



**Governor’s State Workforce Development Board
December 12, 2023, State Workforce Development Board Meeting Minutes**

MEMBERS PRESENT:

Mr. Thomas Freeland
Mr. William Floyd
Ms. Valerie Richardson
Mr. Cliff Bourke, Jr.
Mr. Charles Brave, Jr
Mr. Gregory C. Clark
Ms. Susan Cohen
Col. Craig Currey
Ms. Darline Graham
Mr. Chris Hall
Dr. Tim Hardee

Mr. Jay Holloway
Ms. Felicia Johnson
Mr. Mike King
Rep. Randy Ligon
Mr. Pat Michaels
Ms. Elaine Morgan
Mr. Michael W. Sexton
Dr. Windsor Sherrill
Mr. Warren Snead
Mr. John Uprichard

MEMBERS ABSENT:

Ms. Swati Patel
Mr. Tyler Servant
Mr. Gregory L. Tinnell
Senator Ross Turner

Welcome and Opening Remarks **Mr. Thomas Freeland, SWDB Chair**
Chairman Thomas Freeland called the meeting to order at 11:00 a.m. A quorum was present. Chairman Freeland welcomed Mr. Calton McArthur and Mr. Maydad Cohen, guest presenters with Gartner Consulting, Inc.

SWDB Member Recognition.....**Mr. Freeland**
Chairman Freeland recognized Mr. Perry Shuping, who was appointed in 2020, for his service on the State Workforce Development Board. During his tenure, Mr. Shuping served on the SC Works Management Committee. He shared valuable insight about programs the SC Auto Dealers Association developed to address hiring and retention challenges among auto service and maintenance technician occupations. Mr. Shuping was also a great resource for DEW’s research into Electric Vehicle manufacturing and maintenance.

Mr. Warren Snead, the SC Works Management Committee Chairman, shared that Cooper Standard hosted Lt. Governor Pamela Everette.

Approval of Minutes from June 28, 2023***Mr. Freeland**
Mr. Chris Hall motioned to approve the June 28, 2023, meeting minutes. Mr. Warren Snead seconded the motion. The SWDB unanimously voted to approve the meeting minutes.

Request for Waiver Authority***Ms. Sheleena Rios**
Ms. Sheleena Rios, Workforce Policy and Research Manager, presented the recommendation to amend the Waiver of State Specific Requirements in accordance with State Instruction Letter (SIL) 21-05, removing the requirement that DEW must obtain approval authority from the State Workforce Development Board annually before approving or denying any waiver requests

*Denotes voting item



**Governor’s State Workforce Development Board
December 12, 2023, State Workforce Development Board Meeting Minutes**

submitted by Local Workforce Development Areas (LWDAs). Ms. Rios advised that DEW would continue to present waiver requests submitted by LWDAs and the final decision for each waiver to the appropriate SWDB committee.

Chairman Freeland facilitated a discussion on the recommendation to amend the waiver authority request, explaining that the Executive Committee voted unanimously to move this item to the full board for a final vote.

Mr. Charles Brave, Jr. motioned to remove the annual requirement for DEW to obtain Waiver Authority to approve or deny waiver requests received from local workforce areas. Col. Craig Currey seconded the motion, and the SWDB unanimously approved the amended Waiver of State Specific Requirements SIL, removing the annual requirement for DEW to obtain waiver authority to approve or deny waiver requests.

Shared Case Management System Feasibility Study..... Gartner Consulting, Inc.
As the administrative entity for the federally funded workforce system DEW procures and manages the case management and labor exchange system that is used across all 12 LWDAs and by partner programs for limited purposes. In Program Year (PY) 2022, the State Workforce Development Board allotted funds to procure a vendor to research the feasibility of a cross-partner, shared case management system to support a seamless customer experience supporting intake, referral, and co-enrollment.

Mr. Carlton McArthur, Managing Partner, and Mr. Maydad Cohen, Senior Managing Partner with Gartner Consulting, presented findings from the Shared Case Management System Feasibility Study, including a market scan of options for a case management system and recommended steps to successfully modernize the case management and labor exchange systems. During the study, Gartner met with DEW's WIOA partner agencies and concluded that partners support a seamless customer experience but prefer solutions that integrate with their existing systems rather than moving to a one-system approach. Gartner’s executive summary proposed that the agency's current case management system is aging and disconnected and suggested procurement of a more modern case management system to improve the user experience for job seekers and employers and to support faster, more data-driven re-employment services and opportunities. Gartner recommended that DEW begin foundational activities needed to support modernization. Next, DEW should pursue a strategic, targeted procurement that enables a wide range of vendors to ensure a thorough evaluation, migrate required data, archive the rest to increase timely implementation and deploy by functional area.

Staff will continue to update the SWDB on implementing a new DEW Customer Management System.

*Denotes voting item



**Governor's State Workforce Development Board
December 12, 2023, State Workforce Development Board Meeting Minutes**

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

Chairman Freeland advised members and guests that the PY'22 WIOA Annual Performance Report Narrative is available for review in the SWDB Portal and on the SC Works website. He also reminded members that the Annual Ethics Training will be on Tuesday, January 23, 2024, at 9:30 a.m. This training will be virtual via Zoom. The next SWDB meeting will be on March 28, 2024, at 11:00 a.m.

The meeting adjourned at 12:28 p.m.

APPROVED

*Denotes voting item