

**PEE DEE LWIA INSTRUCTION NUMBER: WIA-11-005**

**TO:** Pee Dee LWIA Grantee/SC Works Partners

**SUBJECT:** WIA-funded Staff Assistance in the SC Works Centers

**ISSUANCE DATE:** September 26, 2011

**EFFECTIVE DATE:** October 3, 2011

**EXPIRATION DATE:** Indefinite

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**Purpose:** The purpose of this instruction is to establish a policy for WIA-funded staff to assist at the front desk and in the resource room at the SC Works Centers within the Pee Dee LWIA.

**Background:** Because the LWIA was cited a second time during the PY 2010 state monitoring for providing “significant staff involvement” to non-WIA individuals, the LWIA made a decision to discontinue providing assistance to customers at the front desk and in the resource room. As a result of funding cuts, staff reductions, and the undertaking of operations in the local SC Works Centers, the LWIA has reevaluated its radical decision to discontinue all assistance.

Significant Staff Involvement is defined as any assistance provided by staff beyond informational activities regardless of the length of time involved in providing such assistance and includes a staff assessment of an individual’s skills, education, and/or career objectives in order to achieve any of the following:

- Assist the individual in deciding on appropriate next steps;
- Assist the individual in assessing personal barriers to employment;
- Assist the individual in accessing other related services necessary to enhance their employability and employment related needs.

Informational Activities may include both self-services and staff-assisted core services that are designed to inform and educate an individual about the labor market and enable him/her to identify his/her employment strengths, weaknesses, and the range of services appropriate for the individual, with the exception of core services that requires a staff’s assessment of an individual’s, skills, education, and/or career objectives described as “Significant Staff Involvement” above.

**Policy:** In order to accomplish one of the One Stop Certification standards, each SC Works Center is required to complete a weekly or monthly staffing schedule for all aspects of the Center. Effective October, 3, WIA-funded staff may be included in the schedule at the front desk and in the resource room. The LWIA has done a careful evaluation of TEGL 17-05 (Common Measures Policy) and provides the following support in our decision to reinstate limited assistance by WIA-funded staff.

When a WIA-funded staff person is working in the resource room and an individual asks for a service beyond “informational activities” requiring an “assessment of the individual’s skills, education, or career objectives,” the WIA-funded staff must request assistance from other non WIA-funded staff in the SC Works Center. Examples of the types of assistance that may or may not be provided to customers are given below.

- Example 1  
A customer asks for directions to the DMV. The receptionist gives the information and the individual leaves. This individual did not receive significant staff involvement, thereby supporting our decision to allow WIA-funded staff to provide assistance at the front desk.
- Example 2  
A customer comes into the SC Works Center and is familiar with computers, so she goes to the resource room and searches job listings. Later, she wants to review occupational trends information using SCWOS LMI data. She pulls up some information, but is not satisfied and asks the staff to direct her to additional information on this subject. The staff member answers the question and directs the individual to the Career Voyages website, another self-service website where more information and helpful links are available. This individual did not receive services requiring significant staff involvement because the staff person provided readily available information and instructions about tools and services available in the resource room without having to access the individual’s skills, education, or career objectives.
- Example 3  
A customer comes into the SC Works Center looking for information on the availability of jobs in a specific field. A staff member asks the individual several questions to determine previous work experience, education, and training in the specific industry and occupation. The staff member assists in the search for employment on a resource room computer and provides local occupation and economic trend information. Because this individual received more than self-service and informational activities, this individual did receive significant staff involvement. The staff member provided an assessment of the individual’s work readiness for employment in the local area and assisted in the participant’s job search.

**Action:** WIA-funded staff must review the information provided above regarding TEGL 17-05 and must sign the attached statement verifying receipt of and an understanding of this information.

**Inquiries:** Questions pertaining to this instruction should be directed to Judy Gaymon at (843) 669-3138 or [j-gaymon@peedeecog.org](mailto:j-gaymon@peedeecog.org).



Joette R. Dukes  
Workforce Development Director



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AND JOB SEEKERS TOGETHER

WIA-FUNDED STAFF VERIFICATION REQUIRED BY  
PEE DEE LWIA INSTRUCTION 11-005

I attest that I have reviewed Pee Dee LWIA Instruction 11-005 and understand the policy established for WIA-funded staff providing assistance in the SC Works Centers. When assisting in the resource room, if a non-WIA customer requires assistance beyond informational activities that will require an assessment of the individual's skills, education, or career objectives, I understand that I must request assistance from other non WIA-funded staff in the SC Works Center.

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Staff Name

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Staff Signature

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Date