



SC Works Management Committee Meeting
Thursday, February 9, 2023 at 11:00 a.m.

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Phone Conference ID: 571 673 120#

AGENDA

- I. Welcome and Opening Remarks Mr. Warren Snead, Committee Chair
- II. Approval of Minutes from November 10, 2022* Mr. Snead
- III. Committee Priorities Ms. Nina Staggers
- IV. Local Area Performance Ms. Melissa Rodgers
- V. Other Business/Adjourn..... Mr. Snead

*Denotes voting item

**Governor’s State Workforce Development Board
November 10, 2022 SC Works Management Committee Meeting Minutes**

Members Present:

Mr. Warren Snead
Mr. John Uprichard
Mr. Dan Ellzey
Mr. Gregory Tinnell
Mr. Perry Shuping
Mr. Gregory Cannon Clark
Mr. Mike King
Ms. Darline Graham

Members Absent:

N/A

Welcome and Opening Remarks Mr. Warren Snead, Committee Chair

Mr. Warren Snead, Committee Chair, called the meeting to order at 11:00 a.m. A quorum was present. Mr. Snead welcomed three new Committee members, Darline Graham, Gregory Clarke, and Mike King.

Approval of Minutes from August 30, 2022 Meeting Minutes* Mr. Snead

Mr. Perry Shuping motioned to approve the August 30, 2022, meeting minutes. Mr. Gregory Tinnell seconded the motion, and the Committee unanimously approved the minutes.

Priority Matrix Ms. Jackie Taylor

Ms. Jackie Taylor provided a matrix that orders the Committee’s priorities by completion date and reviewed the PY’22 proposed deliverables. Staff will work with the Committee to complete the following priorities by the end of the program year:

- Outreach to Employers
 - The development of an Employer Services Dashboard is recommended to meet the SWDB priority of engaging businesses.
- Regionalism
 - The continued reduction in WIOA funds requires more cost-efficient service models. LWDA’s were asked to provide current regionalism strategies by October 28, 2022, and we are finalizing our review of their strategies and putting together a summary. We anticipate having a recommendation developed for the committee by the end of this program year.
- SC Works Secret Shopper Initiative
 - The Secret Shopper initiative vendor contract was awarded. The Committee will receive a status report during the Q4 committee meeting.
- Virtual Engagement Center
 - The virtual engagement center continues to progress. Mr. Snead, with comments from Kelli Grant, one of the architects on this initiative, provided an overview of the Virtual Engagement Center (VEC). The goal of a Virtual

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Engagement Center is to provide job seekers or employers with the same experience they would receive when visiting an SC Works Center in person.

The Committee will carry the remaining priorities into Program Year 2023:

	Priority	Action
B (by 9/30/23)	Work-based Learning	Work-based Learning Workgroup
	Staff Training	Learning Management System
	Soft Skills Instruction	Soft Skills Certificate
	Investments for in-demand training	Governor's Cybersecurity Strategy
C (by 12/31/23)	Career Pathways	Alignment with Department of Education

PY’21 Performance Overview Mr. Scott Ferguson

Mr. Scott Ferguson reviewed the local WIOA funding and fiscal and programmatic performance for Program Year 2021. South Carolina received \$31.9M in WIOA funding; \$25.2M was allocated to the 12 local workforce areas.

State-identified fiscal measures require LWDA’s to meet an 80% Obligation Rate, 70% Fund Utilization Rate (FUR), and 30% Participant Cost Rate (PCR) by June 30 of the program year. All 12 local areas met or exceeded the 80% Obligation Rate and 70% FUR for Adult and Dislocated Worker programs. Two (2) areas did not meet the required 70% FUR for Youth and three (3) areas did not meet the 30% PCR.

Federal negotiated program measures include Employment in the Second Quarter after Exit, Employment in the Fourth Quarter after Exit, Median Wages, Measurable Skills Gain, and Credential Attainment. One (1) LWDA did not meet PY’21 negotiated performance levels.

The six (6) LWDA’s that did not meet fiscal or program performance measures in PY’21 will be required to submit a Corrective Action Plan (CAP) within 45 days of notice, describing how it will improve and meet performance. A notice will be sent to the Signatory Official, Chief Elected Official, LWDB Chairperson, LWDA administrator, and the SWDB Chair.

Employer Services Presentation Mr. Adam Wagoner & Mr. Ferguson

Mr. Adam Wagoner, Business Services Manager, presented on services provided to employers through the SC Works system. Services include but are not limited to job matching, hiring events, and screening applicants.

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Under the SC Works framework, business consultants or business service representatives, may be employees of DEW, WIOA service providers, or partners. Veteran Business Consultants (LVERS) provide services for Veterans, such as reaching out to employers on behalf of veterans and ensuring employers meet federal compliance standards. In the event of a layoff or closure, employers are offered Rapid Response Services (RR). Rapid Response Coordinators assist the impacted employee in returning to work as quickly as possible.

Mr. Wagoner explained that employers are registered in the SCWOS system and business service representatives log services provided to employers in the SCWOS system using specific codes. Mr. Ferguson reviewed the Employer Penetration Rate and Repeat Business Customer Rate, which are the performance measures used to show effectiveness in serving employers. The calculation of these measures includes employer services provided by each of the WIOA core programs.

Other Business/Adjourn.....Mr. Snead

Mr. Dan Ellzey shared that the state’s unemployment rate has fallen to 3.2%, with 66,000 more jobs available than pre-pandemic. Job postings continue to be steady, but there is an increase in the number of layoff notices, showing that South Carolina companies are being affected by the economy.

Mr. Ellzey updated the committee on efforts to increase the state’s labor force participation rate. The Labor Rate Taskforce survey and the initial research report are completed.

The meeting adjourned at 11:58 a.m.



Update on Strategic Priorities

SC Works Management Committee Meeting

February 9, 2023

Priorities

- Soft Skills Initiative
- Regionalism
- Virtual Engagement Center
- SC Works/Staff Learning Management System

Soft Skills Initiative

- ❑ Today's essential soft skills are Communication, Digital Literacy, Problem Solving, Professionalism, Teamwork, and Time Management.
- ❑ Reviewed soft skills curricula to determine whether existing curricula aligns with the six essential soft skills identified.
- ❑ Began collecting and compiling soft skills activity data across program.
- ❑ Worked with WIN to develop a South Carolina Soft Skills Certificate.

Soft Skills Initiative

- ❑ The SC Soft Skills Certificate will be awarded to individuals who take and pass the WIN Essential Soft Skills and Digital Literacy assessments.
- ❑ These two assessments cover the six essential soft skills identified through analysis in 2020.
- ❑ We anticipate a launch before the end of the program year.

Regionalism

- ❑ On March 2, 2022, a Regionalism Forum was held with support from DOL.
- ❑ Featured Upstate and Greenville's best practice for having released a joint Request for Proposal (RFP) and having entered into a joint Adult, Dislocated Worker, and Operator contract with a service provider.
- ❑ Regionalism models:
 - ❑ Midlands and Lower Savannah - sharing a SCWOS Coordinator
 - ❑ Catawba and Midlands - sharing service provider accountants
 - ❑ Trident and Lowcountry - sharing an SC Works Operator and a Regional Manager
- ❑ Staff will develop and distribute a memo to the workforce system, summarizing the concept of regionalism and cost saving strategies.

Virtual Engagement Center (VEC)

- ❑ The VEC is the first of its kind and was created specifically for South Carolina.
- ❑ The Executive Committee recently approved funding to staff the VEC, which will provide online communication with customers through a 'live chat' function to answer questions and send information requested in real time.
- ❑ The plan is for the VEC to be open 5 days a week for hours that are equivalent to current SC Works Comprehensive Centers.
- ❑ The VEC is in the final stages of testing and will launch this spring.

SC Works/Staff Learning Management System (LMS)

- The SWDB provided funding to develop SC Works 101.
- Learning management system will provide a centralized location for training content and a way for staff and managers to track completion of required training.
- The Executive Committee approved funding to procure a learning management system.
- We anticipate procurement occurring this PY with implementation of the system in early PY23.