

## Midlands Management Standards Narrative

### **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. 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 on services.*

- The SC Works Midlands Comprehensive Center is open Mon-Thu, 8:00 am to 6:30 pm and Friday from 8:00 am to 5:00 pm. During this time, representation is available in Resource Room for career services to include Unemployment Insurance (UI), Workforce Innovation and Opportunity Act (WIOA) career and training services representatives, Midlands Business Services Team members, SC DSS, and several services are represented part-time on-site and/or via email/phone (SCVR, Adult Education, Job Corps, and more).
- For programs not physically located in the centers or in affiliate centers, the staff is trained to connect customers to these programs through SCWOS referral or other direct linkages as appropriate.

### **Documentation – Operation Business Plan (Att. 1.1), MOU (Att. 6.1), Center Photos – exterior (Att. 3)**

*On-site partners are knowledgeable about all services available at the SC Works Center and in the local community.*

- SC Works Staff receive training regarding the SC Works system functions and partners through Your Next Step training.
- The center operator facilitates Morning Stand Up meetings at 8:10 am on Mondays, Wednesdays, and Fridays for all partners and staff to attend. Daily events and opportunities are discussed and announced by applicable representatives. Emails are also sent out to center staff highlighting events that are occurring in the center or off-site in the community.
- Recruitment Events are advertised on a bulletin board in the main lobby along with large monitors; and a table in the lobby provides a space for pamphlets, daily job postings, cards, notices, and other relevant workforce service materials to be physically available to customers. The SC Works Midlands website ([www.scworksmidlands.org](http://www.scworksmidlands.org)) is also used to provide a resource for information and services available. (DOC - photograph)

### **Documentation – Operation Business Plan (Att. 1.1), Center Photos - Lobby, Resource Room (Att. 3)**

*Where appropriate, referrals for services are made through South Carolina's integrated system of case management, the SC Works Online Services (SCWOS) system, and with definite contact information and confirmed appointment dates and times.*

- There is an established Referral Process, as required by the MOU, WIOA law, and State Instruction 20-14 and Midlands Instruction 21-02 which all core partners assisted in developing. There is a Standard Operating Procedure (SOP) that addresses the procedures required by partners.

**Documentation –Operation Business Plan - Staff Training and Development Page 17 (Att. 1.1)**

*When customers need to speak with more than one staff person, subsequent WIOA, WP, TAA, JVSG, and RESEA staff have access to the customer’s basic information through the State database (SCWOS).*

- All SC Works customers are registered as users in SCWOS upon the first visit to the center. These listed and other appropriate partners have access to SCWOS and can view customers’ information as needed. All computers in the center are set to load this website as well as SCWOS upon opening a web browser.

*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.*

- All signage and branding for the center are presented as SC Works Midlands and a proud partner of the American Job Center network (AJC). Signs are visible around the building (inside and outside), and all outreach materials (documents, business cards, website, displays, etc.) are compliant.

**Documentation – Center Photo – exterior (Att. 3), SC Works – Midlands ID badge (Att. 6.2), Hiring event/publication examples (Att. 9.5, 9.6)**

*SC Works Center will maintain and publish a single, unified monthly schedule of events and workshops.*

- The SC Works Midlands unified calendar is published each month at <https://www.scworksmidlands.org/workshops>, distributed through social media, and email.

**Documentation – Workshop Calendar (Att. 6.3), Website (Att. 4)**

**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 Operational Plan.*

- Yes. Updated and distributed. (DOC – Operational plan)

**Documentation – Operation Business Plan (Att. 1.1)**

*An SC Works 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 functional oversight to all staff, within the confines of each program and agency requirements*

*and goals*

*Serving as a point of contact for center information/data, and*

*Assuring accountability for overall goals and objectives of the SC Works Center*

- The Midlands System Operator (OSO) has the responsibility and accountability for the above. From the Morning Stand Up, to training events, management meetings and touring the facility regularly, and speaking with all staff, the Operator is recognized as the functional leader of the facility, and a willing partner in assisting all to reach goals. This structure is set by MWDB policy and executed through a defined contract with a competitively procured provider.

**Documentation – Operation Business Plan (Att. 1.1), Midlands Instruction 17-06 (Att. 1.2), Equus Workforce Solutions Contract**

**3. SC Works Centers staff is provided training and professional development opportunities.**

*Upon hire staff are trained in the following areas:*

*Functional work areas, customer service and workforce development*

*Greeters are trained to greet customers as they enter the center or as they wait in line*

*WIOA, Wagner-Peyser, TAA, and JVSG case managers complete Career Development Facilitator training, or similar case management training, within 18 months of hire or prior to employment.*

*Resource room staff are trained in customer service and can demonstrate knowledge about the full range of center and workforce system resources.*

- Each agency and partner provides appropriate training for their staff as related to the functional work areas, customer service, and workforce development as it related to their role and services. Additionally, the Operator provides SC Works Midlands specific training in these and additional areas, as well as coordinating the state Your Next Step training participation. Staff that serves in a greeter, or front of the house role, receive instruction from the Operator with regard to how to receive customers and direct them for sign-in and next steps.
- WIOA staff is required by the MWDB to have staff complete CDF training within 18 months or sooner through the service contracting process. The MWDB strongly encourages partners to follow this as a best practice as well.
- Resource room staff receives training in appropriate areas to include customer service and SC Works programs through the agency they work for, the Your Next Step Training, as well as the Operator when necessary.

*Existing DEW, WIOA and partner staff have completed the SC Works Your Next Steps training program, and DEW, WIOA and partner staff are enrolled within one month of hire.*

- The Midlands Center Operator has oversight of the center staff and the SC Works Your Next Steps training registration and facilitation. Working with the SC DEW Special Initiatives Coordinator, the Operator ensures compliance, registration, and progress.

*The SC Works center provides ongoing LWDA-related training and team building to enhance communication across partners and facilitate cross training.*

- In addition to the above, events such as Morning Stand Up contribute to sharing across all levels.
- Quarterly/Monthly Partner Meetings coordinated and hosted by the Operator provide training and the opportunity for partners to spotlight their program to all attendees.
- Partner organizations contribute to the resources found on the midlandsworks.org website for job seekers with links to organization resources and special events on the scrolling board at the top of the site.
- The Midlands Business Services Team also functions as a partner-based group and provides training across programs.
- The Operator and staff are encouraged to provide and participate in center team building events that will enhance partnerships

**Documentation – Operational Business Plan (Page 16) (Att. 1.1), EO Training (Att. 6.7), Center Communication (6.11)**

**4. The SC Works Center is accountable for results.**

*The SC Works centers use the SCWOS Greeter to monitor utilization of services and center traffic.*

- All SC Works Midlands Centers utilize the SCWOS VOS Greeter function for center sign-in. Self-service Kiosks are provided to streamline check-in for customers, or staff assistance is also available.

*There is a method of assessing center-wide effectiveness including customer satisfaction, physical and programmatic accessibility, and continuous improvement.*

- Various tools are implemented to measure success and failure. Chief among them are customer surveys. The survey tool is available online and as a card in each center. Monitoring by SCDEW and Midlands Workforce Development Board (MWDB) are conducted annually and provide direct feedback to the centers on the effectiveness of our One-Stop delivery system. The Committee of the MWDB also tracks several data points of area services delivery, KPIs, and Federal performance standards.

*SC Works Center management examines its cost structure and looks for ways to operate as efficiently as possible in a cost effective manner.*

- The MWDB staff analyzes and evaluates center costs (monthly, quarterly, and annually), and engages the Operator in discussions regarding operations of the centers, as well as best practices (including all partners) to eliminate inefficiencies or potential duplication of services. Using WIOA regulations as the framework and reference guide, as well as other government manuals, the MOU process identifies partners and their services that can be effective in the center system. Core partners participate through the infrastructure cost-sharing agreement and review the center operations every Spring.

**Documentation –Center Photos (Att. 3), MOU (Att. 6.1), MWDB reports (Att. 6.8), Customer Survey (Att. 6.4)**

**5. SC Works Center has a system in place to assess projected employer demand and will align job seeker resources with current and projected employer demand.**

*SC Works management conducts formal data-driven analysis of employer needs at least annually, to include input and feedback from applicable partners. At a minimum, “applicable partners” must include WIOA core partners.*

- *Area data is analyzed through multiple methods throughout the Program Year. These include the MWDB Center management & planning committee, BST meetings, and Partner meetings (WIOA core partners are members of these teams). Staff and operator generated reports from data available about area trends, participation, Labor Market Information, and business projections are provided and incorporated where appropriate.*
- *The MWDB is also working to streamline and centralize the process and make it more accessible for more area stakeholders. A standardized dashboard of Key Performance Indicators and projected LMI is under development.*

*SC Works management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs.*

- The current allocation of staffing is based on the traffic generated by the SC Works Centers (greeter data confirms the consistent traffic patterns), as well as participant enrollment review. Additionally, WIOA funding resources are aligned to growth industries indicated by LMI, projected employment growth, and current demand. Priority sectors are reviewed by the board each year to ensure alignment. Staffing of the 3 Midlands Centers is also reviewed and agreed upon by the WIOA partners each year as a part of the MOU/IFA process.

**Documentation – LMI Community Profile (Att. 8), MWDB Reports (Att. 6.8), MOU (Att. 6.1)**

**6. Every SC Works Center (Comprehensive and Affiliate) is accessible so that all job seekers and business customers can fully participate in the services offered.**

*The center is compliant with the Americans with Disabilities Act (ADA), and the workforce area cooperates with Vocational Rehabilitation partners and DEW EO staff to ensure ADA compliance.*

- The Midlands area conducts annual assessments using the ADA Checklist and Disability Access checklist each year. Documents are maintained and submitted to the SC DEW Office of Equal Opportunity according to state instructions.

**Documentation – Center photos (Att. 3), ADA Checklists (Att. 6.12)**

*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.*

- ADA compliant computer station (with Zoom text, JAWS, keyboard, trackball mouse, touchpad, and raising/lowering table) is available in the Resource Room. The assistive equipment for this station was specifically recommended by SC Vocational Rehabilitation in an accessibility review

report of the Center as well as from EO Office training. The Operator and SC Works staff members receive instruction on the use of the equipment.

**Documentation –Center Photos - Resource Room (Att. 3)**

*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.*

- Evacuation procedures in case of an emergency are discussed in the center’s Safety/Emergency Action Plan.
- All Resource Room staff and SCWOS partners have been briefed on EO and ADA procedures by the MWDB EO Officer and the Operator is responsible for follow-up and initial training on equipment available.

**Documentation – Center Photos (Att. 3), SC Works Center Operation & Incident Management Manuals (Att. 2)**

*There are linkages to services for people with disabilities, including veterans and others.*

- The Midlands Referral process identifies partners that address barriers and disabilities when appropriate. Partners in the center communicate regularly for updates, and at times have representatives present at the center have included Able SC, SC Thrive, United Way, SC Vocational Rehabilitation, and SC Commission for the Blind. SC DEW DVOPs are also present to serve veterans.

**Documentation – MOU (Att. 6.1), Website (Att. 4)**

*The SC Works center is accessible to individuals with limited-English proficiency. Interpreter services are available, and staff is aware of how to access and utilize interpreter services when needed.*

- SC DEW and the Midlands Operator have access to translation and interpreter services (Language Line) when needed by a limited-English language customer.
- LEP Manuel is located at the front desk, and frontline staff members have also been issued LEP manuals, as well. I-Speak Cards are available for staff use throughout the center.

**Documentation – Language Line reference guide, LEP Policy (Att. 5)**

*The SC Works Center provides free parking adequate for the average customer traffic flow, and the required number of accessible parking spaces under the ADA are available.*

- A large parking lot with adequate handicap parking is conveniently located near the main entrance of the Centers.

**Documentation – Center Photos – exterior (Att. 3), ADA facilities checklist (Att. 6.12)**

*The SC Works Centers have flexible scheduling and work hours, when needed.*

- The comprehensive center offers extended hours Monday –Thursday from 8:00 a.m. to 6:30 p.m., and operates 8:00 am to 5:00 pm on Friday. Affiliates: Fairfield 9:00 am – 5 pm, Monday – Friday; Lexington 8:30 am – 5:00, Monday – Friday.
- Accommodations for other or non-traditional schedules are handled by request through center management.
- Midlands centers also offer access to self-service and virtual options.

**Documentation – Operational Business Plan (Att. 1.1), Center Photos – exterior (Att. 3), Website - Locations (Att. 4)**

**7. Every SC Works center maintains a professional appearance.**

*The SC Works Center has professional, clear and sufficient signage that is prominent and unambiguous to include ADA and EO signage and requirements.*

- Street signs are located in the front and side access points of the building structure where customers park. Also, signage is located on the main entrance of each center. There are numerous signs that direct patrons to SC Works around the property.
- Affiliate Centers have marquee signage to direct customers to the facility.
- All SC Works controlled signage has been updated to include American Job Center (AJC) logo. (DOC – photos)
- ADA and EO signage is posted in all Midlands center lobbies, the first point of customer contact.

**Documentation – Center Photos (Att. 3)**

*All staff maintain a professional appearance in accordance with LWDB approved policy.*

- There is a Dress Code that applies to all staff- SC Works specific and partners.

**Documentation - Operational Business Plan, Dress Code (Att. 1)**

*The SC Works center, including exterior, lobby resource room, conference/training rooms, staff workstations/offices, restrooms, etc., are clean and visually appealing.*

- Modern facility with well-kept interior and exterior. (DOC – photos)
- Host facility maintains all within the lease agreements. Janitorial service provided visits and cleans twice a day.
- Host facility maintains exterior maintenance. Grounds-keeping services are regularly provided.

**Documentation – Center Photos – exterior (Att. 3)**

**8. Every SC Works Center has access to sufficient space and capacity for key functions.**

*The SC Works center has, or has access to, convenient and equipped space for group meetings and services.*

- Presently, we have a flexible meeting room, a computer lab (18)/meeting space, and smaller assessment spaces - all of which can be used for meetings of various sizes and purposes- in addition to the Resource Room (25+).

*Comprehensive Centers provide onsite private discussion areas.*

*Affiliate Centers provide access to private discussion areas identified as outlined in center policies and procedures.*

- The Midlands comprehensive center has multiple options for private discussion areas. This includes several private offices and other flexible spaces throughout the center.
- Should a partner or visiting employer need space for single or multiple persons, the Talent Engagement Specialist (TES) maintains such space and reservations on a shared calendar and excel spreadsheet, accessible to all.

*The Resource Room/Area has access to telephones, high-speed internet access, printers, faxes, and copiers.*

- The center provides access to all of the above technologies and equipment in the Resource Room.

### **Documentation – Center Photos - Lobby, Resource Room, Other spaces (Att. 3)**

## **9. Every SC Works is safe and secure.**

*Confidential and sensitive information is stored securely.*

- As reported in internal and external monitoring, SC Works WIOA case files referring to PII and other sensitive information are secured properly in a central locked storage room.
- On-site partners are responsible for protecting their PII and other sensitive information.

*Building security is appropriate to the center.*

- The Midlands Comprehensive center maintains a security service.

*Staff are trained in accordance with written policies that address: PII, storage of confidential information, IT Security, Fire Safety/bomb Threats, Medical emergencies, Evacuation, Violence in the Workplace, Personal Safety, General Emergency Response and CDC Requirements added to address PPE (COVID-19).*

- Midlands centers have a Safety/Emergency Action Plan that addresses issues relevant to safety and emergency responses. There are separate policies for PII/storage of confidential information.
- COVID-19-related protocols and safety are provided by the Operator and as supplements to Center manuals.



*All staff who work in the SC Works Center receive safety training upon hire or assignment and at least annually.*

- Center Operations manual covers safety training and procedures and is to be given to each employee at hire. Equus, as Operator, has mandatory annual training/retraining on several compliance topics.

**Documentation – Operational Business Plan (Att. 1.1), SC Works Center Operation & Incident Management Manuals (Att. 2), and Center Photos - exterior, interior (Att. 3)**

## Midlands Job Seeker Standards Narrative

### 1. SC Works Center measures satisfaction with both processes and outcomes for existing job seeker customers.

*The SC Works Center has implemented a job seeker feedback system that measures job seeker outcomes and satisfaction. Survey tools, methods and protocols are outlined in writing.*

- There is an established policy/procedure for measuring our customers/job seekers satisfaction with the service provided in the centers, from Resource Room to Workshops. Monthly Customer and Workshop Survey Reports detail the procedures required to effectively gather, monitor, and if needed, assign corrective actions for resolution. (Copies of surveys attached)
- The Midlands has a Customer Comment box in all centers.
- Green comment cards (attached) are provided for customers/job seekers to provide direct input to the workforce board. The Operator maintains security and routinely reviews these cards for information to provide to the LWDB.
- A web-based survey for jobseekers is also available through [scworksmidlands.org](http://scworksmidlands.org) for each center.

**Documentation – Center Misc. Documents - Green Survey card & online survey (Att. 6.4), Operational Business Plan (Att. 1.1)**

### 2. Feedback from job seekers 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 job seekers.*

- As reflected in previous standards, SC Works Midlands takes a serious interest in providing quality service and one sincere method of showing this to customers is listening to them- in surveys or in person. Please note a few examples:
  - Feedback surveys are available in the center and online.
  - Job seekers often help determine the workshops and recruiting events held onsite based on their feedback.
  - The Operator conducts informal interviews with customers in the center to gain firsthand information about their experiences and needs.
- The Midlands Workforce Development Board's Center Management Committee meets quarterly and discusses present policy and updates on programs, but also what can they do to make the workforce system work better for all (within the limitations of resources). An example of the Committee member's involvement in shaping service delivery resulted in feedback from a rural portion of the area being very far from affiliate center relocation. Based on the feedback from the community and coordination from a Committee member, SC Works Center services (Access Point) are provided in a central location in the community on a regular basis.

**Documentation – Operational Business Plan (Att. 1.1)**

### **3. Job Seekers will have multiple access points to SC Works services.**

*Services are provided through Comprehensive and Affiliate centers, up to date and useful website, and remote or virtual service strategies.*

- SC Works Midlands provides in-person or electronic access to WIOA required partners (MOU/IFA presently under negotiation for PY2017) in three locations: the Comprehensive Center at 700 Taylor Street, Columbia, SC 29201, and the two affiliate centers at 671 Main Street, West Columbia, SC 29170 and 96 Hwy 321 Bypass S. Winnsboro, SC 29180.
- We also have an access point located in the town of Batesburg Leesville, as well as several Connection Points that include free public access to computers and tools to guide job seekers through the job search process.

#### **Documentation – Website, [scworks.org](http://scworks.org) (locations listings) (Att. 4)**

*The SC Works Centers encourage job seekers to utilize virtual services, as appropriate, which may include web-based assessments 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.*

- SC Works Midlands primarily depends upon the SC Works Online Service (SCWOS) for many of the above-mentioned virtual access. SCWOS is a far-ranging and encompassing online system that job seekers can make use of at any time they have access to a computer and the internet. Job searching, resume building/posting, job applications, links to unemployment service, spidering in of many national job search engines such as CareerBuilder, labor market information and career assessment/planning/research, training opportunities through the Alison portal, and a record tracking system make it invaluable to a true job seeker.
- SC Works Midlands offers access to as many services and meetings virtually/remotely as possible and encourages partners to explore these options as well.
- Links and/or access on the Resource Room computers can take a job seeker to a partner organization for immediate assistance. Examples are SC DSS and SC VR.
- Skills upgrading services are available virtually through SC Job Ready U (developed for job readiness training including basic computer skills, basic academic and critical thinking skills, and employability and work ethic) as well as Midlands Workshops
- Equus Workforce Services (WIOA provider) utilizes a more unique and modern assessment tool, Career Pathway Explorer, which uses a Me/Not Me visual response process to evaluate a person's true 'fit' for specific career paths. Also, for WIOA training participants, Equus Academy offers more than 4,000 standardized subject courses which can make the participant job-ready and appealing to possible employers. MoneySkills, an online personal financial tutorial program, is also offered.

#### **Documentation – Website (Att. 4), Operational Business Plan (Att. 1.1), Workshop Calendar (Att. 4 & 6.4)**

### **4. SC Works Center offers a consistent menu of job seeker services.**

*All basic and individual career services and training services and information outlined in WIOA Sections 134(c) and TEGL 4-15 are available and accessible to each job seeker at the SC Works Center.*

- SC Works Midlands strives to maintain a center system that incorporates all required partners and career and training services. From the greeting at the door through the last service an individual receives, programs and partners are presented consistently and fairly to maximize the potential of the job seeker.
- Partner programs are represented in-person or through the referral process, but all frontline staff are knowledgeable of basic criteria for eligibility and/or know the proper channels to work in service to the individual.
- Staff members have been made aware that a job seeker can request to speak with a talent development manager at any time in the process regarding training services- they do not have to wait until they have been sent through other program services first.
- There is a table that displays brochures and pamphlets from not just our core/required partners, but our community partners as well. Partner job fairs or recruiting events are also displayed.

**Documentation – Operational Business Plan (Att. 1.1), Center Photos (Att. 3), MOU (Att. 6.1), Business Service Charter and Roster (Att. 7)**

#### **5. SC Works Center staff provides job seekers services efficiently while maintaining a customer-oriented focus.**

*The center has a process to minimize lines and wait times.*

- Generally, under normal conditions, SC Works Midlands Centers offer immediate access to core job seeker services with no wait time.  
SC Works Midlands has an SOP (Customer Service Expectations), which guides the center and staff in proper customer service, which includes greetings and the entire customer experience expectations. Flow charts and good practice make waiting times for Resource Room computers and assistance a rare issue. When it does occur, the SCDEW Regional Manager and One-Stop Operator will work together to provide the quickest service most efficiently; SC Works and partner staff all contribute to making things run smoothly and effectively.  
The centers also have access to an online scheduling system (Tables Ready) to efficiently handle customer traffic if needed.

**Documentation – Operational Plan (Att. 1.1), Center photos (Att. 3)**

*The center has a process for effectively handling large-scale events or anticipated heavy customer traffic.*

- SC Works Midlands has SOP's (Recruitment Events and Job Fairs) which thoroughly address the entire process of preparing for, and learning from, large-scale events. In the event there is a Rapid Response that indicates the center(s) will be busier than normal, SCDEW works with their organization and the Operator to ensure coverage is at optimum level. The Tables Ready system is also available as a management tool.

**Documentation – Operational Business Plan (Att. 1.1)**

*Staff promptly engages customers with self-services activates, staff assistance, or acknowledgement, depending on customer flow, upon entry to the SC Works center or virtual system.*

- SC Works Centers have staff that is trained to engage and assist customers upon entry. They will direct them to sign-in (SCWOS Greeter Kiosks) and then to the appropriate service location.

*Center uses the SCWOS Greeter to triage customers and refer them to the appropriate program staff.*

- All centers are equipped with self-service Greeter Kiosks or offer staff assistance with center sign in via the SCWOS Greeter

**Documentation – Operational Business Plan (Att. 1.1), SCWOS Greeter Report (Att. 6.5), Center Photos (Att. 3), MOU (Att. 1.1)**

**6. SC Works Center will have a well-equipped resource room with trained staff to provide a broad range of job seeker services.**

*The resource room has at least one staff member present at all times to provide orientation and guidance on accessing and using resources.*

- The SC Works Center Resource room is primarily staffed by SCDEW employees working in the Wagner-Peyser program. These staff members are trained to provide customers information and assistance on the range of services available or to make referrals to the appropriate partner based on an assessment of the customer's need(s). This is generally the first contact a customer has with SC Works, and therefore traditionally where they receive an orientation to the center/system. Additionally, the Midlands Center Resource Rooms serve as a host site for the VA Vet Success Work-Study program. This partnership allows the Midlands to maximize customer service responsiveness by leveraging additional staff while providing an internship/OJT opportunity for veterans who are seeking to continue their education.

*The resource room has computers to accommodate the needs of customers.*

- The Midlands Resource Room offers more than 25 dedicated computers for customers to access job seeking resources. The center also has 2 additional areas (Assessment Area and Workshop/Lab) with another 25 computers that can be reallocated to job seeker services in times of high demand. The affiliate centers also have a dedicated resource room with ample PCs to accommodate normal customer traffic with no waiting.

**Documentation – Center Photos - Resource Room (Att. 3), MOU (Att. 6.1)**

*Staff represent the offerings of all partners in the center based on individual customer needs.*

- All staff members are trained to identify general customer needs, provide an overview of the services available within the center, and to make referrals to the appropriate partner for assistance.

**Documentation – Operational Business Plan (Att. 1.1), SC Works Staff Your Next Steps Training (Att. 6.6)**

*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.*

- To ensure that customers have simple and convenient access to job seeking websites, workshops, partner services, and employment opportunities, the Midlands maintains the area website – [scworksmidlands.org](http://scworksmidlands.org) – as an easy access point to navigate to these resources. All computers in the resource room are connected to high speed internet, and are set to load this website as well as SCWOS upon opening a web browser.

**Documentation – Operational Business Plan (Att. 1.1)**

**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 workforce area website provides a virtual orientation to the workforce system.*

- All computers have access (via [www.midlandsworks.org/job-seekers](http://www.midlandsworks.org/job-seekers)) to a video orientation to the system. This is a general overview that is provided by the Operator, and explains the center services in general terms with no mention of a specific partner or agency.

**Documentation – Website (Att. 4)**

*The center provides information at the first visit via multiple delivery mechanisms (i.e. welcome folders, DVD, pamphlets, group orientation, signage, help desk etc.).*

- In addition to the virtual/video-based orientation, customers may receive information in a variety of methods to include a staffed help desk, other staff/partner assistance, printed materials, group orientations, and web-based resources.

**Documentation – Operational Business Plan (Att. 1.1), Center photos (Att. 3), MOU (Att. 6.1)**

*Staff is available to provide answers about SC Works services.*

- The center has professional staff available during all operating hours to assist customers, answer questions or make referrals to SC Works services and resources. Specifically, there is a dedicated staff person responsible for staffing the first point of contact (front desk) that engages customers to focus on their needs, answer questions, assess for additional services, and provide the orientation to the center.

**Documentation – Operational Business Plan (Att. 1.1), MOU (Att. 6.1), SC Works Staff Your Next Steps Training (Att. 6.6)**

## **8. The SC Works Center offers effective assessment and career guidance services to all job seekers.**

*Staff is aware of and trained in assisting or directing customers to available career development assessments.*

- SC Works Midlands uses [www.scworksmidlands.org](http://www.scworksmidlands.org) to direct staff and customers to career development tools and assessments. These include South Carolina Labor Market Information (LMI), [mynextmove.org](http://mynextmove.org), [learnhowtobecome.org](http://learnhowtobecome.org), and others. Traitify assessments are also in use by WIOA staff. By using our website as the gateway to these resources, information can easily be kept up to date. Staff members are trained on the use of these resources according to the Midlands Staff Training and Development Plan.

### **Documentation – Operational Business Plan (Att. 1.1), Website (Att. 4)**

*The center offers basic skills assessment, through direct provision, partners or contracts.*

- Customers have access to assessments such TABE and the official SC Career Assessment directly through the center. These are two of the primary tools currently used in workforce development. If other or additional assessments are needed, referrals to other partners such as Adult Education may be made.

### **Documentation – Operational Business Plan (Att. 1.1), Website (Att. 4)**

*Center offers computer literacy assessment, through direct provision, partners or contracts.*

- One resource that is available to assist customers in understanding their computer literacy is <https://www.digitalliteracyassessment.org/>. The Northstar Digital Literacy Project defines basic skills needed to perform tasks on computers and online. The ability of adults to perform these tasks can be assessed through online, self-guided modules. The Midlands Area also makes workshops on basic computer functions and software available to the public. These workshops are conducted by staff in the center as well as by professional training partners at no cost.

### **Documentation – Operational Business Plan (Att. 1.1), Website (Att. 4), Workshop Calendar (Att. 6.3)**

## **9. SC Works Center provides resources to assist customers with marketing themselves for employment.**

*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, and 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, and job search*

- Staff of the SC Works Midlands Centers (comprehensive and affiliate) are trained to provide customers with information and assistance with resume preparation, interview skills, internet use (resource room), and a variety of job search methods assistance individually or one-on-one with customers. These resources are also available for groups; SC Works Midlands hosts a variety of monthly workshops on these topics that are free and open to the public accessible at [www.midlandsworks.org/workshops](http://www.midlandsworks.org/workshops). Workshops are available to attend in-person or virtually and are presented by SC Works Staff, partners, or other subject matter experts such as local training providers. Additionally, in-person workshops are offered in the affiliate centers when possible, and workshops offered in the comprehensive center can be attended virtually with PCs available at the affiliate location.

**Documentation – Operational Business Plan (Att. 1.1), Website (Att. 4), Workshop Calendar (Att. 6.3)**

*SC Works Center will offer workshops in computer literacy to all job seekers, through direct provision, partners or contracts.*

- SC Works Midlands hosts a variety of monthly workshops that are free and open to the public. Topics presented include basic computers, software such as MS Office, resume preparation, interviewing, and career exploration. Workshops are presented by SC Works Staff, partners, and other subject matter experts such as local training providers. A single, area-wide calendar is published monthly online (<https://www.midlandsworks.org/workshops>), on social media, emailed to community partners and stakeholders, and printed for center distribution.

**Documentation – Website (Att. 4)**

**10. Every SC Works Center will have information on as many jobs as possible.**

*SCWOS is the labor exchange system used for providing information to job seekers on open jobs.*

- As the labor exchange system for South Carolina, the SC Works Midlands system makes extensive use of SCWOS. This is how customers register with SC Works, perform job searches, explore careers, post resumes, etc. The ability of SCWOS to spider out to other popular online job posting sites makes it the most relevant tool. All computers in the center are set to load SCWOS upon opening a web browser.

**Documentation – Operational Business Plan (Att. 1)**

**11. SC Works Centers help job seekers advance their skills, education.**

*Every SC Works Center has a diversified menu of career enhancement options including short-term and long term training.*

*SC Works customers have access to assistance in developing a plan for financing education and training, which may include WIOA, Pell, Job Corps, part-time work, scholarships, TAA or other partner resources.*



- The SC Works Midlands system is powered by partnership and strives to offer as many career enhancement options as resources and customer demand will allow. Partners and programs that offer assistance with short and long-term training include WIOA, DSS, TAA, and Job Corps. Additionally, through the collaboration of system partners, customers are able to explore multiple options depending on their personal needs and situation. From basic job search and direct placement assistance, to intensive training services through WIOA assistance or other programs such as Midlands Tech’s QuickJobs (<https://www.midlandstech.edu/learn/training/quickjobs>). SC Works Midlands provides access to training and education information that leads to career pathways – options for access to entry jobs that transition to careers and additional opportunities.

Information regarding the job seeker menu of services is available through staff contact or virtually through the [scworksmidlands.org](http://scworksmidlands.org) website

- The SC Works Midlands Center offers direct access to most of these services through on-site partners in the comprehensive center. WIOA and TAA representatives are on-site in affiliates as well (times may vary). In cases where program staff is not located onsite, virtual access or direct referrals by staff can be made. Contact information for these services is available through center staff contact or the [scworksmidlands.org](http://scworksmidlands.org) Partners and Resources pages.

**Documentation – MOU (Att. 6.1), Website (Att. 4), Operational Business Plan (Att. 1.1), Program Referrals Report (Att. 6.9)**

## Midlands Business Services Standards Narrative

**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 area has designated business services staff.*

The Midlands Area includes dedicated Business Services staff in the competitive procurement for WIOA Career Services. Midlands WIOA (Equus) and SC DEW maintain program staff that is primarily designated to serve businesses. These staff and the Area mandatory partners make up the Midlands Business Service Team.

### **Documentation – Business Service Team Charter and Roster (Att. 7)**

- *Federally mandated partners who provide services to businesses actively participate on the Business Services Team.*

The Midlands Business Service Team includes the following Partner representation: WIOA (Equus Workforce Solutions), SCDEW, Midlands Technical College, SC DSS, SC National Guard, SC Vocational Rehabilitation, and Adult Education. Additionally, other stakeholders from Economic Development (County and State) as well as Community-based organizations are active with the Midlands team.

The team also actively solicits new members to expand the reach of the team and the value of the services offered.

### **Documentation – Business Service Team Charter and Roster (Att. 7)**

- *All Business Services Team members are educated on each other's program goals and services.*

This is accomplished through a cohesive team approach that allows all partner agencies to share information in regards to services planned or provided, thereby reducing duplication and increasing participation. The Midlands also maintains relationships with all WIOA required partners as mandated by the Act. Each participant gives current updates at each Business Services Team meeting including, but not limited to current agency initiatives, new industries moving into our region, job fairs, job openings, new resources, rapid response events, and other relative information.

### **Documentation – Business Service Team Charter and Roster (Att. 7)**

**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 Service Team Lead role annually.*

The Midlands Workforce Development Board reviews and appoints/reappoints the BST Lead during the 4<sup>th</sup> Quarter of the Program Year meeting cycle (April, May, or June) for the upcoming Program Year.

**Documentation – Business Service Misc. Documentation (Att. 9.1 – MWDB minutes)**

- *Business Services Team members present the full range of relevant/appropriate services to businesses.*

The Midlands BST members represent the SC Works Midlands brand when discussing services and the public workforce system. The Team members work to solve business challenges by representing the entire range of services available, and making referrals to partners where appropriate. Training on this comes from the Midlands Business Service Team lead, as well as SC DEW-sponsored Business Services 101 training.

**Documentation – Business Service Team Charter and Roster (Att. 7), SC Works Business Services 101 Training (Att. 9.7), Business Service Team Meetings (Att. 9.4)**

- *The Business Services Team meets at least quarterly, in-person or virtually.*

The Midlands BST meets (virtual is always an option, in-person when possible) at least once per calendar quarter according to the Team Charter; however, during much of the year, the BST meets each month. Informally, the team members located in the Center meet together several times per week to coordinate daily activities.

**Documentation – Business Service Team Charter and Roster (Att. 7), Business Service Team Meetings (Att. 9.4)**

- *There is consistent, real time communication between the members of the Business Services Team.*

The communication of the Midlands BST is constant through both informal meetings in the office as well as email communication and coordination. This includes updates on center hiring events, Midlands Hot Jobs, technical assistance, etc.

**Documentation – Business Service Communications (Att. 9.7)**

**3. Businesses are consulted on their workforce needs.**

- *There is evidence that businesses have been consulted through focus groups, written or online surveys, and/or targeted interviews.*

Each contact with an employer is an opportunity to consult with them on workforce needs and challenges. Generally, the Midlands treats these as interviews and data gathering opportunities. This includes one-on-one meetings, as well as group settings such as Chamber of Commerce events. The Midlands BST has also incorporated the use of data to ensure that efforts and services remain demand-driven. The information they use comes from a variety of sources and covers many categories. The specific data from the SCDEW's Business Intelligence Division, Labor Market Information, Economic Development, Employer Survey, etc., and the analysis of the information is an example. However, specific intelligence from the business community is also considered. Our connection to area economic development has increased in recent years. The Midlands area has prioritized economic development from a local, regional, and where appropriate, state level as a key partnership for success. We found success by providing quality services that benefit and bolster the efforts of economic development organizations. Additionally, we have increased our engagement by seeking economic development experience and expertise through participation on our team, area committees, and other ad hoc groups.

The Midlands work on Sector Strategies and the Regional Talent Pipeline Project included an employer focus group to get feedback directly from businesses. For this project, Midlands-area Manufacturing Sector businesses were invited to complete a survey online, then invited to discuss their needs and challenges in an in-person focus group. This process is undergoing a Regional (Central) overhaul as a result of shifting needs and challenges resulting from the COVID19 pandemic, and resulting global supply chain and labor shortages.

#### **Documentation – Business Service Communications (Att. 9.4), Business Survey (Att. 9.2)**

#### **4. The Business Services Team operates from a written LWDB business engagement plan designed in response to business needs and that supports the vision of the LWDB.**

- *Business Services Team targets and serves businesses according to the LWDB Business Engagement Plan.*

The Midlands Business Service Team Charter serves as the framework for the basic engagement plan. This provides a structure for the team to follow but allows for flexibility in service delivery as needed. Additionally, the Midlands Business Service Lead uses the Midlands (and Central Regional) Local Area Plan and guidance from the MWDB to ensure the team operates in an effective and efficient manner. The target industries include the LWDA sector priorities, which are directly linked to in-demand and projected growth employment.

#### **Documentation – Business Service Team Charter and Roster (Att. 7)**

- *WIOA, WP, TAA and JVSG staff use SCWOS to track the delivery of employer services.*

The Midlands Business Service team services are tracked according to the state instructions and Midlands Area Policies. These elements are monitored for compliance by the BST Lead on a monthly basis and by SCDEW each year during programmatic monitoring.

**Documentation – Business Services SCWOS Employer Account Management (Att. 9.3), State Instruction 17-01 change 3 (Att. 1.4)**

**5. There is a link between the activities of the Business Services Team, economic development and education entities.**

- *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 educational 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.*

Midlands BST maintains strong connections with Economic Development, Adult Education, and K-12 in service to the Business Community. These groups actively participate in the Business Services Team and Team meetings.

Sector Strategies are another example of these connections. The Midlands area has prioritized economic development from a local, regional, and where appropriate, state level as a key partnership for success. We found success by providing quality services that benefit and bolster the efforts of economic development organizations. K-12 connections include area schools, Adult Education, and the Midlands Education Business Alliance (MEBA).

Economic Development (County, State, readySC) entities include the Midlands Business Services Team at the appropriate levels of new company locations and expansions. Examples of projects include Mark Anthony Brewing and CAIF.

**Documentation – Business Service Team Charter and Roster (Att. 7), Business Services Communications (9.4), and Midlands Local and Regional Plans**

**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 Business Engagement Plan outlines the survey tools, methods and protocols used to implement the employer feedback system.*
- *The workforce area disaggregates the data for analysis and action by the LWDA.*

The Midlands Area has developed a customer satisfaction survey tool for businesses to provide feedback to the Team. The survey is web-based (<https://survey.alchemer.com/s3/6779616/Employer->

[Satisfaction-Survey](#)). The Midlands Operator and business services team are responsible for checking, tracking, and reporting this data. Where appropriate, the information is provided to the LWDA for action or updates.

#### **Documentation – Business Survey (Att. 9.2)**

#### **Standard 7- The workforce area 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.*

The Midlands Area makes available the entire menu of basic business services to include:

1. Job Postings - Online, phone call, fax, and in-person
2. Applicant screening and referral to business specifications
3. Customized Recruitment
4. Single and Multi-Employer Job Fairs (in-person and virtual)
5. Provision of Labor Market Information
6. Interviewing Space, Scheduling
7. Provision of information and referral related to: Tax Credits, Community Resources Federal Bonding, Americans with Disabilities Act (ADA), Veterans services
8. Incumbent Worker Training (as funds are available)
9. On-the-Job Training
10. Customized & Incumbent Worker Training
11. Information on Unemployment Insurance (UI)
12. Rapid Response services
13. Trade Adjustment Assistance (TAA) information and services
14. Veterans Employment Services

The menu of services available to businesses through SC Works Midlands is published at <https://www.scworksmidlands.org/business> and all BST members are trained in this resource.

#### **Documentation – Operational Business Plan (Att. 1.1), Website - Business Service page (Att. 4.1)**