
LOCAL INSTRUCTION NUMBER 24-11 change to Local instruction 21-01

To: Catawba Workforce Development Area
Catawba Workforce Development Board

Subject: SC Works Certification Standards

Issuance Date: May 1, 2025

Effective Date: Immediately

Purpose: To provide Local guidance regarding the certification of the SC Works centers and the SC Works service delivery system, including the SC Works Certification Standards and suggested methods for evaluating compliance.

Reference: State Instruction 24-01, State Plan

Background: In compliance with The Workforce Innovation and Opportunity Act (WIOA) and State instruction 24-01, SC Works Certification Standards, the Local Workforce Development Boards (LWDBs) are responsible for the assessment of the comprehensive and affiliate SC Works Centers and the SC Works delivery system against the provided standards in State instruction 24-01.

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. In addition, the criteria must be reviewed and updated every two years as part of the review and modification of the State and Local Plan.

Policy: Assessment will be performed by the Administrative Entity (AE) WIOA staff, COG staff, and potentially an LWDB member/OneStop Committee member. Assessments will include review of each standard and completing each Baseline Measure by checking the appropriate box (Yes/No) and making comments. Comments should include a list of documents reviewed, observations, etc. LWDBs are responsible for the assessment of their comprehensive and affiliate SC Works centers and SC Works delivery system against the attached standards. To be certified, centers and delivery systems must meet or exceed the baseline measures for each standard. Evaluation methods include, but are not limited to, the following:

- Interviews with staff, management, jobseekers, employers, and partners, such as economic development
- Questionnaires and/or surveys of jobseekers, employers, and staff
- Document reviews including, but not limited to, Business Services Team meeting minutes, LWDB meeting minutes, training and meeting agendas, sign-in sheets, Equal Opportunity monitoring documentation, referral forms, center schedules, focus group documentation, LWDB policies, posted signage, and Memoranda of Understanding/Infrastructure Funding Agreements
- Combined Center Operations and Business Engagement Plan (COBE Plan)
- Observations and inspections of 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

LWDBs are required to develop objective policies and procedures for the assessment process that include utilization of the criteria outlined in the attached Management, Jobseeker Services, and Business Services Standards.

Administrative Entity will submit the following to Workforce Support at WorkforceSupport@dew.sc.gov no later than June 30, 2025:

- Summary of the assessment process
- Documentation of LWDB certification approval (e.g., meeting minutes, electronic votes)

All SC Works centers must be certified to be eligible for infrastructure funding through the State funding mechanism.

This policy will be amended, if necessary, for changes in the State Plan.

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

Inquiries: Questions may be directed to Amanda Baker at 803-327-9041 or abaker@catawbacog.org.



Amanda Baker, WIOA Administrator
SC Works Certification

Attachments: Management Standards
Jobseeker Services Standards
Business Services Standards

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. Partner integration is evident through non-duplication of services and efficient and effective service delivery.	Customers have access to partner programs, services, and activities in accordance with TEGL 16-16. Access means (1) a program 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 through technology to program staff who can provide meaningful information or services.	☐	☐	
	On-site partners are knowledgeable about services available at the SC Works center and in the local community.	☐	☐	
	Where appropriate, referrals for services are made through South Carolina's case management system, SC Works Online Services (SCWOS).	☐	☐	
	When customers need to speak with a staff person from more than one program, subsequent WIOA, WP, TAA, JVSG, and RESEA staff have access to the customer's basic information through SCWOS.	☐	☐	
	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.	☐	☐	
	The SC Works center will maintain and publish a single, unified monthly schedule of events and workshops.	☐	☐	

SC Works Certification Management Standards

MANAGEMENT STANDARDS	BASILINE MEASURE	YES	NO	COMMENTS
2. The management structure is clear, as are the roles and responsibilities of the partners at the SC Works center as they relate to the management and governance of the center.	The LWDA has a current SC Works Combined Operational Plan and Business Engagement Plan (COBE Plan).	☐	☐	
	- A SC Works center manager is the single point of contact for the center and has clearly defined roles and responsibilities, including: - Coordinating activities on a daily basis - Providing effective coordination of staff within the confines of each program and agency requirements and goals - Serving as a point of contact for center information/data, including sharing information with all partners, as appropriate - Assuring accountability for overall goals and objectives of the SC Works center	☐	☐	
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3. SC Works center staff are provided training and professional development opportunities.	- Upon hire, staff are trained in the following areas: - Staff are trained in functional work areas, customer service, and workforce development. - Greeter personnel are trained to greet customers as they enter the center or as they wait in line. - WIOA, WP, TAA, and JVSG case managers complete Career Development Facilitator (CDF), Certified Career Services Provider (CCSP), or similar case management training.	☐	☐	
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SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	All staff providing assistance in the resource room are trained in customer service and can demonstrate knowledge about the full range of center and workforce system resources.	☐	☐	
	Existing DEW, WIOA, and partner staff have completed the SC Works Your Next Steps training program. New DEW, WIOA, and partner staff are enrolled within one month of hire.	☐	☐	
	The SC Works center provides ongoing LWDA-related training and team building to enhance communication among partners and facilitate cross training.	☐	☐	
4. The SC Works center is accountable for results.	The SC Works center uses the SCWOS Greeter to monitor utilization of services and center traffic.	☐	☐	
	There is a method of assessing center-wide effectiveness including customer satisfaction, physical and programmatic accessibility, and continuous improvement.	☐	☐	
	The SC Works center management examines its cost structure and looks for ways to operate effectively in a cost-efficient manner.	☐	☐	
5. The SC Works center has a system in place to assess projected employer demand and aligns jobseeker	SC Works management conducts formal, data-driven analysis of employer needs, at least annually, to include input and feedback from employers and applicable partners. At a minimum, “applicable partners” must include WIOA core partners.	☐	☐	

SC Works Certification Management Standards

MANAGEMENT STANDARDS	BASILINE MEASURE	YES	NO	COMMENTS
resources with current and projected employer demand.	SC Works management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs.	☐	☐	
6. Every SC Works center (comprehensive and affiliate) is accessible so that all jobseekers and business customers can fully participate in the services offered.	- The SC Works center is compliant with the Americans with Disabilities Act (ADA), and the LWDA cooperates with Vocational Rehabilitation partners and DEW EO staff to ensure ADA compliance. - The SC Works center provides assistive technology for customers to use when accessing computers and other services. This includes customers with visual and hearing impairments and physical disabilities. - Staff are trained to assist people with disabilities, to include individuals with service animals, at the first point of contact and in case of emergency. - There are linkages to auxiliary aides and services available for people with disabilities, including veterans and others. - The SC Works center is accessible to individuals with limited-English proficiency. Interpreter services are available, and staff are aware of how to access and utilize interpreter services when needed. - 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.	☐	☐	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	The SC Works center has flexible scheduling and work hours to accommodate jobseekers and employers, when needed.	☐	☐	
7. Every SC Works center maintains a professional appearance.	The SC Works center has professional, clear, and sufficient signage that is prominent and unambiguous, including required ADA and EO signage.	☐	☐	
	All staff maintain a professional appearance in accordance with LWDB approved policies.	☐	☐	
	The SC Works center, including exterior, lobby, resource room, conference/training rooms, staff workstations/offices, restrooms, etc., are clean, well maintained, and visually appealing.	☐	☐	
	The SC Works center has, or has access to, convenient and equipped space for group meetings and services.	☐	☐	
8. Every SC Works center has access to sufficient space and capacity for key functions.	Comprehensive centers provide onsite private discussion areas.	☐	☐	
	Affiliate centers provide access to private discussion areas as outlined in center policies and procedures.	☐	☐	
	The resource room/area has sufficient access to telephones, high-speed Internet, printers, and copiers.	☐	☐	

SC Works Certification Management Standards

MANGEMENT STANDARDS	BASLINE MEASURE	YES	NO	COMMENTS
9. Every SC Works center is safe and secure.	Confidential and sensitive information is stored securely.	☐	☐	
	Building security is appropriate for the SC Works center.	☐	☐	
	- Staff are trained in accordance with written policies that address: - Personal Identifiable Information (PII) - Storage of confidential information - IT security - Fire safety - Bomb threats - Medical emergencies - Evacuation - Violence in the workplace - Personal safety - General emergency response - CDC guidelines regarding PPE (COVID-19)	☐	☐	
	All staff who work in the SC Works center receive safety training upon hire or assignment and at least annually.	☐	☐	
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SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. The SC Works center measures satisfaction with both processes and outcomes for existing jobseeker customers.	The SC Works center has implemented a jobseeker feedback system that measures jobseeker outcomes and satisfaction. Survey tools, methods, and protocols are outlined in writing. The LWDA disaggregates the data and shares the data with appropriate partners for timely analysis and action.	☐	☐	
	The LWDA disaggregates the survey data for analysis and action.	☐	☐	
2. Feedback from jobseekers is used to improve services.	The SC Works center and workforce area have a system in place to improve services based on the feedback received from jobseekers.	☐	☐	
	Services are provided through comprehensive and affiliate centers, up to date and useful websites, and remote or virtual service strategies.	☐	☐	
3. Jobseekers have multiple access points to SC Works services.	The SC Works center encourages jobseekers to utilize virtual services, as appropriate, which 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 in SCWOS.	☐	☐	
4. The SC Works center offers a consistent menu of jobseeker services.	All basic and individual career services, training services, and information outlined in WIOA § 134(c)	☐	☐	

SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	and TEGL 4-15 are available and accessible to each jobseeker at the SC Works center.			
5. The SC Works center staff provides jobseeker services efficiently while maintaining a customer-oriented focus.	The SC Works center has a process to minimize lines and wait times.	☐	☐	
	The SC Works center has a process for effectively handling large-scale events or heavy customer traffic.	☐	☐	
	Staff promptly engages customers with self-service activities, staff assistance, or acknowledgement, depending on customer flow, upon entry to the SC Works center or virtual system.	☐	☐	
	The SC Works center uses the SCWOS Greeter to triage customers and refer them to the appropriate program staff.	☐	☐	
	The resource room has at least one center staff member present at all times to provide orientation and guidance on accessing and using resources.	☐	☐	
6. The SC Works center has a well-equipped resource room with trained staff to provide a broad range of jobseeker services.	The resource room has computers to accommodate the needs of customers.	☐	☐	
	Staff represent the offerings of all partners in the center based on individual customer needs.	☐	☐	
	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 access to all of these.	☐	☐	

SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
7. All customers learn about the full range of services that are available through the SC Works system in a customer-focused, program-neutral way.	The LWDA website provides a virtual orientation to the workforce system.	☐	☐	
	The SC Works center provides information at the first visit via multiple delivery mechanisms (e.g., welcome folders, DVD, pamphlets, group orientation, signage, help desk, etc.).	☐	☐	
	Staff is available to provide answers about SC Works services.	☐	☐	
	Staff is aware of and trained in assisting or directing customers to available career development assessments.	☐	☐	
8. The SC Works center offers effective assessment and career guidance services to all jobseekers.	The SC Works center offers basic skills assessments through direct provision, partners, or contracts.	☐	☐	
	The SC Works center offers computer literacy assessments through direct provision, partners, or contracts.	☐	☐	
	- The following services are provided onsite individually and/or in group settings at comprehensive centers. The same services are provided online as applicable. - Resume preparation - Interviewing techniques - Networking groups - Internet use	☐	☐	
9. The SC Works center provides resources to assist customers with marketing themselves for employment.		☐	☐	
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SC Works Certification Jobseeker Services Standards

JOBSEEKER SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
	Job search	☐	☐	
	The following services are provided onsite individually and/or in group settings at affiliate centers. The same services are provided online as applicable.	☐	☐	
	Resume preparation	☐	☐	
	Interviewing techniques	☐	☐	
	Networking groups	☐	☐	
	Internet use	☐	☐	
10. Every SC Works center has information on job openings.	Job search	☐	☐	
	SCWOS is the labor exchange system used for providing information to jobseekers on open jobs.	☐	☐	
	Every SC Works center has a diverse selection of career enhancement options including short-term and long-term training.	☐	☐	
11. SC Works centers help jobseekers advance their skills and education.	SC Works customers have access to assistance in developing a plan for financing education and training, which may include WIOA, Job Corps, TAA, or other partner resources, or Pell grants, part-time work, and scholarships.	☐	☐	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
1. There is a fully integrated, multi-agency business services team comprised of representatives from each of the federally mandated partners, including core, required, and additional partners, as appropriate.	• The LWDA 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.	☐	☐	
2. The Business Services Team is facilitated as a unified activity.	• The LWDB selects a Business Services Team Lead from among the business services staff of all participating workforce programs, based on experience, qualifications, and ability to perform the role. The LWDB reviews and appoints/reappoints the Business Services Team Lead role annually.	☐	☐	
	• Business Services Team members present the full range of relevant/appropriate services to businesses.	☐	☐	
	• The Business Services Team meets at least quarterly, in-person or virtually.	☐	☐	
3. Businesses are consulted on their workforce needs.	• There is consistent, real-time communication between the members of the Business Services Team.	☐	☐	
	• There is evidence that businesses have been consulted through focus groups, written or online surveys, and/or targeted interviews.	☐	☐	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
4. The Business Services Team operates from the LWDA Combined Operational and Business Engagement Plan (COBE Plan) that is made available to all Business Services Team staff.	The Business Services Team targets and serves businesses according to the LWDA COBE Plan.	☐	☐	
	WIOA, WP, TAA, and JVSG staff use SCWOS to track delivery of employer services.	☐	☐	
	- There is evidence that the Business Services Team maintains partnerships with the appropriate education and economic development agencies. Such evidence includes: - The relevant economic development and education entities are engaged in strategic planning sessions and business forums. - Information on new companies locating to the area, leaving the area, expanding and contracting, and the occupations/industries expected to expand or decline is shared with the Business Services Team.	☐	☐	
5. There is a link between the activities of the Business Services Team, economic development, and education entities.		☐	☐	
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6. Satisfaction with both processes and outcomes is measured for existing business customers.	The LWDA has implemented an employer feedback system that measures employer outcomes and satisfaction.	☐	☐	
	The LWDA COBE Plan outlines the survey tools, methods, and protocols used to implement the employer feedback system.	☐	☐	
	The LWDA disaggregates survey data for analysis and action.	☐	☐	

SC Works Certification Business Services Standards

BUSINESS SERVICES STANDARDS	BASELINE MEASURE	YES	NO	COMMENTS
7. The LWDA offers a consistent menu of demand-driven services.	The SC Works center offers a menu of basic business services.	☐	☐	
	The menu of available business services is posted on the LWDA's website with links to relevant information.	☐	☐	