plan (COBE Plan) Memorandum

Revision 1: The customer satisfaction feedback required for the Annual Report will now be disseminated through SC Works Online Services (SCWOS).

Background: The Workforce Innovation and Opportunity Act (WIOA) Annual Report requires states to describe their approach to customer satisfaction, which may include information used for one-stop center certification, in accordance with 20 CFR § 678.800. Additionally, the SC Works certification standards require LWDAs to have a customer feedback system in place that assesses jobseeker and employer customer satisfaction.

In 2023, the State Workforce Development Board (SWDB) conducted the Secret Shopper Pilot Program to assess the customer experience when interacting with the SC Works system. In order to best capture the jobseeker and employer customer experience, customer satisfaction survey questions were developed and recommended for implementation.

Policy: The Department of Employment and Workforce (DEW) conducts customer satisfaction evaluations for both jobseekers and employers through surveys distributed by SCWOS using the users' preferred communication setting (i.e. through email or via their dashboard). The administration of these surveys captures ongoing feedback from jobseekers and employers in accordance with the SC Works centers Certification Standards requirements. These questions are attached to this guidance for ease of access, should a review be desired.

Local workforce development areas (LWDAs) must ensure that all customers who receive services through the SC Works delivery system are entered into SCWOS to ensure they are able to receive the customer satisfaction survey. The survey may be provided in a language other than English or alternative format, as required under applicable laws and regulations.

Local Workforce Development Boards (LWDBs) may conduct additional, LWDA-specific surveys to support continuous improvement and support their strategic direction. These may be distributed in the method preferred by the LWDA, including on paper, by phone, or virtually. Should these be administered, they are not required to be reported to the State.

The state-level survey data are collected by DEW, through SCWOS, for the WIOA Annual Report. DEW will also ensure that the LWDBs receive the data applicable to their LWDAs for compliance with the customer feedback requirements within the COBE Plan.

Action: Please ensure that all appropriate staff receive and understand this policy.

Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

Nina Stagers, Assistant Executive Director
Workforce Development Division

ATTACHMENTS

- Jobseeker Services Survey Questions
- Business Services Survey Questions

SC Works Jobseeker Services Survey Questions

1. In your most recent experience, how did you access SC Works services?

- I called my SC Works center.
- I visited an SC Works center.
- I received in-person services outside of an SC Works center.
- I used the SC Works Online Services (SCWOS) website (jobs.scworks.org).
- I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).

2. What SC Works services did you receive?

- Unemployment assistance
- Job search assistance
- Apply for a job
- Hiring event/job fair
- Attend a workshop
- Attend an appointment
- Find center location
- Career self-assessment
- Résumé assistance
- Education/testing/training opportunities
- WIN testing
- Veteran services
- Agricultural Outreach
- Youth services
- Report a problem
- Other: _____

3. Were you able to complete the purpose of your visit/use of SC Works services?

- Yes
- No

4. Did you know that you could request accommodation or assistance if needed?

- Yes
- No

5. Did you experience any difficulties participating in services or appointments?

- Yes
 - Please describe
- No

6. Did you know you could request language assistance services (such as translation and interpretation) if needed?

- Yes
- No
- Not sure

7. If you needed language assistance, were you able to get it?

- Yes
- No
- N/A – did not need language assistance

8. If you used SC Works Online Services (jobs.scworks.org), how would you rate your satisfaction with the experience?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

- N/A – did not use SC Works Online Services

9. Overall, how would you rate your satisfaction with the customer service provided by the SC Works center staff?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

10. Overall, how would you rate your satisfaction with the services you received?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

11. Based on your experience, how likely are you to recommend SC Works services to other jobseekers?

Not at all likely Extremely likely

1 2 3 4 5 6 7 8 9 10

12. Please share comments and suggestions on how we can improve SC Works services.

SC Works Business Services Survey Questions

1. In your most recent experience, how did you access SC Works services?

- I called my SC Works center.
- I visited an SC Works center.
- I received in-person services outside of an SC Works center.
- I used SC Works Online Services (jobs.scworks.org).
- I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).

2. What SC Works services did you receive?

- Attend an employer-related event
- Attend a career fair
- Host screenings/job interviews
- Drop off job orders/pick up job applications
- Inquire about SC Works services
- Recruiting assistance
- Assistance with SC Works Online Services (SCWOS; jobs.scworks.org)
- Layoff or closure assistance
- Assistance with training programs (on-the-job training [OJT], apprenticeship, customized training for workers)
- Labor or job market information
- Unemployment Insurance (UI) Tax assistance
- Report a problem
- Other: _____

3. Were referred to the appropriate services to support your needs?

- Yes
- No
- N/A – did not need referral

4. Were you able to complete the purpose of your visit/use of SC Works services?

- Yes
- No

5. Were you informed of your responsibilities regarding equal opportunity and nondiscrimination as they pertain to services delivered through the SC Works system?

- Yes
- No

6. If you used SC Works Online Services (jobs.scworks.org), how would you rate your satisfaction with the experience?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

- N/A – did not use SC Works Online Services

7. Overall, how would you rate your satisfaction with the customer service provided by the SC Works center staff?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

8. Overall, how would you rate your satisfaction with the services you received?

Not at all satisfied Extremely satisfied

1 2 3 4 5 6 7 8 9 10

9. Based on your experience, how likely are you to recommend SC Works services to other employers or businesses?

Not at all likely Extremely likely

1 2 3 4 5 6 7 8 9 10

10. Please share comments and suggestions on how we can improve SC Works services.

STATE INSTRUCTION NUMBER 24-01, Change 1

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

Subject: SC Works Certification Standards

Issuance Date: DATE

Effective Date: DATE

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. This guidance expires State Instruction Letter 24-01.

Reference:

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128
- 20 CFR § 678.800; 34 CFR § 361.800; 34 CFR § 463.800
- Training and Guidance Letters (TEGLs) 4-15; 16-16; 16-16, Change 1; 17-16
- State Instruction Letters (SILs) 11-11, Change 1; 16-12, Change 1; 16-13, Change 1; 19-03, Change 1; 20-12, Change 1; 21-04; 22-01; 24-02, Change 1; 24-04, Change 1; 24-08; 25-02; 25-04; 25-05; 25-08; Business Services
- Combined Center Operations and Business Engagement Plan (COBE Plan) Memo

Revision:

- The Management, Jobseeker Services, and Business Services Standards attached to the policy have been updated in accordance with updated Federal and State guidance
- Submission date requirement has been updated
- The LWDB must submit a completed version of the three standards attached to the policy
- The language has been revised for clarity and ease of use

Background: The Workforce Innovation and Opportunity Act (WIOA) requires that the State Workforce Development Board (SWDB), in consultation with chief elected officials and Local Workforce Development Boards (LWDBs), establish objective criteria and procedures for LWDBs to use when certifying one-stop centers. 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. The SWDB, in consultation with chief elected officials and LWDBs, must review and update the criteria every two years as part of the review and modification of the State Plan.

LWDBs must assess, at least every three years, the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and one-stop delivery systems using the criteria and procedures developed by the SWDB. LWDBs must review and update the criteria every two years as part of the Local Plan update process. Certification is required for one-stop centers to be eligible to use infrastructure funds in the State funding mechanism as described in 20 CFR § 678.730.

Policy: LWDBs must develop objective policies and procedures to assess the Comprehensive and Affiliate SC Works centers and the SC Works service delivery system in their LWDA. To be certified, the SC Works centers, and the SC Works service delivery system, must meet or exceed the baseline measures outlined in the Management, Jobseeker Services, and Business Services Standards attached to this policy.

The LWDA must be able to provide supporting documentation for each baseline measure of the certification standards, when requested. The SC Works Center Operator is responsible for coordinating and facilitating the implementation of the certification standards.

Evaluations for effectiveness must include how well the SC Works center integrates available services for jobseekers and businesses, meets the workforce development needs of participants and the employment needs of local employers, operates in a cost-efficient manner, coordinates services among the SC Works partner programs, and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the LWDB. These evaluations must take into account feedback from SC Works customers, and apply if necessary; include evaluations of how well the SC Works center ensures equal opportunity (EO) for individuals with disabilities to participate in or benefit from SC Works center services; and include criteria evaluating how well the SC Works centers and SC Works delivery system takes action to comply with disability-related regulations implementing WIOA § 188.

Evaluation methods include, but are not limited to, the following:

- Interviews with staff, management, jobseekers, employers, and partners, such as economic development and education entities
- Questionnaires and/or surveys of jobseekers, employers, and staff
- Document reviews including, but not limited to:
 - The Integrated Business Services Team (IBST) and LWDB meeting minutes
 - SC Works center staff training and meeting agendas

- SC Works center schedules, sign-in sheets, referral forms, and posted signage
- EO monitoring documentation and LWDB policies
- The LWDA Memoranda of Understanding (MOU)
- Combined Center Operations and Business Engagement Plan (COBE Plan)
- Observations and inspections of SC Works 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

Each LWDB must submit the following to Workforce Support at WorkforceSupport@dew.sc.gov no later than June 30, 2027:

- A completed version of the Management, Jobseeker Services, and Business Services Standards attached to this policy
- A summary of the assessment process and evaluation methods
- Documentation of LWDB certification of the SC Works centers and SC Works service delivery system (e.g., meeting minutes, electronic votes)

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

Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

Nina Stagers, Assistant Executive Director
Workforce Development Division

ATTACHMENTS

- Management Standards
- Jobseeker Services Standards
- Business Services Standards

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
<p>1. Partner integration is evident through non-duplication of services and efficient and effective service delivery.</p>	<ul style="list-style-type: none"> Customers have access to partner programs, services, and activities in accordance with Training and Employment Guidance Letter (TEGL) 16-16 and TEGL 16-16, Change 1. Access means (1) a center 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 via technology to program staff who can provide meaningful information or services. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> On-site partners are knowledgeable about services available through the SC Works center and in the local workforce development area (LWDA). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All staff who assist in the resource room are trained in customer service and can demonstrate knowledge of the full range of center and workforce system resources. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Where appropriate, referrals for services are made through South Carolina's case management system, SC Works Online Services (SCWOS). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> When customers need to speak with a staff person from more than one program, subsequent Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser (WP), Trade Adjustment Act (TAA), Jobs for Veterans State Grants (JMSG), and Reemployment Services and Eligibility Assessment Grants (RESEA) staff, and other partner staff where appropriate, utilize or receive notification from the 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards



MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	SCWOS Greeter to document and communicate the addressed visit reason.			
	<ul style="list-style-type: none"> 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. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center publishes a staff accessible, single, unified monthly schedule of all center events and workshops. 	<input type="checkbox"/>	<input type="checkbox"/>	
2. The SC Works center management structure is clear.	<ul style="list-style-type: none"> The LWDA has a current Combined Operational Plan and Business Engagement Plan (COBE Plan). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The Center Operator is the single point of contact for the center and is responsible for the activities outlined in the most updated state instruction letter on SC Works Center Leadership Team Roles and Responsibilities. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The roles and responsibilities of the partners at the SC Works center as they relate to the management and governance of the center are understood. 	<input type="checkbox"/>	<input type="checkbox"/>	
3. SC Works center staff are provided training and professional development opportunities.	<ul style="list-style-type: none"> Upon hire, staff are trained in the following areas: 			
	<ul style="list-style-type: none"> o Functional work areas 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Customer service 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> ○ Workforce development 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Greeting customers as they enter the center or as they wait in line 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Maintenance of the SCWOS Greeter 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● WIOA, WP, TAA, and JVSG case managers complete Career Development Facilitator (CDF), Certified Career Services Provider (CCSP), or similar case management training. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● Existing SC Works center staff have completed the SC Works 101 – Your Next Steps training program in the SC Works Training Center. New staff complete training within one month of hire. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● The Center Operator provides ongoing LWDA-related training and team building to enhance communication among partners and facilitate cross training. 	<input type="checkbox"/>	<input type="checkbox"/>	
4. The SC Works center is accountable for results.	<ul style="list-style-type: none"> ● The SC Works center uses the SCWOS Greeter to monitor utilization of services and center traffic. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ● Assessment of center-wide effectiveness includes: 			
	<ul style="list-style-type: none"> ○ Customer satisfaction 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Physical and programmatic accessibility 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> ○ Continuous improvements 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> The SC Works center management examines the center cost structure and looks for ways to operate effectively in a cost-efficient manner. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>5. The SC Works center has a system in place to assess projected employer demand and to align jobseeker resources with current and projected employer demand.</p>	<ul style="list-style-type: none"> SC Works center management conducts formal, data-driven analysis of employer needs, at least annually, to include input and feedback from employers and applicable partners, which must at a minimum, include all WIOA core partners. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>6. The SC Works center is accessible so that all jobseekers and business customers can fully participate in the services offered.</p>	<ul style="list-style-type: none"> The SC Works center is compliant with the Americans with Disabilities Act (ADA). The LWDA cooperates with Vocational Rehabilitation partners and DEW Equal Opportunity (EO) staff to ensure ADA compliance. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center provides assistive technology for customers to use when accessing computers and other services. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center staff are trained to assist people with disabilities, including individuals with service animals, at the first point of contact and in case of emergency. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> There is access to auxiliary aids and services available for people with disabilities. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center is accessible and provides resources to individuals with limited-English proficiency. Interpreter services are available, and staff are trained to access and utilize interpreter services when needed. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> 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. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center has flexible scheduling and work hours to accommodate jobseekers and employers, when needed. 	<input type="checkbox"/>	<input type="checkbox"/>	
7. The SC Works center maintains a professional appearance.	<ul style="list-style-type: none"> The SC Works center has professional, clear, and sufficient signage that is prominent and unambiguous, including required ADA and EO signage. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All staff maintain a professional appearance in accordance with LWDB approved policies. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center, including exterior, lobby, resource room, conference/training rooms, staff workstations/offices, restrooms, etc., are clean, well maintained, and visually appealing. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
<p>8. The SC Works center has access to sufficient space and capacity for key functions.</p>	<ul style="list-style-type: none"> The SC Works center has, or has access to, convenient and properly equipped space for group meetings and services. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Comprehensive centers provide on-site private discussion areas. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Affiliate centers provide access to private discussion areas as outlined in center policies and procedures. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The resource room has sufficient access to telephones, high-speed Internet, printers, and copiers. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>9. The SC Works center adheres to the minimum physical security standards, procedures, and training requirements.</p>	<ul style="list-style-type: none"> Personably Identifiable Information (PII) and other sensitive information is stored securely in alignment with Federal and State policy. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> Building security is appropriate for the SC Works center based on the most updated SC Works Physical Security state instruction letter. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> LWDAs conduct training in the SC Works center on security situations as outlined in the most updated SC Works Physical Security state instruction letter. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All staff who work in the SC Works center receive safety and security training at least annually. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Jobseeker Services Standards



JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. Satisfaction with both processes and outcomes is measured for existing jobseeker customers.	<ul style="list-style-type: none"> The local workforce development area (LWDA) utilizes jobseeker feedback that measures jobseeker outcomes and satisfaction. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The LWDA Combined Center Operations and Business Engagement Plan (COBE Plan) outlines the tools, methods, and protocols used to measure jobseeker feedback. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The LWDA disaggregates and reviews data for each SC Works center for analysis and action. 	<input type="checkbox"/>	<input type="checkbox"/>	
2. Feedback from jobseekers is used to improve services.	<ul style="list-style-type: none"> The SC Works center and LWDA have a system in place to improve services based on the feedback received from jobseekers. 	<input type="checkbox"/>	<input type="checkbox"/>	
3. Jobseekers have multiple access points to SC Works services.	<ul style="list-style-type: none"> Services are provided through Comprehensive and Affiliate SC Works centers, up-to-date and useful websites, and remote or virtual service strategies. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center encourages jobseekers to utilize virtual services, as appropriate. This may include the Virtual Engagement Center (VEC), 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 offerings found on SC Works Online Services (SCWOS). 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Jobseeker Services Standards



JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
4. The SC Works center offers a consistent menu of jobseeker services.	<ul style="list-style-type: none"> All basic and individual career services, training services, and information outlined in the Workforce Innovation and Opportunity Act (WIOA) § 134(c) and Training and Employment Guidance Letter (TEGL) 4-15 are available and accessible to each jobseeker at the SC Works center. 	<input type="checkbox"/>	<input type="checkbox"/>	
5. The SC Works center staff provides jobseeker services efficiently while maintaining a customer-oriented focus.	<ul style="list-style-type: none"> The SC Works center has a process, including monitoring the SCWOS Greeter, to minimize lines and wait times. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center has a process for effectively handling large-scale events or heavy customer traffic. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center staff promptly engage customers with self-service activities, staff assistance, or acknowledgement upon entry to the SC Works center or virtual system. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center uses the SCWOS Greeter to triage customers and refer them to the appropriate program staff. 	<input type="checkbox"/>	<input type="checkbox"/>	
6. The SC Works center has a well-equipped resource room with trained SC Works center staff to provide a broad range of jobseeker services.	<ul style="list-style-type: none"> The resource room has at least one SC Works center staff present at all times to provide orientation and guidance on accessing and using resources. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The resource room has computers to accommodate the needs of customers. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Jobseeker Services Standards



JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> SC Works center staff present the services of all partners based on individual customer needs. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> 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 jobseekers access to all of these. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>7. Jobseekers learn about the full range of services available through the SC Works system in a customer-focused, program-neutral way.</p>	<ul style="list-style-type: none"> The LWDA website provides a virtual orientation to the workforce system. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center provides information on the full range of services at the first visit via multiple delivery mechanisms (e.g., welcome folders, pamphlets, group orientation, signage, help desk, etc.). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center staff are knowledgeable to be able to education visitors about SC Works services. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>8. The SC Works center offers effective assessment and career guidance services to all jobseekers.</p>	<ul style="list-style-type: none"> SC Works center staff are aware of and are trained in assisting or directing jobseekers to available career development assessments. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center offers basic skills assessments through direct provision, partners, or contracts. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center makes available computer literacy assessments through direct provision, partners, or contracts. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Jobseeker Services Standards



JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
9. The SC Works center provides resources to assist jobseekers in marketing themselves for employment.	<ul style="list-style-type: none"> The following services or workshops, at minimum, are provided on-site, but may also be provided virtually, individually or in group settings, at Comprehensive SC Works centers: 			
	<ul style="list-style-type: none"> o Résumé preparation 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Interviewing techniques 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Networking groups 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Basic computer skills 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> o Job search assistance 	<input type="checkbox"/>	<input type="checkbox"/>	
10. The SC Works center has information on SCWOS job openings.	<ul style="list-style-type: none"> SCWOS is used to provide information to jobseekers on open jobs. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The SC Works center promotes recent, in-demand job postings through the Hot Jobs Flyer. 	<input type="checkbox"/>	<input type="checkbox"/>	
11. The SC Works center helps jobseekers advance their skills and education.	<ul style="list-style-type: none"> The SC Works center has a diverse selection of career enhancement options, including short-term and long-term training. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center staff assist jobseekers in developing a plan to finance education and training, which may include WIOA, Job Corps, Trade Adjustment Act (TAA), or other partner resources, or Pell Grants, part-time work, and scholarships. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
<p>1. There is a fully integrated, multi-agency business services team that, at minimum, must include representatives from each of the WIOA core partners.</p>	<ul style="list-style-type: none"> The local workforce development area (LWDA) has designated business services staff. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> WIOA core partners who provide services to businesses actively participate in the Integrated Business Services Team (IBST). 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> All IBST members are educated on each other's program goals, services, and methods to engage with businesses. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>2. The IBST is structured and facilitated as a unified activity.</p>	<ul style="list-style-type: none"> The IBST selects the IBST Coordinator(s) from among the WIOA core partners on the IBST based on availability and interest. The IBST reviews and appoints/reappoints the IBST Coordinator(s) annually. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> IBST members present the full range of relevant/appropriate services to businesses. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The IBST meets at least quarterly, in-person or virtually, to carry out the responsibilities outlined in the most updated state instruction letter on the Integrated Business Services Team. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The IBST Coordinator(s) meets the responsibilities outlined in the most updated state instruction letter on the Integrated Business Services Team. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> There is consistent, real-time, documented communication between the members of the IBST. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
3. Businesses are consulted on their workforce needs.	<ul style="list-style-type: none"> There is evidence that businesses have been consulted through focus groups, written or online surveys, and/or targeted interviews. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The services provided to businesses are given based on the expressed needs of the business. 	<input type="checkbox"/>	<input type="checkbox"/>	
4. The LWDA operates from the Combined Operational and Business Engagement Plan (COBE Plan).	<ul style="list-style-type: none"> SC Works center staff, as appropriate, are knowledgeable in and engage with the COBE Plan. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The IBST maintains stakeholder engagement in the development of the COBE Plan. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The IBST targets and serves businesses according to the COBE Plan. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> The LWDA outreach strategy is done according to the COBE Plan. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> SC Works center staff, as appropriate, use SCWOS to track delivery of employer services. 	<input type="checkbox"/>	<input type="checkbox"/>	
5. There is a link between the activities of the IBST, economic development, and education entities in the LWDA.	<ul style="list-style-type: none"> There is evidence that the LWDA maintains partnerships between all appropriate education and economic development entities and the IBST. Such evidence includes: 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> The relevant economic development and education entities are engaged in strategic planning sessions and business forums. 	<input type="checkbox"/>	<input type="checkbox"/>	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	<ul style="list-style-type: none"> ○ The IBST is informed of any company locating to the area, leaving the area, expanding or contracting within the area, and the occupations/industries expected to expand or decline in the near future. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>6. Satisfaction with both processes and outcomes is measured for existing business customers.</p>	<ul style="list-style-type: none"> • The LWDA utilizes employer feedback that measures outcomes and satisfaction. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> • The COBE Plan outlines the tools, methods, and protocols used to measure the employer feedback. 	<input type="checkbox"/>	<input type="checkbox"/>	
	<ul style="list-style-type: none"> • The LWDA disaggregates and reviews data for each SC Works center for analysis and action. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>7. The SC Works center offers a consistent menu of demand-driven services.</p>	<ul style="list-style-type: none"> • The menu of available business services is posted on the LWDA's website and at the SC Works center with links to relevant information for businesses in the LWDA and to each IBST partner website. 	<input type="checkbox"/>	<input type="checkbox"/>	