

## **South Carolina One-Stop Workforce System**

- All major decisions about one-stop centers are made by local workforce investment boards.
  - Local boards select one-stop center operators either through a competitive process, or by designating a consortium that includes three or more partners.
    - Currently, one-stop center operators include county governments (Charleston and Greenville), a state agency (Employment Security Commission), and a private-for-profit entity (Arbor Education).
  - Local boards decide how many full-service and “satellite” one-stops a local area will have. Currently, there are over 50 one-stop centers across the state.
  - Services in one-stops are provided by partners that include:
    - WIA (access to training and supportive services)— Department of Commerce
    - Adult Education— Department of Education
    - Vocational Rehabilitation—Department of Vocational Rehabilitation
    - Post-secondary Vocational Education—State Technical Colleges
    - Wagner Peyser (job matching and placement)—Employment Security Commission
    - Unemployment Insurance— Employment Security Commission
    - Trade Adjustment Assistance— Department of Commerce
    - Temporary Assistance for Needy Families—Department of Social Services
  
- The partners represent at least six different state agencies and all have different data systems, none of which interact with one another.
  
- Every one-stop center may not physically house all partners, but provides access to partner services through electronic linkages or staff that are present less than full-time.
  
- Additional service “access points” have been and continue to be developed through faith and community- based organizations and libraries.
  
- A team with members from all the partner agencies has worked during the past year to develop one-stop certification standards by which all centers will be evaluated.
  - The standards focus on business services, job seeker services, and one-stop management and measure at both a standard baseline and a continuous improvement level.
  - The goals are to streamline services to all customers, elevate customer satisfaction and include a high level of local accountability through one-stop management practices.