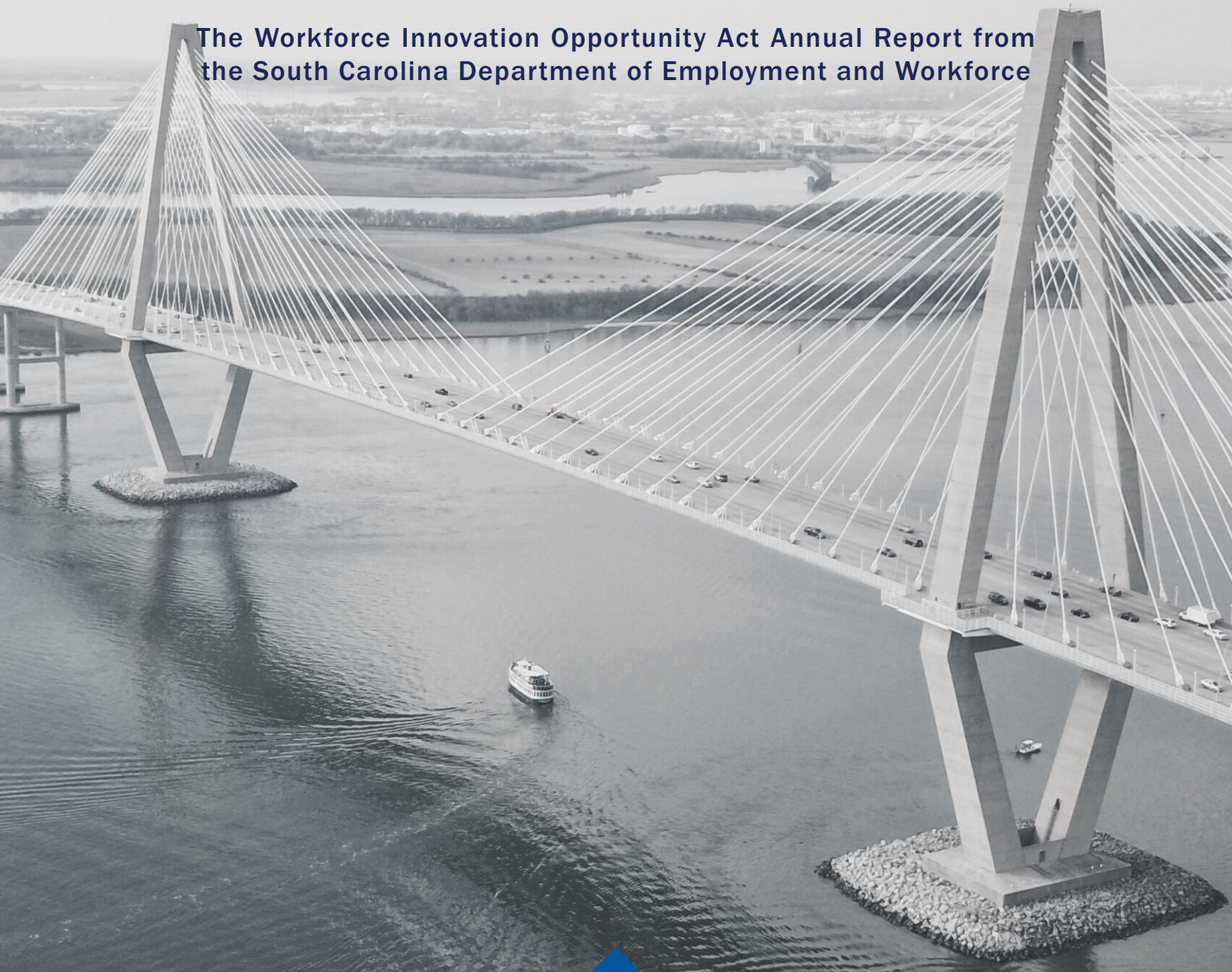# WIOA ANNUAL REPORT PY'2020

The Workforce Innovation Opportunity Act Annual Report from the South Carolina Department of Employment and Workforce

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

Revised November 22, 2021

A MESSAGE FROM DEW'S DIRECTOR

The events of Program Year (PY) 2020-2021 upended the workforce.

- Businesses are changing their work environments and expectations.
- We have more individuals working than pre-pandemic, and yet there are more than 100,000 jobs open in the state.
- Individuals are rethinking priorities and career options.
- Quit rates are up as people become comfortable with the wealth of work opportunities.
- Childcare and education changes are affecting how people work.
- Workers over 50 retired at record pace, outpacing all projections.
- And the various federal benefit programs – from UI to tax credits – have given people more freedom to consider their work options.

For South Carolina, this meant a year of continuously adapting to reemerging and new challenges. Local Workforce Areas, the SC Works system, the State Workforce Development Board and the S.C. Department of Employment and Workforce focused on addressing workforce needs with new and innovative ideas.

With state and national data all indicating a tight workforce trend for years to come, this is an opportunity for the workforce system to implement non-traditional approaches to talent development in partnership with businesses.

G. Daniel Ellzey
Executive Director
S.C. Department of Employment and Workforce

CONTENTS

PROGRESS TOWARD ACHIEVING STATE'S VISION AND GOAL

Progress made in achieving that state's strategic vision and goals, as described in the state's Unified or Combined State Plan, for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.

The 2020-Plan outlines priorities co-created by WIOA Core, Required, and Optional Partners and the State Workforce Development Board. Through bi-monthly meetings, as well as on-going workgroups, significant progress has been made across all of the priorities supporting South Carolina's workforce vision, including but not limited to, soft-skills and work-based learning.

SOFT SKILLS

Increasing the provision of soft skills training is a key focus of the State Workforce Development Board (SWDB) to better prepare the workforce and support the needs of employers. In PY'20, South Carolina conducted an in-depth analysis of current job openings using national and state labor market information. The analysis determined that today's essential soft skills are Communication, Digital Literacy, Problem Solving, Professionalism, Teamwork, and Time Management. Partners then assessed the soft skill curriculums used across programs. The state issued a State Instruction Letter (SIL), requiring that Title I and Title III programs document the provision of soft skills instruction to program participants and establishing the framework to report soft skills instruction activity to the SWDB. During the program year, approximately 3,650 participants, across multiple programs, received soft skills instruction. Title I, III, and Trade Adjustment Assistant (TAA) programs provided soft skills activity to 522 participants.

WORK-BASED LEARNING ACTIVITIES

Increasing the utilization of work-based learning (WBL) activities, including registered apprenticeship programs, is another key strategy of the SWDB. South Carolina approached the priority in two ways: enhancing coordination with Apprenticeship Carolina™ at the state and local levels, as well as benchmarking current levels of WBL activity in WIOA Title I programs. The state facilitated joint webinar opportunities with Apprenticeship Carolina and provided targeted technical assistance to Local Workforce Development Areas (LWDAs). Partnership with key apprenticeship stakeholders increased, as seen in participation on local apprenticeship councils as well as in support of discretionary funding opportunities. Two local areas, Pee Dee and Upper Savannah, pursued and received discretionary funding from USDOL to support training in healthcare career pathways, with a heavy focus on apprenticeship, of which Apprenticeship Carolina™ is a supporting partner.

STRATEGIC OUTREACH TO EMPLOYERS

South Carolina responded to the pandemic by implementing new technologies to continue and enhance service delivery to job seekers and employers. Upstate and Greenville LWDAs were highlighted in the State's PY'19 WIOA Annual Report as early adopters of virtual job fairs. Because of their success and employer demand for innovative solutions, DEW procured and implemented a statewide virtual job fair platform. The platform is discussed in more detail on page 20 of the report, including user data.

WAIVERS

Identify each waiver that the state has had in place for at least one program year and provide information regarding the state's progress toward achieving the goals and performance outcomes in ETA's letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state's waiver request (when applicable). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.

South Carolina requested a waiver from the requirements outlined in WIOA at Sections 116 and 122, and at 20 CFR 677.230 and 20 CFR 680.400 thru 680.530, which require the collection and reporting of performance-related data on all students participating in training programs listed on the state's Eligible Training Provider List (ETPL). The U.S. Department of Labor, Employment, and Training Administration approved this waiver for PY'20 (July 1, 2020 – June 30, 2021).

In November 2020, South Carolina launched a public-facing ETPL Program Performance report of WIOA participant outcomes for PY'18 and PY'19 through the Palmetto Academic and Training hub (PATh). The report provides detailed information on training completion rates, employment outcomes, median wages, and credential attainment for approved training providers and programs of training. The State partnered with the SC Commission on Higher Education and the State Technical College System in preparing to release the report to ensure there was mutual agreement in data reporting. The report is updated on a quarterly basis and is utilized by job seekers to make informed decisions as well as by LWDAs to determine which programs of training to invest program funds.

In an effort to establish a baseline for initial eligibility, beginning in January 2021, Eligible Training Providers (ETPs) submitting new programs of training are required to provide the following program-specific performance information from the previous program year (July 1st – June 30th) for each program of training:

- Number of students that participated in the program of training in the last completed program year,
- Number of students who exited the program of training in the last completed program year, and
- Number of students that obtained a credential in the last completed program year.

The waiver has enabled South Carolina to maintain a robust ETPL by including training providers that are unable or unwilling to provide all student performance data. At the end of PY'20, South Carolina's ETPL was composed of 94 ETPs, including all 16 of the South Carolina Technical Colleges and 1,106 approved programs of training, promoting consumer choice for WIOA participants.

On July 8, 2021, the USDOL denied South Carolina's request for a waiver from the "all students" collection and reporting requirements for PY'21 and PY'22; therefore, ETPs are required to submit student data on all students engaged in each approved program of training starting September 15, 2022.

EFFECTIVENESS IN SERVING EMPLOYERS

Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Serving Employers, or has any other metrics to assess employer engagement, describe the measure or metric as well.

In PY'18, South Carolina selected Employer Penetration Rate and Repeat Business Customer Rate as indicators for measuring Effectiveness in Serving Employers. South Carolina's performance for Program Years 2019 and 2020 is below.

Pilot Approach	Program Year 2019		Program Year 2020	
	Numerator/ Denominator	Rate	Numerator/ Denominator	Rate
Employer Penetration Rate	13,181 / 142,721	9.2%	13,295 / 150,076	8.9%
Repeat Business Customer Rate	10,824 / 36,350	29.8%	8,395 / 37,798	22.2%

The number and type of employer services provided in PY'19 and PY'20 is provided below:

Employer Service	Establishment Count PY'19	Establishment Count PY'20
Employer Information and Support Services	3,565	1,779
Workforce Recruitment Assistance	10,168	11,789
Engaged in Strategic Planning/Economic Development	229	35
Accessing Untapped Labor Pools	1,279	1,406
Training Services	384	333
Incumbent Worker Training Services	65	55
Rapid Response/Business Downsizing Assistance	357	277
Planning Layoff Response	149	88

The pandemic affected Engagement in Strategic Planning/Economic Development activity the hardest with an 84.7% decrease in establishments receiving services. Other services impacted by the pandemic include Employer Information and Support Services (50.1% decrease), Planning Layoff Response (40.9% decrease), and Incumbent Worker Training Services (15.4% decrease).

Workforce Recruitment Assistance dropped 10.8% in PY'19 but has rebounded in PY'20 (15.9% increase) to levels higher than were reported in 2018 (3.4% increase from 2018). Additionally, establishments receiving services related to Accessing Untapped Labor Pools increased 9.9% from PY19 to PY20.

PLANNED EVALUATIONS AND RESEARCH PROJECTS

Include brief descriptions of: (a) current or planned evaluation and related research projects, including methodologies used; (b) efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards; (c) a list of completed evaluation and related reports and links to where they were made accessible to the public electronically; (d) State efforts to provide data, survey responses, and timely site visits for Federal evaluations; and (e) any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

South Carolina realized an unprecedented number of UI claims during the pandemic as business shut down across the state and across nearly every industry. As of week ending June 26, 2021, there were more than 130,000 individuals claiming unemployment benefits across state and federal programs. There are more than 100,000 open jobs currently available statewide with labor shortages particularly acute in Leisure and Hospitality, Construction, and Manufacturing. The rate of recovery has not been consistent across the state with many rural areas still struggling with significantly elevated unemployment levels.

In order to understand the best way to minimize these labor force mismatches and drive rural workforce strategies, the SWDB will partner with a research entity in PY '21 to conduct a comprehensive employment and workforce evaluation. The evaluation will include:

- A profile of South Carolinians who became unemployed as a result of COVID-19, including demographic, geographic, industry, occupation, and wage level information and those who remained unemployed for an extended period of time,
- Examine what types of jobs the long-term unemployed are currently qualified to fill, and
- Identify the types of jobs they may be able to qualify for with additional training.

We anticipate the evaluation will inform the workforce system on rural workforce:

- Demographics,
- Training recommendations to address the demand for a skilled workforce, and
- Strategies for the WIOA core partners to improve labor force participation rates.

SECTOR STRATEGIES AND CAREER PATHWAYS

Progress made implementing sector strategies and career pathways. The discussion may include business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.

Sector-focused activity is prevalent across the spectrum of education and workforce development as demonstrated by the following activity:

- development of stackable credentials in high-growth, high-demand sectors;
- allocation of resources for training in high-growth, high-demand sectors;
- business engagement through industry-led manufacturing sector partnerships in both the Link Upstate and South Coast Regions;
- pursuit of sector focused discretionary funding in both the Pee Dee and Upper Savannah workforce areas; and
- efforts to build a cyber workforce in response to changing business operations and recent spikes in ransomware attacks.

CREATION OF STACKABLE CREDENTIALS

The SC Department of Education (SCDE) is a key partner in creating career pathway tools, a priority for the SWDB. In PY'20, our education partner worked to identify stackable credentials for South Carolina's Career and Technical Education (CTE) programs. SCDE's efforts are to identify credentials of value that lead to job placement; align credentials with statewide labor market information; and recruit and retain talent for South Carolina's workforce pipeline. Credentials will be organized into three tiers: beginning of program credential, mid-program credentials, and end of program credentials. It is anticipated that credentials will be finalized in the 2021-22 school year. Partner programs will have the opportunity to incorporate the identified career pathways within their own programs to support career counseling and training for in-demand occupations.

FORMATION OF CYBER WORKFORCE PIPELINE

In PY'20, Governor Henry McMaster launched the development of a cybersecurity strategic plan. The plan will further align the state's existing cyber initiatives; it is also an opportunity to position South Carolina as a highly competitive player in the cyber industry, which will enable the state to train, attract, and produce a workforce for the economy's high-tech, high-paying jobs.

Much research and planning occurred during the program year in support of the SC Cybersecurity Assistance Program (SCCAP) and the CompTIA Incumbent Worker Training Program, both of which support the state's efforts to build a cyber talent pipeline. SCCAP offers defense firms technical assistance in implementing the Cybersecurity Maturity Model Certification (CMMC). With businesses implementing IT standards, a skilled cyber workforce is required. Through the CompTIA Incumbent Worker Training Program, scholarship opportunities are available for companies to train their employees directly with CompTIA for A+ or Security+.

MULTI-REGION RURAL HEALTHCARE TRAINING

The Pee Dee LWDA, in partnership with Upper Savannah LWDA, was awarded an H-1B Rural Healthcare Grant by the US Department of Labor. The grant was one of 17 awarded nationally, one of three awarded in the Southeast Region, and the only one awarded in South Carolina. The total grant award is $2,271,023.

The grant is designed to address the shortage of rural healthcare workers in occupations that directly impact patient care. The Pee Dee's targeted occupations are Registered Nurse, Licensed Practical Nurse, Pharmacy Technician, Phlebotomist, and Nursing Assistant. For the Upper Savannah Region, Emergency Medical Tech/Paramedic is the targeted occupation.

In the Pee Dee, four area technical colleges are providing training for the employer partner, McLeod Health, for specific occupations in its rural hospitals and physician's practices. In Upper Savannah, the LWDA is partnering with a technical college for training and seven county governments for the employment of EMS workers. The project will offer classroom instruction, competency-based training activities, supportive services and case management to participants. In partnership with Apprenticeship Carolina™, the occupations will become Registered Apprenticeships or Pre-Apprenticeships. Co-enrollment in traditional WIOA Title I programs will allow some participants to receive OJT and additional supportive services, as needed.

The project will serve the unemployed, underemployed, and incumbent workers. The unemployed and underemployed may include individuals laid off or dislocated from their work due to COVID-19 or other layoffs/closures in the state. The project will also engage youth ages 17-24, who are school dropouts, pregnant/parenting, basic skills deficient, offenders, individuals with disabilities, and low income.

PERFORMANCE ACCOUNTABILITY

The state's performance accountability system, including: (a) any specific state performance measures or goals and progress towards meeting them; (b) any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance; (c) the state's common exit policy, including which ETA-funded partner programs are included in the state's common exit policy; (d) negotiated performance levels for local areas for titles I and III core programs for program years 2020-2021; and (e) the state's approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.

PARTICIPANTS SERVED

- During PY'20, South Carolina served over 3,900 adults, 1,150 dislocated workers, and over 1,900 youth participants through WIOA-funded programs in our 12 LWDAs.
- PY'20 results reflect decreases in adult and youth participant rates, but an increase in dislocated worker participation.

NUMBER OF ADULT, DISLOCATED WORKER, AND YOUTH PARTICIPANTS SERVED
South Carolina, Program Year 2019-2020
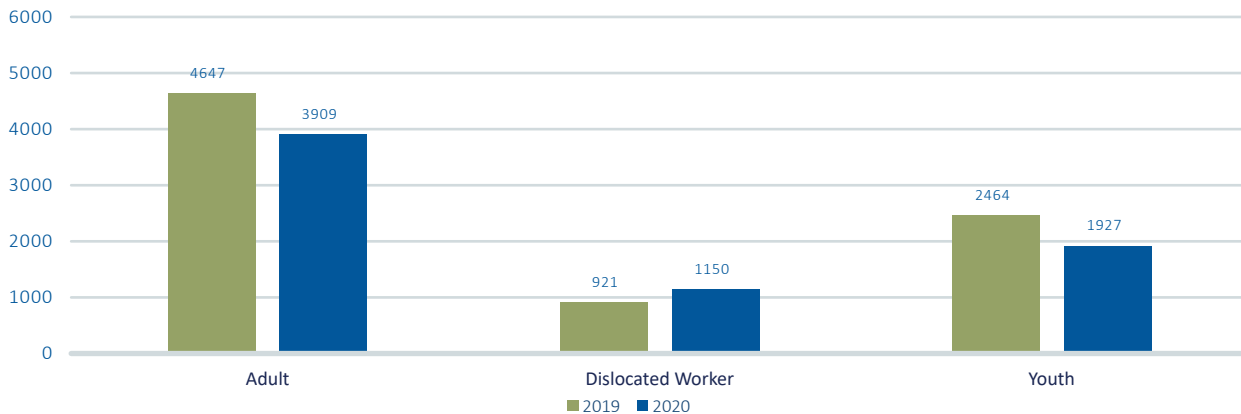
PARTICIPANTS RECEIVING TRAINING SERVICES

- During PY'20, over 2,000 adults, 600 dislocated workers, and 600 youth received WIOA-funded training services statewide.
- From PY'19 to PY'20, the percentage of participants receiving training services decreased by 17.0% for adults, increased by 26.5% for dislocated workers, and decreased by 23.9% for youth. COVID-19 continued to heavily affect many education providers throughout PY'20.

NUMBER OF ADULT, DISLOCATED WORKER, AND YOUTH PARTICIPANTS RECEIVED TRAINING SERVICES
South Carolina, Program Year 2019-2020
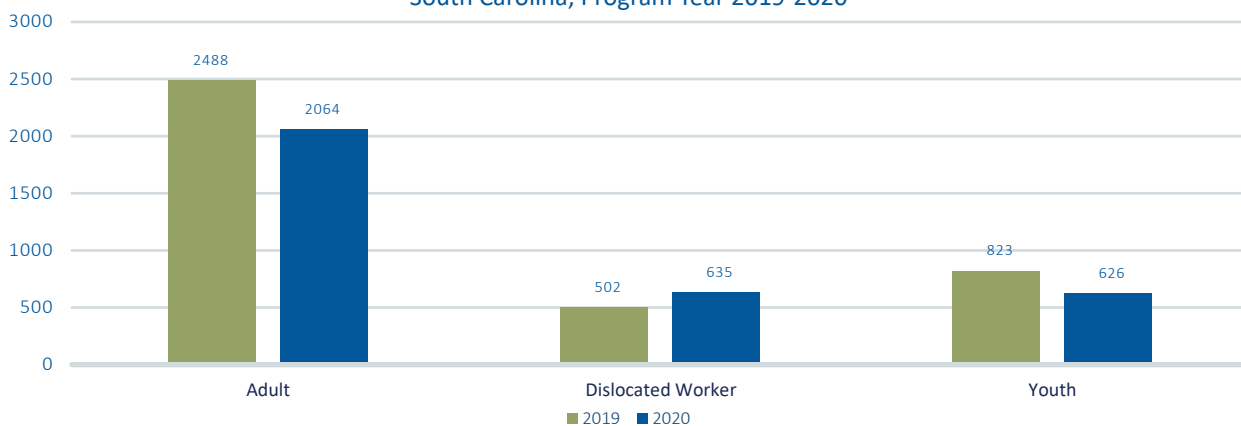
PARTICIPANTS RECEIVING CREDENTIALS

- During PY'20, 1,025 adults, 203 dislocated workers, and 822 youth received industry recognized credentials statewide.
- From PY'19 to PY'20, the percentage of participants receiving credentials increased by 14.8% for adults. Dislocated worker credential attainment decreased by 4.7% and youth credentials decreased 0.6% during this time. The increase in credentials earned by the adult participants was encouraging despite effects of the pandemic.

NUMBER OF ADULT, DISLOCATED WORKER, AND YOUTH PARTICIPANTS RECEIVED CREDENTIALS
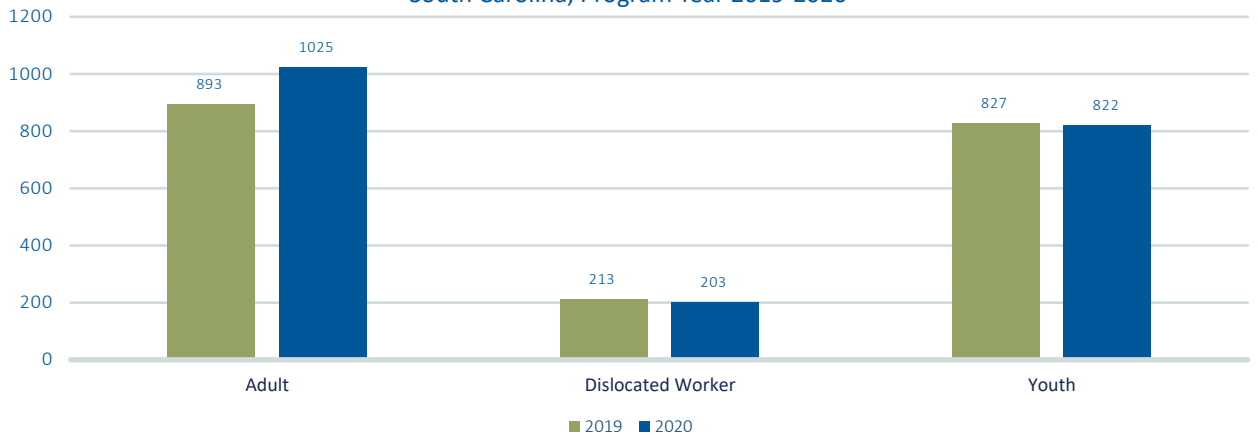#### South Carolina, Program Year 2019-2020

STATE SPECIFIC PERFORMANCE MEASURES

South Carolina has three state-specific financial performance measures to ensure and promote fiscal responsibility: obligation rate, fund utilization rate, and participant cost rate.

Obligation Rate

State Instruction Letter 11-15 requires that each LWDA obligate at least 80% of the program portion of its current PY/FY allocation for each of the Title I funding streams – Adult, Dislocated Worker, and Youth, by June 30 of each program year. The charts below represent LWDA obligation rates for PY'20. There were no LWDAs below the required rate.

Adult Obligation Rate: Five areas obligated 100% of their Adult PY'19/FY'20 allocation during the program year and six areas exceeded the 93% state average.

LWDA PY'20 ADULT PROGRAM FUND OBLIGATION RATE THRU 6/30/21
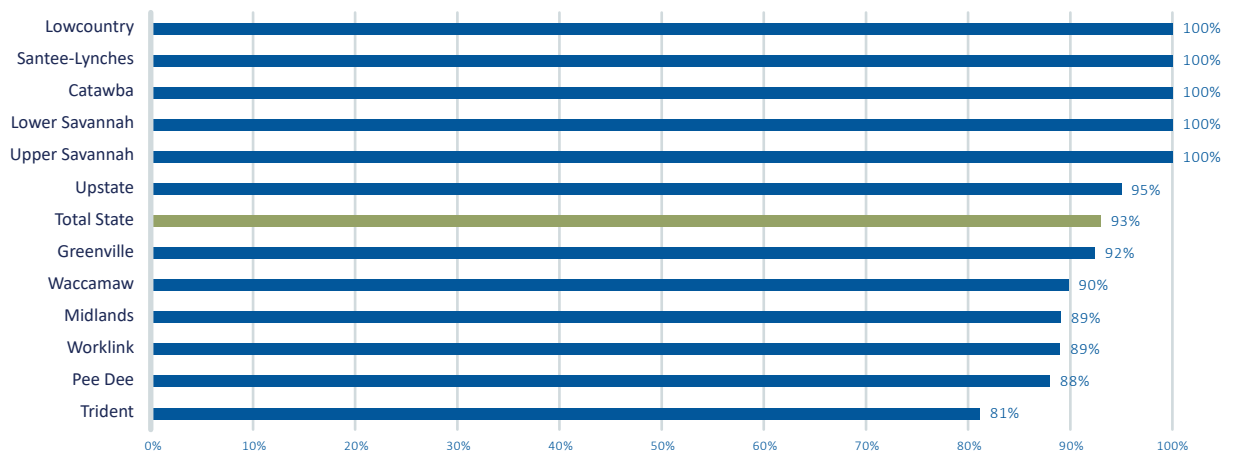
Dislocated Worker Obligation Rate: Two areas obligated 100% of their DW PY'19/FY'20 allocation during the program year and six areas were above the 89% state average.

LWDA PY'20 DW PROGRAM FUND OBLIGATION RATE THRU 6/30/21

LWDA	Rate
Santee-Lynches	100%
Upper Savannah	100%
Lower Savannah	96%
Lowcountry	93%
Waccamaw	93%
Worklink	89%
Total State	89%
Pee Dee	88%
Catawba	87%
Trident	87%
Midlands	85%
Upstate	83%
Greenville	80%
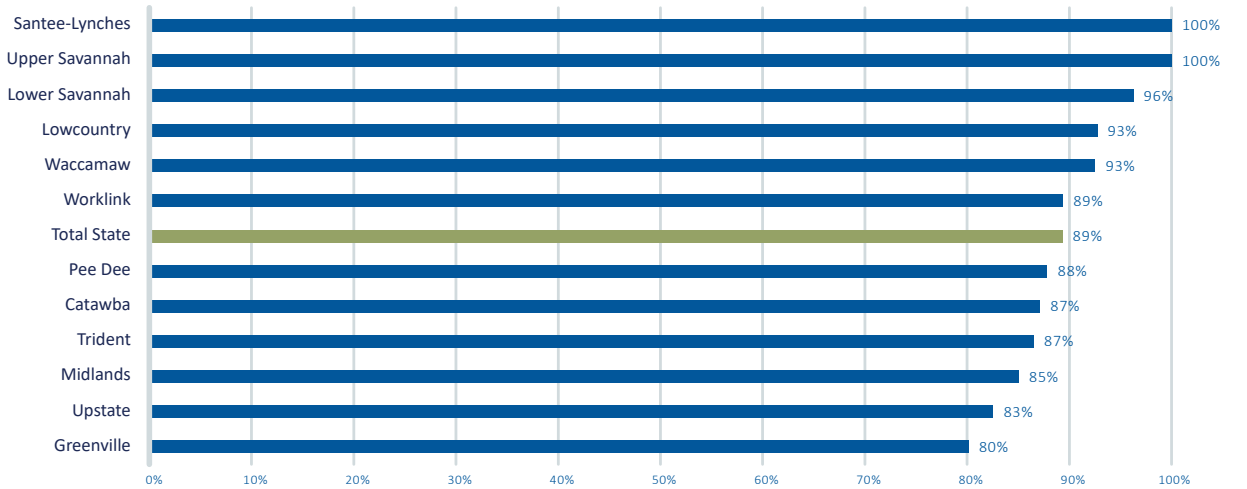
Youth Obligation Rate: Five areas obligated 100% of their Youth PY'19/FY'20 allocation during the program year and six areas exceeded the state average of 91%.

LWDA PY'20 YOUTH PROGRAM FUND OBLIGATION RATE THRU 6/30/21

LWDA	Rate
Lowcountry	100%
Waccamaw	100%
Santee-Lynches	100%
Midlands	100%
Upper Savannah	100%
Catawba	91%
Total State	91%
Worklink	86%
Upstate	85%
Trident	85%
Lower Savannah	84%
Greenville	80%
Pee Dee	80%
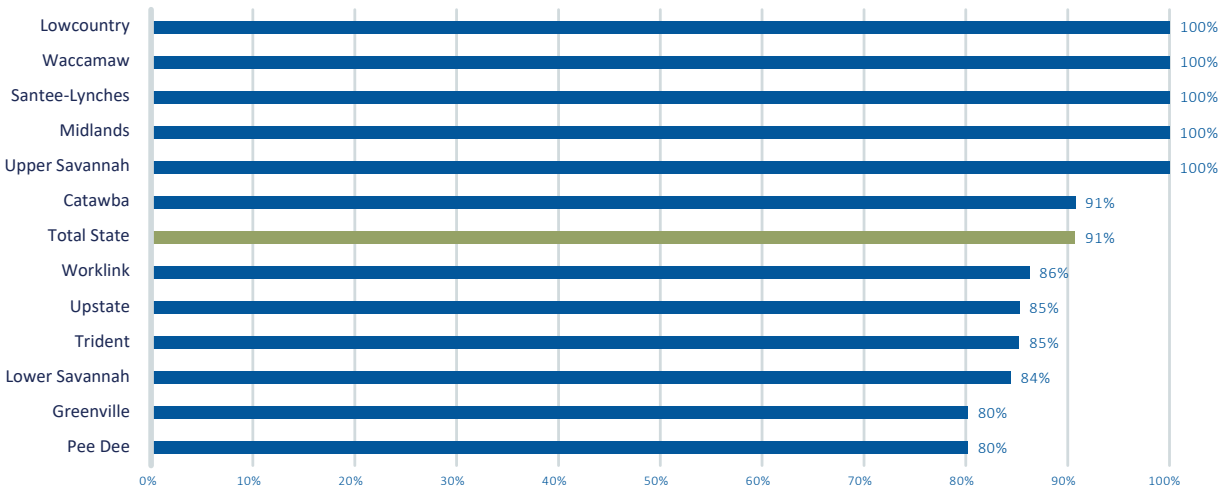
Fund Utilization Rate (FUR)

The State Workforce Development Board issued State Instruction Letter 17-05, Change 1, in response to WIOA Public Law 113-128, Section 116(b)(2)(B), requiring a minimum FUR of 70% for WIOA Title I programs, which is calculated by dividing total expenditures by total available funds. Total available funds include unexpended carry-in plus the current annual allocation. Both program and administration cost category funds are included in calculating the fund utilization rate. The charts below reflect local workforce development area Adult, DW, and Youth FUR for PY'20:

Adult Fund Utilization Rate: All 12 local areas met the Adult FUR and four areas were above the 79% state average.

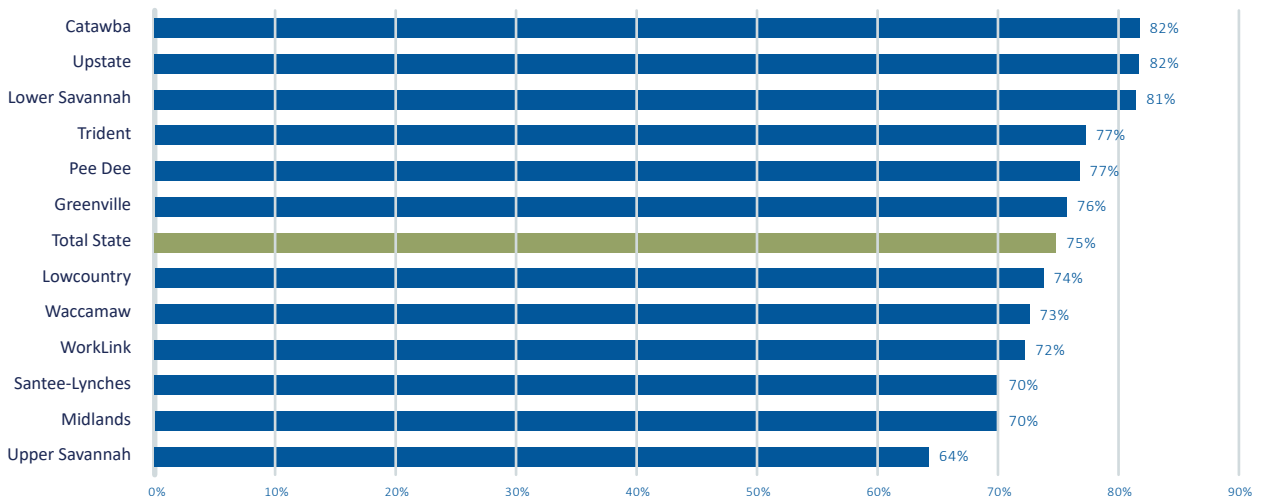### LWDA PY'20 ADULT PROGRAM FUND UTILIZATION RATE THRU 06/30/2021
(Includes Admin.)

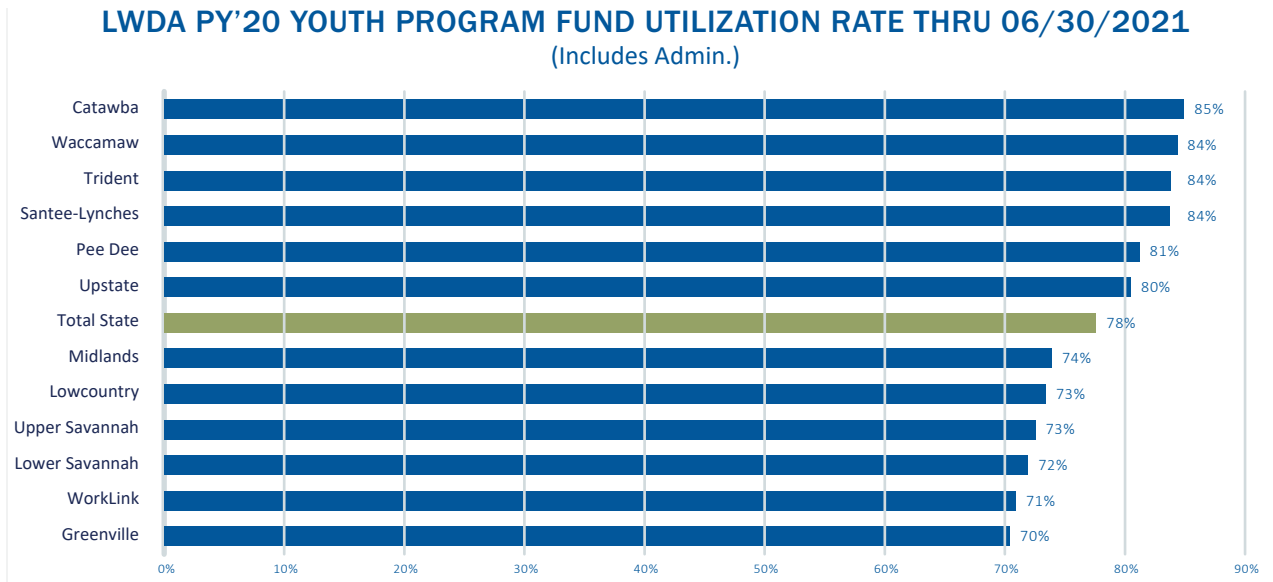| LWDA	FUR
Upstate	87%
Waccamaw	86%
Trident	84%
Lower Savannah	80%
Total State	79%
Lowcountry	78%
Upper Savannah	78%
Greenville	77%
Catawba	76%
Pee Dee	76%
Santee-Lynches	75%
WorkLink	75%
Midlands	70%

Dislocated Worker Fund Utilization Rate: Eleven areas met the DW FUR and six areas exceeded the 75% state average.

LWDA PY'20 DW PROGRAM FUND UTILIZATION RATE THRU 06/30/2021
(Includes Admin.)

LWDA	FUR
Catawba	82%
Upstate	82%
Lower Savannah	81%
Trident	77%
Pee Dee	77%
Greenville	76%
Total State	75%
Lowcountry	74%
Waccamaw	73%
WorkLink	72%
Santee-Lynches	70%
Midlands	70%
Upper Savannah	64%

Youth Fund Utilization Rate: All 12 local areas met the Youth FUR and six areas exceeded the 78% state average.

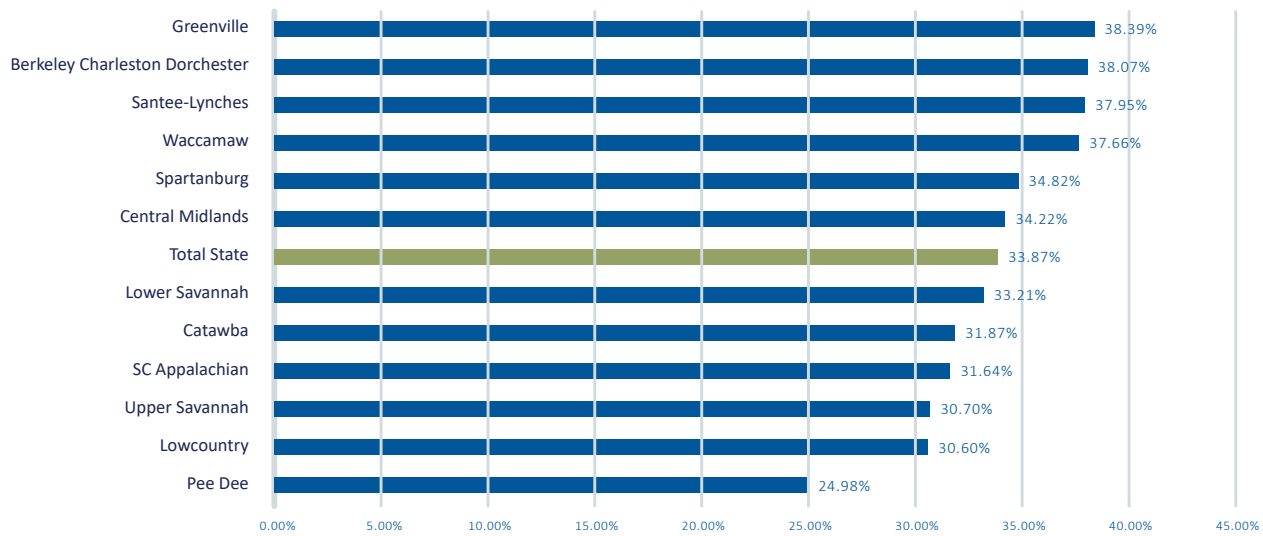## LWDA PY'20 YOUTH PROGRAM FUND UTILIZATION RATE THRU 06/30/2021
(Includes Admin.)

Area	Rate
Catawba	85%
Waccamaw	84%
Trident	84%
Santee-Lynches	84%
Pee Dee	81%
Upstate	80%
Total State	78%
Midlands	74%
Lowcountry	73%
Upper Savannah	73%
Lower Savannah	72%
WorkLink	71%
Greenville	70%

Participant Cost Rate (PCR)

State Instruction Letter 17-04, Change 2, requires each local workforce development board to ensure that WIOA Adult and Dislocated Worker expenditures, including Rapid Response for Additional Assistance Funds, meet a minimum participant cost rate of 30%. LWDBs evaluate the participant cost rate annually, which is based on program expenditures of both carry-in and new funds. The chart below shows that 11 areas met the PCR and six areas exceeded the 33.87% state average.

PCR AS OF JUNE 30, 2021

Area	Rate
Greenville	38.39%
Berkeley Charleston Dorchester	38.07%
Santee-Lynches	37.95%
Waccamaw	37.66%
Spartanburg	34.82%
Central Midlands	34.22%
Total State	33.87%
Lower Savannah	33.21%
Catawba	31.87%
SC Appalachian	31.64%
Upper Savannah	30.70%
Lowcountry	30.60%
Pee Dee	24.98%

WIOA PRIMARY INDICATORS OF PERFORMANCE

Negotiated Goals

	Title I - Adult Program	
	Program Year: 2020	**Program Year: 2021**
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	77.3%	77.8%
Employment (Fourth Quarter After Exit)	73.5%	74.0%
Median Earnings (Second Quarter After Exit)	$5,300	$5,350
Credential Attainment Rate	60.0%	60.5%
Measurable Skill Gains	49.5%	50.5%

	Title I - Dislocated Worker Program	
	Program Year: 2020	**Program Year: 2021**
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	80.6%	81.1%
Employment (Fourth Quarter After Exit)	76.5%	77.0%
Median Earnings (Second Quarter After Exit)	$7,300	$7,300
Credential Attainment Rate	60.0%	60.5%
Measurable Skill Gains	48.0%	48.5%

	Title I - Youth Program	
	Program Year: 2020	**Program Year: 2021**
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	77.1%	77.6%
Employment (Fourth Quarter After Exit)	69.5%	70.0%
Median Earnings (Second Quarter After Exit)	$3,250	$3,250
Credential Attainment Rate	68.6%	69.1%
Measurable Skill Gains	48.0%	48.5%

	Title III - Wagner-Peyser Program	
	Program Year: 2020	**Program Year: 2021**
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	68.0%	68.5%
Employment (Fourth Quarter After Exit)	67.5%	68.0%
Median Earnings (Second Quarter After Exit)	$4,700	$4,750

Actual Performance

Adult, Dislocated Worker and Youth Programs

The chart below reflects Adult, Dislocated Worker, and Youth program performance for Program Year 2020:

PROGRAM YEAR 2020 - ANNUAL PERFORMANCE SUMMARY (QUICK REFERENCE)

WorkLink

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	102.5%	99.8%	102.4%	101.6%
Employment Rate Q4	99.4%	105.4%	104.4%	103.1%
Median Earnings	99.0%	103.6%	99.5%	100.7%
Credential Rate	117.1%	134.2%	99.0%	116.8%
Measurable Skill Gains	134.1%	125.0%	129.8%	129.6%
	110.4%	113.6%	107.0%	

Pee Dee

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	101.3%	92.0%	93.2%	95.5%
Employment Rate Q4	100.0%	100.6%	103.9%	101.5%
Median Earnings	107.9%	98.8%	122.2%	109.6%
Credential Rate	122.1%	131.1%	98.4%	117.2%
Measurable Skill Gains	109.9%	164.8%	102.5%	125.7%
	108.2%	117.5%	104.0%	

Upper Savannah

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	90.3%	96.2%	92.1%	92.8%
Employment Rate Q4	86.5%	108.3%	90.7%	95.1%
Median Earnings	98.1%	83.8%	117.6%	99.8%
Credential Rate	115.0%	165.2%	55.9%	112.0%
Measurable Skill Gains	115.9%	163.0%	134.6%	137.8%
	101.2%	123.3%	98.2%	

Lower Savannah

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	91.8%	97.0%	100.2%	96.3%
Employment Rate Q4	100.3%	91.0%	103.8%	98.3%
Median Earnings	97.9%	135.7%	97.6%	110.4%
Credential Rate	133.9%	142.9%	102.5%	126.4%
Measurable Skill Gains	118.7%	90.9%	105.3%	105.0%
	108.5%	111.5%	101.9%	

Upstate

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	93.9%	98.6%	93.5%	95.3%
Employment Rate Q4	100.4%	95.3%	113.1%	102.9%
Median Earnings	87.7%	186.0%	107.5%	127.0%
Credential Rate	109.2%	68.2%	111.5%	96.3%
Measurable Skill Gains	149.7%	141.7%	115.7%	135.7%
	108.2%	117.9%	108.2%	

Catawba

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	93.6%	96.3%	101.6%	97.2%
Employment Rate Q4	95.2%	87.5%	97.1%	93.3%
Median Earnings	98.0%	115.1%	114.9%	109.3%
Credential Rate	137.2%	104.8%	101.9%	114.6%
Measurable Skill Gains	85.8%	111.3%	124.3%	107.1%
	102.0%	103.0%	108.0%	

Greenville

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	92.2%	90.2%	127.2%	103.2%
Employment Rate Q4	93.8%	92.1%	102.3%	96.0%
Median Earnings	119.9%	151.1%	104.3%	125.1%
Credential Rate	93.8%	71.0%	112.1%	92.3%
Measurable Skill Gains	141.6%	154.5%	134.4%	143.5%
	108.3%	111.8%	116.0%	

Santee-Lynches

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	94.6%	72.0%	96.4%	87.7%
Employment Rate Q4	98.2%	80.0%	89.1%	89.1%
Median Earnings	85.0%	52.9%	108.0%	82.0%
Credential Rate	111.3%	100.0%	100.7%	104.0%
Measurable Skill Gains	121.4%	171.0%	123.5%	138.6%
	102.1%	95.2%	103.5%	

Midlands

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	93.4%	100.4%	102.0%	98.6%
Employment Rate Q4	93.3%	97.3%	91.6%	94.1%
Median Earnings	113.1%	102.4%	94.5%	103.3%
Credential Rate	107.9%	103.4%	92.2%	101.2%
Measurable Skill Gains	111.7%	141.7%	119.2%	124.2%
	103.9%	109.0%	99.9%	

Waccamaw

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	100.5%	100.4%	105.2%	102.0%
Employment Rate Q4	105.8%	104.3%	107.5%	105.8%
Median Earnings	119.1%	115.8%	145.9%	126.9%
Credential Rate	84.4%	89.7%	78.8%	84.3%
Measurable Skill Gains	83.6%	134.0%	125.7%	114.5%
	98.7%	108.8%	112.6%	

Trident

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	88.9%	90.5%	93.5%	91.0%
Employment Rate Q4	98.9%	102.8%	94.5%	98.7%
Median Earnings	103.8%	81.0%	92.5%	92.4%
Credential Rate	115.8%	83.0%	74.2%	91.0%
Measurable Skill Gains	105.7%	83.3%	105.2%	98.1%
	102.6%	88.1%	92.0%	

Lowcountry

Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	93.9%	91.5%	92.1%	92.5%
Employment Rate Q4	93.5%	93.3%	97.6%	94.8%
Median Earnings	90.7%	111.2%	81.4%	94.5%
Credential Rate	108.7%	147.2%	92.4%	116.1%
Measurable Skill Gains	168.4%	150.0%	140.8%	153.1%
	111.0%	118.7%	100.9%	

The assessment reflects performance across programs and negotiated indicators. To pass performance a Local Workforce Development Area (LWDA) must:

- Have an Overall Program Score (across all indicators) of at least 90
- Have an Overall Indicator Score (across Adult, Dislocated Worker and Youth programs) of at least 90
- Have an individual indicator percentage of at least 50%

Color Coding	
Pass	
Fail	

Wagner-Peyser Program

South Carolina met or exceeded PY'20 Wagner-Peyser (WP) negotiated performance goals. The chart below provides actual performance for PY'19 and '20.

	Program Year 2019			Program Year 2019		
	Employment Q2	Employment Q4	Median Earnings	Employment Q2	Employment Q4	Median Earnings
Negotiated Goal	67.5%	67.0%	$4,300	68.0%	67.5%	$4,700
Percent of Goal — State	102.4%	102.8%	127.1%	92.6%	95.6%	107.8%
Percent of Goal — WorkLink	107.7%	109.3%	138.3%	93.1%	97.8%	118.7%
Percent of Goal — Upper Savannah	104.3%	106.6%	121.7%	93.7%	97.8%	103.7%
Percent of Goal — Upstate	108.9%	105.7%	147.3	96.6%	104.1%	121.9%
Percent of Goal — Greenville	107.7%	106.9%	150.8%	96.0%	101.5%	131.8%
Percent of Goal — Midlands	103.4%	103.9%	109.1%	93.8%	95.3%	98.5%
Percent of Goal — Trident	88.1%	90.1%	180.3%	81.9%	84.1%	129.4%
Percent of Goal — Pee Dee	105.6%	104.8%	114.6%	94.9%	96.9%	102.7%
Percent of Goal — Lower Savannah	101.3%	101.9%	129.3%	95.4%	95.0%	107.2%
Percent of Goal — Catawba	101.3%	105.2%	129.6%	89.3%	93.3%	120.2%
Percent of Goal — Santee-Lynches	100.0%	101.5%	105.6%	91.8%	96.0%	91.4%
Percent of Goal — Waccamaw	103.3%	104.9%	116.0%	94.9%	94.4%	96.6%
Percent of Goal — Lowcountry	97.9%	96.0%	104.6%	87.9%	88.0%	93.7%

DATA VALIDATION

South Carolina integrates data validation and data integrity efforts across the oversight, performance, and monitoring functions of each workforce program:

- Program managers conduct ongoing and scheduled data integrity procedures and reviews to maintain the integrity of the data submitted to USDOL.
- The performance and reporting team provides oversight of performance metrics and conducts training on various data elements and activity codes to ensure consistency and reliability of data.
- The monitoring team conducts reviews of sub-recipient reporting frameworks and cross-references the workforce programmatic data submitted.

South Carolina utilizes the Geographic Solutions Virtual One-Stop system (SC Works Online Services or SCWOS) for case management and labor exchange services. DEW works closely with the vendor to ensure that changes made by USDOL to the Participant Individual Record Layout (PIRL) are implemented in order to accurately track and assess program performance. Staff also monitor and implement data changes and edit checks issued by the Workforce Integrated Performance System (WIPS) team. State staff have been able to provide local workforce development areas and state program managers with numerator and denominator information prior to quarterly and annual performance report submission for all four quarters of PY'20.

COMMON EXIT POLICY

The state's common exit policy includes the following programs: Wagner-Peyser; Adult, Dislocated Worker, and Youth; Trade Adjustment Assistance; and National Dislocated Worker Grants. If an individual is co-enrolled in two or more of these programs, the individual will not exit from either program until after a 90-day period of no activity in both programs.

CUSTOMER SATISFACTION

Describe the state's approach to customer satisfaction, which may include such information used for one-stop center certification, in accordance with 20 CFR 678.800. This description should include: (a) the state's methodologies; (b) the number of individuals/ employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; (c) the results and whether the results are generalizable to the entire population of customers; and (d) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.

State Instruction Letter 18-11, SC Works Certification Standards, provides criteria that must be used to evaluate one-stop centers and the one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. Both the Job Seeker and Business Services standards require local areas to have a customer feedback system in place that assesses customer satisfaction of both the service(s) provided and outcome(s) of the services.

In PY'20, local areas surveyed 35,000 job seekers and 2,300 businesses:

JOB SEEKER SURVEYS

- Over 5,800 jobs seekers responded, yielding a 16.5% response rate.
- Job seekers responded favorably, resulting in a statewide average satisfaction rate of 88%.

BUSINESS/EMPLOYER SURVEYS

- More than 630 employers responded, yielding a 28% response rate.
- Employer feedback resulted in a statewide average satisfaction rate of 62%.

SURVEY METHODS

Local areas use a combination of paper and electronic survey methods:

- Paper surveys are available in resource rooms and on or near staff workstations. Some local areas give customers a survey at check-in and ask them to return it before leaving.
- Local areas use a variety of products to distribute electronic surveys, including Survey Monkey, Google Forms, and the SCWOS Customer Relationship Management (CRM).
- Some local areas survey customers after each visit or service, while others survey at random.

EFFORTS TO INCREASE SURVEY RESPONSE RATES

The PY'20 job seeker survey response rate increased by 10 percentage points, while the employer response rate decreased by nearly 20 percentage points. In all local areas, survey completion is voluntary. Efforts to increase response rates include:

- Using electronic surveys instead of paper.
- Using social media to conduct feedback surveys.
- Monitoring feedback more regularly (e.g., weekly vs. monthly).
- Using the SC Works and DEW mass communication tools to distribute surveys.

CONTINUOUS IMPROVEMENT

Center and LWDA leadership review job seeker and employer feedback and take steps to improve areas of opportunity. LWDAs primarily use customer feedback to identify staff training and professional development needs and improve partner coordination, programs, and processes.

In PY'21, DEW will implement a secret shopper program as another method for assessing the SC Works customer experience.

ACTIVITIES PROVIDED BY STATE FUNDS

Activities provided with the funds reserved by the governor, which can be up to 15% of the state's allotment. In this section of the narrative, states may describe activities undertaken in whole or in part their Governor's Reserve and how those activities have directly or indirectly impacted performance.

South Carolina's Workforce Development Board directs the investment of up to 10% of the Governor's Reserve funds. The Board invests in meaningful workforce development strategies that align with the state's vision of developing a skilled workforce and a responsive workforce system that meets the needs of business and industry. In PY'20, the SWDB invested $5.2M in statewide employment and training programs as well as investments in the infrastructure, technology, outreach, and efficiency of the workforce system.

RECOVERING FROM THE CORONAVIRUS PANDEMIC

Continuous Improvement

As the centers began to reopen to the public at the beginning of PY'20, the LWDAs expressed a need for modernized technology to facilitate virtual/remote service delivery, outreach materials to promote the SC Works system, and supplies to ensure the health and safety of staff and customers. Recognizing the importance of having centers open to the public to provide assistance with Unemployment Insurance and critical employment and training services, the SWDB allocated $1M to LWDAs for investments in Continuous Improvement. LWDAs utilized a majority of the funding to update technology and software for staff and resource rooms. The items purchased include video conferencing capabilities; computers, laptops, and accessories; smart boards; software (Microsoft Office, Adobe Pro, JAWS, appointment scheduling); and electronic signature pads. The SWDB's investment in operating costs also enables LWDAs to focus their funding on participant costs, which helps LWDAs achieve the 30% participant cost rate.

Security

With the increase in individuals seeking assistance with UI claims and some SC Works centers requiring masks and temperature scans upon entry, staff and customer safety became a key concern. To alleviate this concern and the financial burden to LWDAs, the SWDB invested $1.1M in center security services for a duration of one year.

EMPLOYMENT AND TRAINING

Restoration Funding

Since PY'10, South Carolina's WIOA allotment has continued to decrease. LWDAs received a total allocation of $27.9M for PY'20 compared to $30.1M for PY'19, a total decrease of $2.25M or 7.49%,translating to a reduction in funding for 11 out of 12 LWDAs. The decrease in funding for PY'20 had the potential to result in staff reductions and therefore, less capacity to serve individuals and businesses. With historically high unemployment resulting from the pandemic and the expected increase in customer traffic, the SWDB took steps to ensure that the workforce system is fully staffed and equipped to deliver services, by allocating $2.25M to restore LWDAs to PY'19 funding levels.

The funding has been used to support participant costs for training, supportive services, and case management. LWDAs have two PYs to utilize the funds. However, by the end of PY'20, LWDAs expended 75.6% of the funds awarded, underscoring the need for additional dollars.

Incumbent Worker Training

The SWDB invests in Incumbent Worker Training (IWT) as a promising model for upskilling South Carolina's existing workforce. Now more than ever, upskilling is a key strategy for employee retention and building a skilled talent pipeline. In PY'20, the SWDB invested more than $1M in IWT through grants to LWDAs. Ninety-percent of the funding allocated will serve approximately 56 businesses and 850 workers. LWDAs align the use of training funds to high-growth sectors including manufacturing, business and information technology, healthcare, transportation and logistics, and construction.

ACCOUNTABILITY AND PROCESS IMPROVEMENT

Advanced Individual Fund Tracking Module

The SWDB is seeking greater accountability and transparency into the utilization of WIOA funds for participant services. To achieve the desired level of accountability, the SWDB identified Key Performance Indicators (KPIs) for the state's WIOA Productivity Dashboard and approved funding to implement the SCWOS Advanced Individual Fund Tracking (AIFT) module. The module will enable reporting of fund utilization by each participant served. DEW will display participant and fund utilization data collected through the AIFT module to the SWDB and other stakeholders through the Dashboard starting in calendar year 2021.

PROMISING PRACTICE: YOUTH OFFENDER REENTRY EFFORTS

The Upper Savannah Workforce Development Board identified offenders as a key target group in applying for the Re-Entry Navigator Grant from the State SWDB in PY'19 and received the grant in partnership with the Department of Corrections, Vocational Rehabilitation, Greenwood Adult Education and Piedmont Technical College.

The grant-funded program, "Solid Ground," which continued though PY'20, has put 28 former inmates in jobs, with two earning a GED and 12 earning manufacturing certificates. Additionally, the Reentry Navigator processed numerous applications to expunge more than 100 records. Clients who successfully complete their supervision and pay restitution have their records cleared after five years and no additional convictions. Progress with the "Solid Ground" program was a direct result of combined efforts between all partners and is an effective link between service providers and the Youth Offender Act unit.

Activities provided under the Wagner-Peyser Act Employment Service section 7(b) (e.g., services to groups with special needs or extra costs of exemplary models for delivering services).

ACCESS TO EMPLOYMENT SERVICES

Career Coach

The SC Career Coach is a mobile extension of our SC Works centers. The mobile unit is equipped with 10 workstations for job seeker activities, on-site assistance, Wi-Fi and printer capabilities, and is wheelchair accessible. The SC Career Coach responds to natural disasters and Rapid Response events, provides access to employment and training resources in rural communities that have limited access to the internet, and attends local workforce and community events. During PY'20, the Coach attended 114 events across the state, served 645 individuals, and provided 965 services, including job search and application assistance, resume writing, SC Works and UI registration, and filing for UI benefits.

Hiring Events

In PY'20, South Carolina implemented a virtual events platform that is being deployed statewide to facilitate virtual career fairs and hiring events. The platform allows employers and SC Works staff to engage with job seekers in a convenient environment, saving time and money, while removing geographic and other barriers. Within virtual platform, job seekers can discover and apply for opportunities, chat with employers, and visit employer and informational booths. Advance features provide expanded metrics of invitee-to-attendance rates, participant wait times, and interview counts. During the reporting period, the state hosted five virtual events, attended by 233 employers and 1,174 job seekers.

Mobile Phone Applications

DEW promoted use of the existing SC Works (SCWOS) mobile phone application and launched a new DEW app to improve access to the claimant portal and job database. The apps allow claimants to complete their weekly certification (DEW app) and work searches (SCWOS app). Both apps are free and ensure that claimants have multiple access points for completing eligibility requirements for UI benefits and searching for employment opportunities.

EMPLOYMENT PREPARATION

Ready to Work

During the program year, 8,459 adult job seekers earned Ready to Work credentials, with more than 1,000 earning the Essential Soft Skills credential. The credentials demonstrate that a job seeker has the foundational skills (including soft skills) necessary for work success. Ready to Work is a common measure for career readiness in South Carolina.

Second Chance

DEW has utilized Title III Governor's Reserve funds since 2014 to support the Second Chance initiative, which helps returning citizens learn a skill and understand how to successfully search for a job. DEW provides a full-time employee, coaching and materials, to assist returning citizens in work-skills training. Ninety days prior to release, counselors teach employment and soft skills in class for one hour each day. During the last 30 days, participants work directly with a DEW counselor to register in the SC Works system, create a resume, and apply for jobs online once released.

Both the Manning and Camille Griffin Graham institutions suspended programs temporarily due to COVID-19. Services resumed during the program year and DEW enrolled 175 new participants. Of the participants enrolled, 159 or 91% completed the program. Since program inception in November 2014 through June 30, 2021, Manning Correctional has enrolled 2,307 participants with 1,799 of those having completed the program, and from May 2017 through June 30, 2021, Camille Griffin Graham Correctional has enrolled 641 with 586 of those having completed the program.

MANNING
Correctional

CAMILLE GRIFFIN GRAHAM
Correctional

2,307 PARTICIPANTS
enrolled

1,799 COMPLETED
the program

641 PARTICIPANTS
enrolled

586 COMPLETED
the program

Back to Work

In 2015, the agency began piloting the Back to Work program in Columbia, SC to help homeless individuals enter the workforce through an intensive six-week employment boot camp. This program provides assistance with transitioning to housing, as well as the necessary career guidance and soft skills training to maintain gainful employment and independence, creating a comprehensive approach for long-term success. The department works with multiple community and faith-based organizations across the state to help individuals prepare for and find employment. This program has been successful in helping individuals who were formerly homeless, drug-addicted or had other significant barriers to employment, gain self-sufficiency. In PY'20, the Back to Work program was hindered by COVID-19, however all 12 workforce areas offered a Back to Work Employment Boot Camp in partnership with a local non-profit. Forty individuals graduated from the program and 67% of Back to Work participants became employed or enrolled in training upon completion of the program.

CAREER EXPLORATION

Be Pro Be Proud

The Be Pro Be Proud SC project was created to close the gap between job seekers and employer needs for a qualified workforce. Taking a unique, targeted approach to removing the stigma from "blue-collar" jobs, its goal is to educate students and the public on the appeal and importance of these jobs for our economy.

Be Pro Be Proud SC is made possible through a public-private collaboration of the Associated Industries of South Carolina Foundation (AISCF) and the Department of Employment & Workforce (DEW), and other state education, workforce, and economic development agencies. The Associated Industries of South Carolina Foundation (AISCF) consists of five member organizations that are launching Be Pro Be Proud SC, including the South Carolina Chamber of Commerce, the South Carolina Trucking Association, Carolinas AGC, Home Builders Association of South Carolina, and the Forestry Association of South Carolina. Capital to build the mobile workshop and provide the job simulators comes from the private sector. With funding from the General Assembly, DEW manages the campaign's operation.

In PY'20, 103 tour stops across 50 cities, in 25 counties, offered 4,771 students and 949 additional visitors the Be Pro Be Proud experience. Since its launch in September of 2020, through the program year, there have been 123 stops with 7,386 visitors. Modules within the truck include heavy equipment simulator, forklift simulator, diesel technology, commercial driving simulator, construction technology, utility bucket station, welding simulators, and CNC operations.

REEMPLOYMENT EFFORTS

Weekly Job Match

DEW uses the claimant database to conduct weekly job matching. We match company-posted job requirements with claimant experience. After matching, DEW sends emails to claimants in the geographical area with the right skill set suggesting that they apply with these employers. The state has sent 8 million emails to claimants providing relevant job matches.

Enhanced Referral

DEW launched an Enhanced Referral Program in April 2021 to facilitate employment and assist employers with hiring efforts. The state implements the program in partnership with employers. The agency gives claimants a list of employers with open jobs that align with their individual skills and experiences. Claimants forfeit eligibility for UI benefits if they do not apply, interview, or accept an offer of employment for one of the jobs.

Individual Employer Plans

DEW works with individual employers to develop a plan for them to obtain skilled employees. The assigned employer team works with the employer to determine the best plan for recruiting and identifying appropriate employees for the jobs. These plans include the job match program, virtual job fairs, recall assistance, and enhanced referrals.

LAYOFF AVERSION AND RAPID RESPONSE ACTIVITIES

Rapid response activities and layoff aversion, which may include: (a) data on number of companies served and number of individuals served; (b) discussion of strategies for linking Rapid Response recipients to American Job Centers and processes for intake or co-enrollment in the Trade Adjustment Assistance and the Dislocated Worker programs; (c) discussion of layoff aversion strategies, including any metrics/outcomes developed and/or tracked by the state with respect to layoff aversion, such as return on investment or measures showing the economic benefits of Rapid Response and layoff aversion.

LAYOFF AVERSION

The state's layoff aversion strategy includes a number of activities, including early identification of at-risk businesses, assessment of need(s), and delivery of services to address risk factors.

Early Identification and Assessment of Need

Early identification of at-risk businesses is accomplished through regular business engagement by DEW and partner agency business consultants. Business engagement occurs at the local level, through the coordinated efforts of Integrated Business Services Teams (IBSTs). Representation on these teams varies by local area, but generally includes workforce, economic development, human services and education partners. Several methods are used to assess the needs of a business or industry, which may include cold calling, participating in business roundtable events or industry partnership activities, participating in a company visit or tour, or conducting a formal competitiveness review of the business.

Competitiveness reviews are more commonly performed by the SC Manufacturing Extension Partnership (SCMEP) and are required in order for a business to receive Rapid Response funded Incumbent Worker Training. More recently, the state issued guidance expanding the entities that may perform a competitiveness review to include:

- Economic development agencies or organizations
- Chambers of commerce
- Industry or trade associations

Service Delivery to Avert a Layoff or Closure

The state reserves a portion of the Title I Dislocated Worker allotment to support Rapid Response activities. As required by WIOA, there are a number of resources and services that may be available to an at-risk business through Title I, Title III and partner programs, such as:

- Employee training,
- Connecting the business to short-term compensation programs, and loan programs,
- Linking the business to economic development activities,
- Conducting a supplier analysis,
- Assisting with the development of in-state business connections and networking, and
- Removing barriers that may be preventing efficient operations or stifling growth.

Rapid Response-funded employee training is a primary tool for layoff aversion. Rapid response IWT is limited to training that will avert a layoff or closure. In PY'20, DEW awarded more than $950K to Rapid Response IWT to 20 at-risk businesses to provide training to approximately 700 workers. Areas of training vary widely, depending on the needs of the business, from quality systems and lean principles to strategic planning, sales and marketing, and leadership.

In the instances where a layoff or closure is inevitable, the focus shifts from averting the layoff to reducing the length of unemployment for affected workers. The state Rapid Response team works closely with local staff to coordinate and facilitate management meetings and group information sessions and assist with reemployment services. During group information sessions, state and local staff provide information about reemployment services and Unemployment Insurance. It is through these sessions that staff connect affected workers to the SC Works system. If a layoff is trade-impacted, Trade Adjustment Assistance staff are involved in the coordination and facilitation of rapid response activities.

During the program year, the state provided 512 Rapid Response activities to 264 companies. Staff facilitated 299 management meetings and 213 group information sessions for affected workers.

PROMISING PRACTICE: UI TARGET MESSAGING:

During the program year, DEW sent 6,974,036 emails and 1,566,637 text messages to UI claimants, informing individuals of employment and training services in their geographic region. Claimant messages included information about job openings, job fairs, and free training.

DISLOCATED WORKER GRANTS

Any National Dislocated Worker Grants (DWGs) awarded to or within the state and how those funds are coordinated with state rapid response activities and dislocated worker programs, as well as how the DWGs fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.

DOL awarded a National Dislocated Worker Grant to South Carolina as a resource for implementing post-COVID-19 reemployment efforts. Four LWDAs are operating DWG projects in 15 counties. The state's project design combines disaster relief employment with career services to help eligible individuals gain valuable work experience, soft skills, industry-relevant training (if applicable), and career guidance. LWDAs are leveraging formula programs through co-enrollment for training, including on-the-job training and supportive services. DOL approved four categories of disaster relief employment: cleaning and sanitation, community resource coordination, food preparation and food delivery, and UI claims assistance. LWDAs served seventy participants during PY'20, including 25 participants enrolled in Disaster Relief Employment. South Carolina's COVID DWG will continue until June 30, 2022.

TECHNICAL ASSISTANCE

Any technical assistance needs of the state workforce system.

While the pandemic created extraordinary disruptions to the state's economy, it also served as a catalyst to incorporate virtual service delivery models, removing long-standing geographic boundaries that determine what services job seekers and businesses will have access to. With technology expanding the reach of the workforce system coupled with a steady reduction in funding, South Carolina is seeking to expand its utilization of regional service models. The SWDB will host a Regionalism Forum in PY '21, showcasing regionalism practices in other states along with in-state efforts. DEW will seek USDOL's involvement to offer technical guidance on regionalism, to include performance enhancements and cost efficiencies.

WORKFORCE SYSTEM CHALLENGES

Any challenges the state workforce system faces, which may include policy, implementation, or other relevant challenge.

South Carolina pivoted from unemployment to reemployment May 2020. While the availability of Federal UI benefits continued through PY '20, the workforce system focused on aligning displaced workers with open jobs. The LWDAs reopened SC Works centers; the State Workforce Development Board invested more than $5M to provide the workforce system with funds for employment and training services and pandemic-related operational costs. DEW launched a number of employment-focused practices to encourage workers to return to the workforce.

Today, there are more South Carolinians employed than pre-pandemic and our economy recovered quickly. However, too many working-age South Carolinians are hesitant to engage in the training and employment opportunities available. Gaps in Internet access make it difficult for all citizens to access employment and training services. The workforce system will continue with outreach efforts in underserved communities, promoting high-demand career opportunities, and while South Carolina will expand its broadband infrastructure over the next several years, SC Works will adapt to existing Internet access gaps by ensuring services are accessible through cell phones and expanding access points.

PAY-FOR-PERFORMANCE

Any strategies/policies relating to Pay-for-Performance contracting, which may include examples from local areas.

The state conducted research in PY'20 on the feasibility of a Pay-for-Performance model, engaging two other states on their experience evolving labor market conditions. Therefore, the state did not implement Pay-for-Performance strategies.

EMPLOYMENT AND TRAINING ACTIVITIES PROVIDED THROUGH NON-FEDERAL RESOURCES

COURSERA

DEW collaborated with Coursera, a leading online learning platform, to launch the Coursera Workforce Recovery Initiative in South Carolina. The initiative provided access to more than 4,000 professional development courses at no cost to UI claimants. The world's leading university and industry educators designed the courses, covering skillsets in Business, Technology, Data Science, Health, Social Sciences, and Arts & Humanities. Some of the courses lead to Professional Certificates, like the Google IT Support Professional Certificate, designed specifically to train people to return to work in high-demand jobs.

PROJECT GED

South Carolina launched Project GED to encourage UI claimants to earn a high school credential. The state legislature passed a proviso approving a $500 bonus payment to claimants who earn their GED by June 1, 2022.

GEER (GOVERNOR'S EMERGENCY EDUCATION RELIEF) FUNDED TRAINING

South Carolina received CARES Act funding specifically earmarked for the Governor's Emergency Education Relief (GEER) Fund. Governor McMaster awarded $12M in GEER funds to the SC Technical College System to provide scholarships for short-term training programs. DEW promoted these short-term training programs through messaging to UI claimants. The Agency also approved 11 training programs and waived the work search requirement for claimants that enroll in and attend a short-term training program. The partnership between the Technical College System and DEW increases accessibility to training that leads to an industry-recognized credential and helps to facilitate reemployment through upskilling and reskilling.

YOUTH WORK EXPERIENCE PILOT

Lower Savannah and WorkLink LWDAs received non-federal funds to pilot Youth Work Experience models targeting non-WIOA eligible youth individuals. The program served 17 youth, all residing in the Lower Savannah LWDA. Lower Savannah exceeded all performance goals: 100% (17) resume entry into SCWOS; 100% (17) soft-skill workshop completion; 94% (16) attended four weeks of work experience; 94% (16) referred to education/apprenticeship/military/employment; 82% (14) entered education/apprenticeship/military/employment; 8 entered education; and 6 entered employment. While neither area reached its enrollment goal, Lower Savannah's service delivery resulted in solid performance for those enrolled, with youth entering education or employment with critical soft skills.