



WIOA ANNUAL REPORT

PY 2019

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



WELCOME LETTER/MESSAGE

We opened our WIOA report last year stating that while South Carolina could brag about an impressive 3.5 percent unemployment rate, we were faced with the challenge of finding increasingly effective ways of connecting employers with workers.

Ironically, as we end the 2019-2020 year with an unemployment rate of 8.7% and in the midst of one of the most disconcerting times in workforce history, we are faced with many of the same challenges.

Real time change and response has been our approach in the last quarter of this program year.

The 2019-2020 Program Year started strong, with the agency fulfilling many of its objectives by creating new and innovative ways to help the workforce. Some examples include:



CONNECTION POINTS PILOT PROGRAMS

With more than 160 locations across the state, the agency's Connection Points provide access to UI resources and job-seeking assistance to individuals in communities without SC Works comprehensive centers or satellite offices, as well as individuals with communications, technology or transportation issues.

DEW partnered with businesses to provide specialized training to local job seekers to prepare them for open jobs at that company and then measure the results of their performance and productivity. We also worked with businesses to think creatively about flexible shift hours and flexible workforce such as late and short shifts for teachers or law enforcement agents.

CAREER COACH

This mobile unit with SC Works center capability traveled the state to remote areas to be the foundation of job fairs and hiring events in small communities.

And while we were able to accomplish many of our goals, the COVID-19 pandemic required the workforce system to quickly pivot and look for new and innovative ways to maintain service delivery outside of the normal 'brick and mortar' one-stop. Some examples include:

- Developing and issuing guidance to local areas on virtual eligibility and enrollment in order to ensure a continuation of WIOA services.
- Encouraging the utilization of technology for virtual service delivery and sharing best practices among partners.
- Purchasing and distributing PPE and sanitation supplies in bulk for each center, to include masks, gloves, hand-sanitizer, and sneeze guards to prepare for reopenings.
- Offering appointment opportunities for in-person services when centers began to reopen.
- Shifting and securing additional funds to target employment and training opportunities for displaced workers with a heavy emphasis on upskilling workers with soft skills and digital literacy skills.
- Utilizing the unemployment benefits portal for direct messaging to claimants about job fairs, hiring events, and actively-hiring employers directly related to their skillset and location.
- Hosting outdoor, open-air, walk-through, virtual, and drive thru job fairs.
- Executing a social media campaign to highlight "Hot Jobs" or employers looking to immediately hire.

As you will see in this report, the year has certainly not been without its challenges, to which the entire South Carolina workforce system has surpassed expectations.

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

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PROGRESS TOWARD ACHIEVING STATE'S VISION AND GOALS

Progress made in achieving the 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 South Carolina Unified State Plan for Program Years 2016-2019 communicates a vision to develop a skilled workforce and a responsive workforce system that meets the needs of business and industry, leading to sustainable growth, economic prosperity, and global competitiveness for South Carolina. The state's vision is supported by goals that address sector strategies and career pathways, priority populations, business services, workforce system coordination, and engagement of stakeholders through enhanced outreach.

Progress toward achieving the state's vision is demonstrated

throughout the Annual Report from the initiatives and activities implemented through Governor's Reserve funding, to the engagement of businesses through sector partnerships, employment services, and Rapid Response activities, and ultimately positive performance outcomes, promising practices, and success stories.

Workforce partners convened in PY'19 to develop a new four-year strategic plan for workforce development. South Carolina's Combined State Plan for Program Years 2020-2023 includes 4 new programs: Temporary Assistance for Needy Families, Supplemental Nutrition Assistance, Trade Adjustment Assistance, and Jobs for Veterans State Grant programs. The 2020-2023 state plan outlines priorities and action items that were co-created by WIOA Core, Required, and Optional Partners and the State Workforce Development Board. The Combined State Plan was approved in June 2020.

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 of the collection and reporting requirements outlined in WIOA Sections 116 and 122 of performance-related data on all students participating in training programs listed on the state's Eligible Training Providers List (ETPL). The Employment and Training Administration approved this waiver for Program Years (PYs) 2018 and 2019 (July 1, 2018 – June 30, 2020).

To implement the waiver, Memoranda of Agreement (MOA) with training providers were revised to add language allowing training providers to remain on the ETPL if a demonstrated reporting burden was communicated to the state. The waiver allowed South Carolina the flexibility to maintain a robust ETPL, by including training providers that are unable or unwilling to provide all student performance data. As a result, at the end of PY'19, South Carolina's ETPL was composed of 77 Eligible Training Providers, including all 16 of the South Carolina Technical Colleges, and 1,229 approved programs of training, creating greater consumer choice for WIOA participants.

During the program year SCDEW developed a framework for posting outcomes for approved training providers, specific to WIOA participants. While COVID-19 delayed the release of the report for public consumption in PY'19, the leg work conducted in PY'19 positioned SC to distribute performance outcomes of approved training providers in PY'20.

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 April 2018, SCDEW issued State Instruction Number 17-09 “Employer Service Performance Indicators and Employer Service Codes.” This guidance describes the available measures and those that South Carolina selected to pilot. It also set the foundation for SCDEW to report the State’s ESE measures to the Department of Labor.

Because ESE is a shared measure across the WIOA Core Programs, the comparison between the number of services received in Program Year 2018 to the number in 2019 takes into consideration employer services delivered by all six programs. While we saw a decline

in the number of establishments receiving information and support services, workforce recruitment assistance, and training services, there was a 152% increase in the number of establishments engaged in Strategic Planning/Economic Development Activities, which includes activity related to industry partnerships.

Of the 229 Strategic Planning/Economic Development Activities reported in PY’19, Title I and III programs delivered 109 or 48% of the services. Ninety-six percent of the Strategic Planning activities were directly related to employer participation in industry partnerships, which represents a dramatic increase in sector partnership activity compared to PY’18.

There was also a 50% uptick in the number of Rapid Response/Business Downsizing assistance services, likely related to layoffs resulting from the pandemic.

The number and type of employer services provided in PY’18 and PY’19 is provided below:

EMPLOYER SERVICE	ESTABLISHMENT COUNT PY’18	ESTABLISHMENT COUNT PY’19
Employer Information and Support Services	8,061	3,565
Workforce Recruitment Assistance	11,403	10,168
Engaged in Strategic Planning/Economic Development	91	229
Accessing Untapped Labor Pools	793	1,279
Training Services	404	384
Incumbent Worker Training Services	127	65
Rapid Response/Business Downsizing Assistance	237	357
Planning Layoff Response	112	149

The pilot measures selected by South Carolina are displayed below for PYs 2018 and 2019. While there appears to have been a decrease in both the Employer Penetration and Repeat Business Customer Rates, it is equally important to note that the number of establishments in South Carolina has increased for both measures by 4,554 and 7,468, respectively.

PILOT APPROACH	PROGRAM YEAR 2018		PROGRAM YEAR 2019	
	NUMERATOR/DENOMINATOR	RATE	NUMERATOR/DENOMINATOR	RATE
Employer Penetration Rate	19,441 / 138,167	14.1%	13,181 / 142,721	9.2%
Repeat Business Customer Rate	10,908 / 28,882	37.8%	10,824 / 36,350	29.8%

A key area of focus for PY’20 is the revitalization of business engagement, including the development of a state business engagement strategy addressing layoff aversion, rapid response, worker reskilling, and integrated service delivery.

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 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.

The State Workforce Board released the Nagle Soft Skills Study in January 2010, highlighting the soft skills that businesses identified as critical for hiring and retention. Since then, soft skills have remained a top priority for workforce development and education, and are incorporated into many statewide strategies and governance. Examples include:

- The Profile of a South Carolina Graduate¹ which was developed and adopted by the education community, highlighting life and career characteristics along with world-class skills. The profile became the established framework for assessing a school's ability for developing career-ready students.
- Through a state contract, SC Works and SC Department of Education jointly utilized the ACT soft skills Career-Ready 101 curriculum² until it was later replaced by WIN, to train the emerging and existing workforce on soft skills.
- Additional soft skills curriculums have been deployed over the years to include Microburst, SC Job Ready U, and other modules.
- South Carolina's WIOA Combined Plan for PY'20 – '23 prioritizes training the emerging and existing workforce in critical soft skills.

With all that has been accomplished to date in prioritizing soft skills training in addition to trade and academic skills, the SWDB recognized that it had been 10 years since it last released a comprehensive evaluation on the essential soft skills and determined that South Carolina must take action by:

1. Conducting an analysis to confirm what skills are critical today,
2. Creating a state soft skills credential which businesses can recognize, and
3. Ensuring that as many South Carolinians as possible have access to soft skills training.

In PY'19, SCDEW initiated research on what skills the BLS indicates as most in demand, the skills most commonly listed in SC job postings in the past year, and those that are industry requirements. After identifying the common skills needed today, these skills were mapped to the original Nagle soft skills study to evaluate what skills were still relevant and what new skills need to be added.

By the end of PY'20, this evaluation will lead to process improvements by:

1. Reconfirming the critical soft skills required for hiring and retention,
2. Inventorying the curriculums currently available and whether they address the necessary skills,
3. Developing a South Carolina Soft Skills Certificate, and
4. Deploying the training requirements statewide to workforce and educational stakeholders.

WIOA Core Partners along with educational stakeholders will provide soft skills training from a common understanding of required skills and the issuance of one South Carolina soft skills certificate.

1 <https://www.ed.sc.gov/newsroom/profile-of-the-south-carolina-graduate/>

2 <https://www.edsurge.com/product-reviews/act-career-curriculum>

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.

South Carolina has continued its work with sector strategies as a method for aligning partners and their resources to business and industry needs. PY'19 was a year of growth with the launch of two new healthcare sector partnerships in the South Coast and Pee Dee regions. This targeted approach to sector strategies allows for industry to lead and public partners to listen, fostering effective solutions for both workforce and the broader competitive needs of their industry. While COVID-19 significantly impacted both employers and public partners in late PY'19, sector partnerships were seen as instrumental in responding to the crisis. The Greater Upstate Manufacturing Partnership demonstrated a partnership's ability to pivot and quickly realign its priorities to meet the immediate needs of an industry: temporarily putting the initial action items of the partnership to the side, the alliance focused on peer-to-peer sharing to help businesses adjust to and navigate the pandemic's changing circumstances, meeting monthly to allow for information flow between industry leaders.

State-level support in the form of outreach and education, regional coaching and technical assistance, policy alignment, and funding, is critical to ensure continued growth and expansion of industry-led sector partnerships. In PY'19, the SWDB and members of the State Leadership Team continued to express support for this work through funding and participation in state-level forums and training opportunities. We ended PY'19 with a clear understanding of the specific roles and functions the state should play in advancing sector partnerships and are now better positioned to execute these roles in collaboration with state partners.

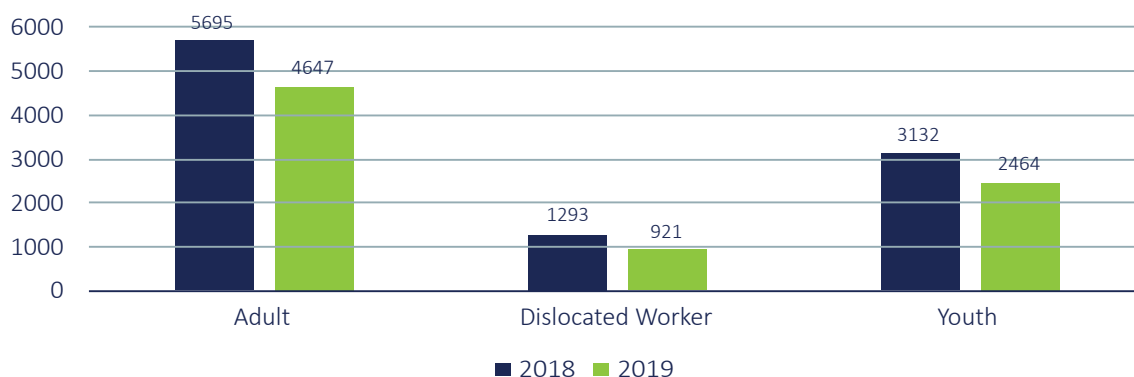
PERFORMANCE ACCOUNTABILITY

The state's performance accountability system, including: -Any specific state performance measures or goals and progress towards meeting them. -Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance. -The state's common exit policy, including which ETA-funded partner programs are included in the state's common exit policy. -Negotiated performance levels for local areas for Titles I and III core programs for program years 2019-2020. -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 THROUGH WIOA TITLE I PROGRAMS

- During PY'19, South Carolina served 4,647 adults, 921 dislocated workers, and 2,464 youth participants through WIOA-funded programs in our 12 local workforce development areas (LWDAs).
- Program Year 2019 results reflect overall decreases across all programs. COVID-19 contributed to an 18.4%, 28.8%, and 21.3% decrease in adults, dislocated workers, and youth served, respectively.

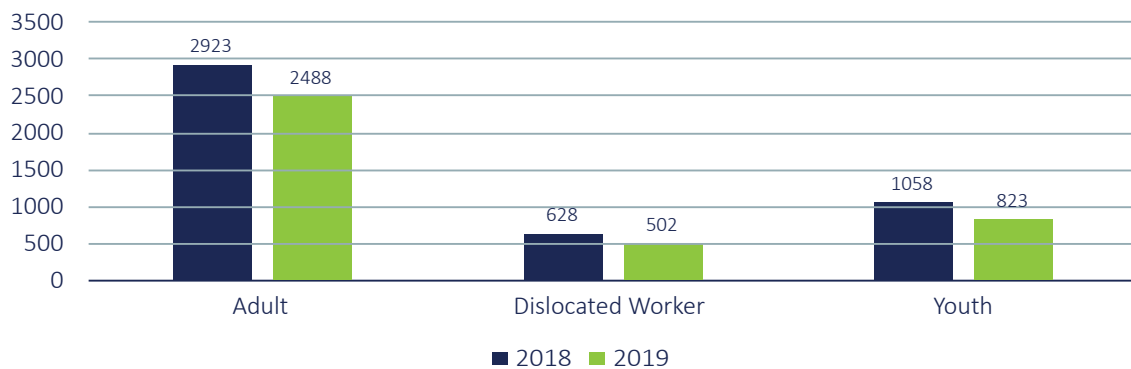
**NUMBER OF ADULT, DISLOCATED WORKER, AND YOUTH PARTICIPANTS SERVED
SOUTH CAROLINA, PROGRAM YEARS 2018-2019**



PARTICIPANTS RECEIVING TRAINING SERVICES

- During Program Year 2019, 2,488 adults, 502 dislocated workers, and 823 youth received WIOA-funded training services statewide.
- From Program Year 2018 to 2019, the percentage of participants receiving training services decreased by 14.9% for adults, 20.1% for dislocated workers, and 22.2% for youth. The decrease in participants receiving training services was directly related to the pandemic as many training programs were placed on hold during periods of quarantine.
- While there was a decrease in the overall number of participants served in PY'19, the percentage of participants that received training services increased from 51.3% to 53.5% for adult participants and from 48.6% to 54.5% for dislocated worker participants.

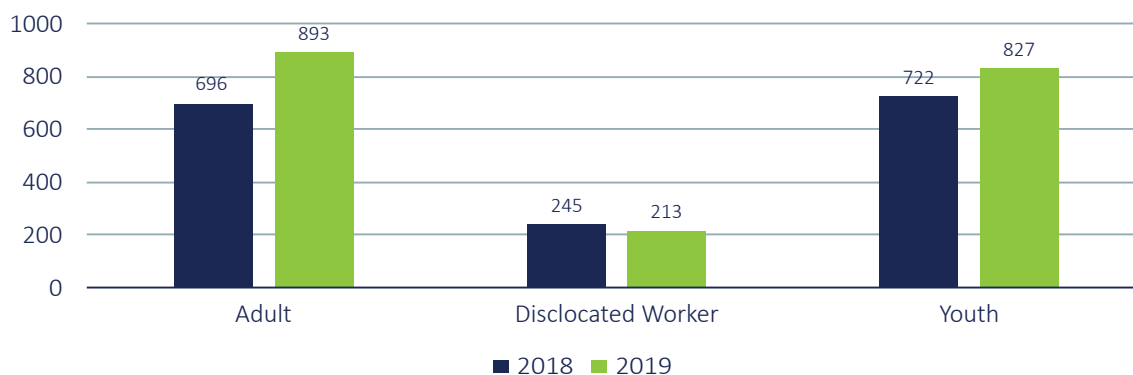
NUMBER OF ADULT, DISLOCATED WORKER, AND YOUTH PARTICIPANTS RECEIVED TRAINING SERVICES SOUTH CAROLINA, PROGRAM YEARS 2018-2019



PARTICIPANTS RECEIVING CREDENTIALS

- During Program Year 2019, 893 adults, 213 dislocated workers, and 827 youth received industry-recognized credentials.
- From Program Year 2018 to 2019, the percentage of participants receiving credentials increased by 28.3% for adults and 14.5% for youth. Dislocated worker credential attainment decreased by 13.1% during this time. The increase in credentials by the adult and youth population was encouraging despite the effects of the COVID-19 pandemic.

NUMBER OF ADULT, DISLOCATED WORKER, AND YOUTH PARTICIPANTS RECEIVED CREDENTIALS SOUTH CAROLINA, PROGRAM YEARS 2018-2019



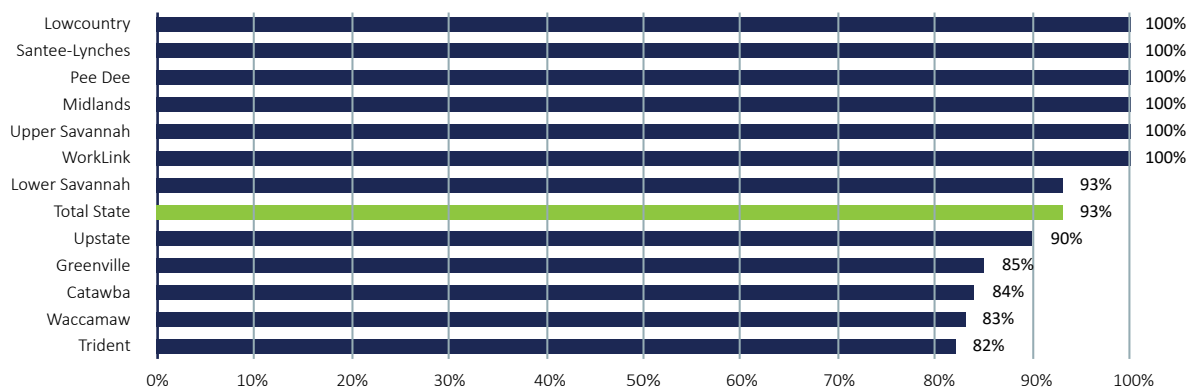
STATE-SPECIFIC PERFORMANCE MEASURES AND OUTCOMES

Obligation Rate

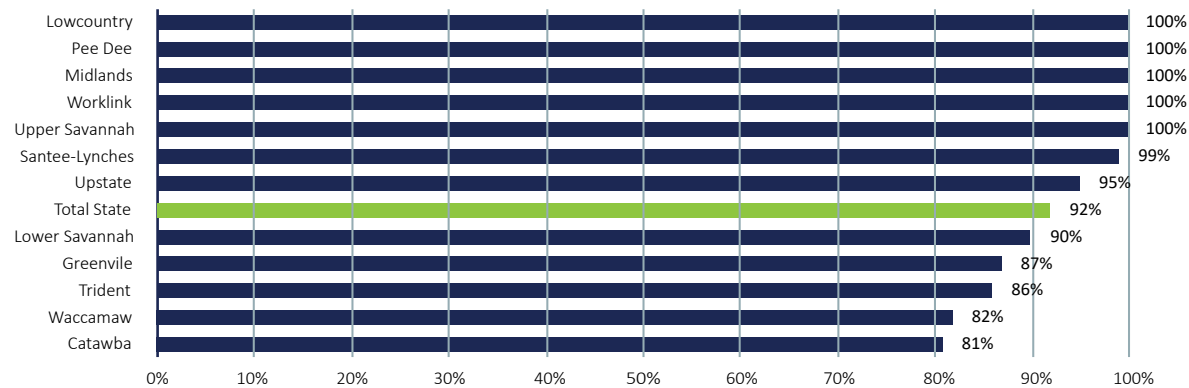
South Carolina has three specific financial performance measures to ensure and promote fiscal responsibility. State Instruction Letter 11-15 requires that each Local Workforce Development Area obligate at least 80% of the program portion of its current PY/FY allocation for each of the Title I funding streams – Adult, Dislocated Worker, and Youth, by June 30 of each program year. The charts below represent local workforce development area obligation rates for PY'19. There were no LWDAs below the required rate for PY'19.

- Adult Obligation Rate: 6 areas exceeded the 93% state average. Those areas obligated 100% of their Adult PY'19/FY'20 allocation during the program year.
- Dislocated Worker Obligation Rate: 7 areas were above the 92% state average and 5 areas obligated 100% of their DW PY'19/FY'20 allocation during the program year.
- Youth Obligation Rate: 7 areas exceeded the state average of 95%. Those areas obligated 100% of their Youth PY'19/FY'20 allocation during the program year.

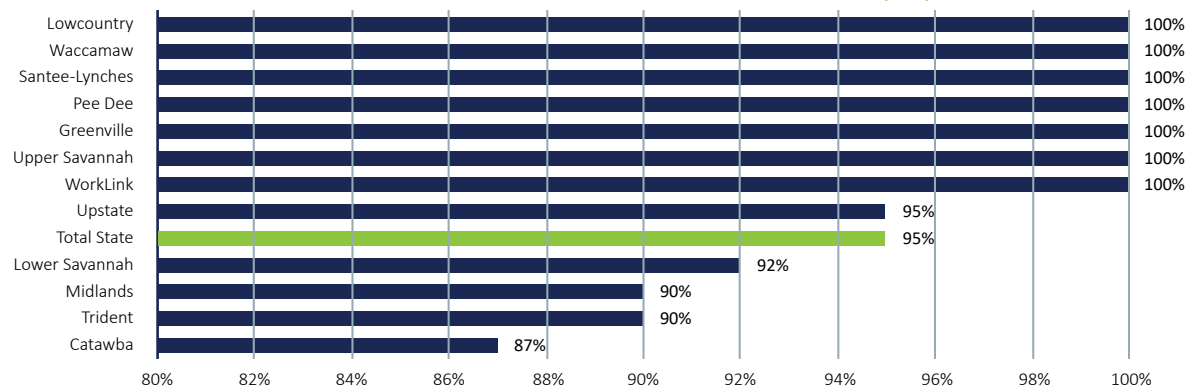
LWDA PY'19 ADULT PROGRAM FUND OBLIGATION RATE THRU 6/30/20



LWDA PY'19 DW PROGRAM FUND OBLIGATION RATE THRU 6/30/20



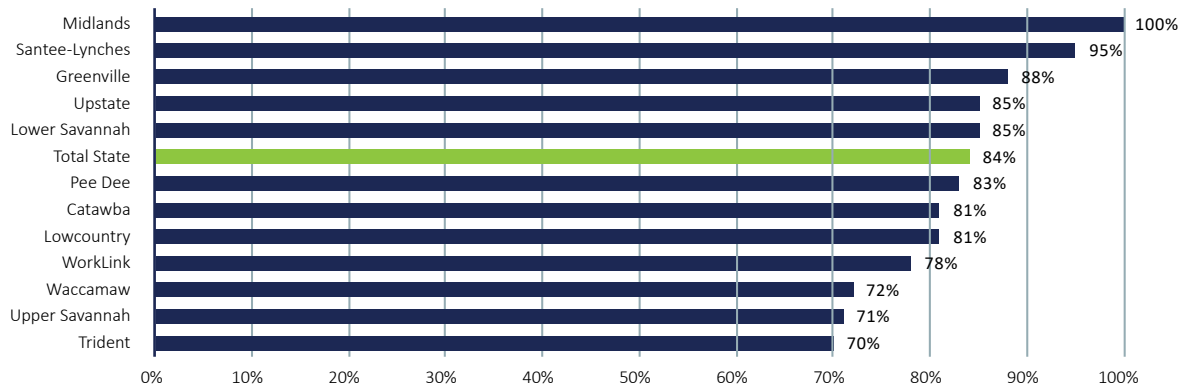
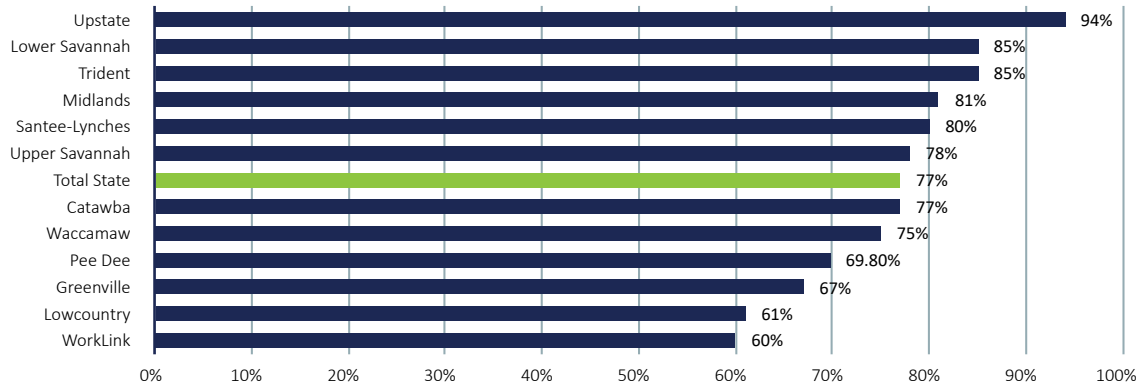
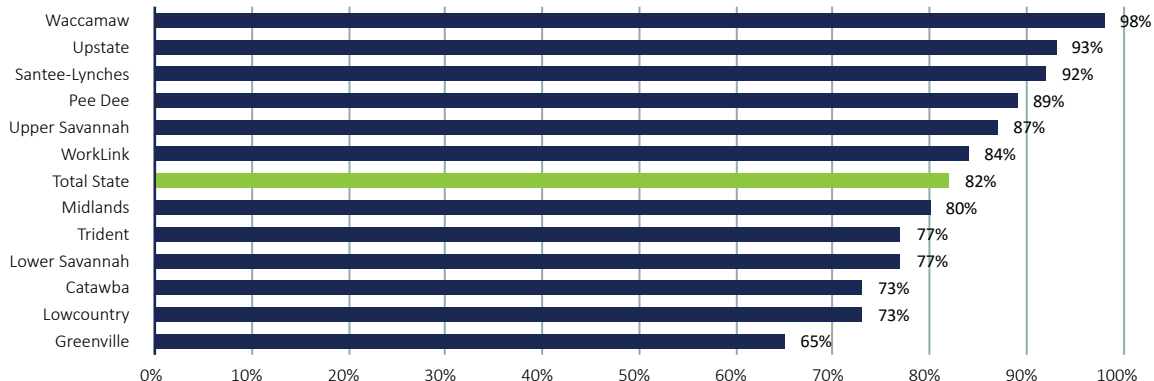
LWDA PY'19 YOUTH PROGRAM FUND OBLIGATION RATE THRU 6/30/20



Fund Utilization Rate (FUR)

The State Workforce Development Board issued State Instruction Letter 17-05 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 Program Year 2019:

- Adult Fund Utilization Rate: All 12 local areas met the Adult FUR and 5 areas were above the 84% state average.
- Dislocated Worker Fund Utilization Rate: 8 areas met the DW FUR and 6 areas exceeded the 77% state average.
- Youth Fund Utilization Rate: 11 areas met the Youth FUR and 6 areas exceeded the 82% state average.

LWDA PY'19 ADULT PROGRAM FUND UTILIZATION RATE THRU 6/30/20 (INCLUDES ADMIN)**LWDA PY'19 DW PROGRAM FUND UTILIZATION RATE THRU 6/30/20 (INCLUDES ADMIN)****LWDA PY'19 YOUTH PROGRAM FUND UTILIZATION RATE THRU 6/30/20 (INCLUDES ADMIN)**

In some cases, the pandemic made it difficult for areas to meet the fund utilization rate. While the State will not sanction areas based on PY'19 performance, it will require local areas that failed to meet one or more performance measures to develop and implement a Corrective Action Plan (CAP).

WIOA PRIMARY INDICATORS OF PERFORMANCE

Negotiated Goals

TITLE I - ADULT PROGRAM		
	PROGRAM YEAR: 2019	PROGRAM YEAR: 2020
	NEGOTIATED LEVEL	NEGOTIATED LEVEL
Employment (Second Quarter After Exit)	76.8%	77.3%
Employment (Fourth Quarter After Exit)	73.0%	73.5%
Median Earnings (Second Quarter After Exit)	\$4,908	\$5,300
Credential Attainment Rate	51.9%	60.0%
Measurable Skill Gains	Baseline	49.5%

TITLE I - DISLOCATED WORKER PROGRAM		
	PROGRAM YEAR: 2019	PROGRAM YEAR: 2020
	NEGOTIATED LEVEL	NEGOTIATED LEVEL
Employment (Second Quarter After Exit)	80.1%	80.6%
Employment (Fourth Quarter After Exit)	76.0%	76.5%
Median Earnings (Second Quarter After Exit)	\$6,405	\$7,300
Credential Attainment Rate	48.6%	60.0%
Measurable Skill Gains	Baseline	48.0%

TITLE I - YOUTH PROGRAM		
	PROGRAM YEAR: 2019	PROGRAM YEAR: 2020
	NEGOTIATED LEVEL	NEGOTIATED LEVEL
Employment (Second Quarter After Exit)	76.6%	77.1%
Employment (Fourth Quarter After Exit)	69.0%	69.5%
Median Earnings (Second Quarter After Exit)	Baseline	\$3,250
Credential Attainment Rate	68.1%	68.6%
Measurable Skill Gains	Baseline	48.0%

TITLE III - WAGNER-PEYSER PROGRAM		
	PROGRAM YEAR: 2019	PROGRAM YEAR: 2020
	NEGOTIATED LEVEL	NEGOTIATED LEVEL
Employment (Second Quarter After Exit)	67.5%	68.0%
Employment (Fourth Quarter After Exit)	67.0%	67.5%
Median Earnings (Second Quarter After Exit)	\$4,300	\$4,700

Actual Performance**Adult, Dislocated Worker, and Youth programs**

All Local Workforce Development Areas met or exceeded negotiated levels of performance for Program Year 2019. Actual performance for the Adult, Dislocated Worker, and Youth programs is reflected below:

Program year 2019 - Annual Performance Summary (Quick Reference)

WorkLink					Pee Dee				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	106.3%	109.2%	113.4%	109.6%	Employment Rate Q2	105.9%	111.2%	94.3%	103.8%
Employment Rate Q4	111.4%	109.6%	123.2%	114.7%	Employment Rate Q4	112.7%	109.3%	106.8%	109.6%
Median Earnings	118.1%	127.3%	N/A	122.8%	Median Earnings	104.9%	113.7%	N/A	109.3%
Credential Rate	162.4%	137.2%	115.0%	138.2%	Credential Rate	132.0%	167.3%	95.4%	131.6%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	124.6%	120.9%	117.2%		Overall Program Score	113.9%	125.4%	98.8%	
Upper Savannah					Lower Savannah				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	99.7%	86.6%	96.1%	94.2%	Employment Rate Q2	109.9%	102.4%	116.6%	109.6%
Employment Rate Q4	111.8%	103.4%	117.8%	111.0%	Employment Rate Q4	114.4%	110.7%	110.3%	111.8%
Median Earnings	117.4%	115.2%	N/A	116.3%	Median Earnings	139.3%	73.9%	N/A	116.7%
Credential Rate	119.8%	111.5%	135.5%	122.3%	Credential Rate	127.4%	112.1%	106.9%	115.5%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	112.2%	104.2%	116.5%		Overall Program Score	127.8%	99.8%	111.3%	
Upstate					Catawba				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	101.8%	101.1%	108.0%	103.6%	Employment Rate Q2	106.0%	102.1%	100.1%	102.7%
Employment Rate Q4	104.3%	114.1%	126.1%	114.9%	Employment Rate Q4	114.8%	114.6%	119.4%	116.3%
Median Earnings	131.5%	119.1%	N/A	125.3%	Median Earnings	138.0%	116.1%	N/A	127.1%
Credential Rate	143.2%	130.0%	122.3%	131.8%	Credential Rate	116.2%	134.8%	76.7%	109.2%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	120.2%	116.1%	118.8%		Overall Program Score	118.7%	116.9%	98.7%	
Greenville					Santee-Lynches				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	106.4%	97.8%	102.1%	102.1%	Employment Rate Q2	101.0%	105.1%	102.1%	102.7%
Employment Rate Q4	104.7%	106.4%	109.3%	106.8%	Employment Rate Q4	111.9%	91.6%	110.9%	104.8%
Median Earnings	117.9%	146.4%	N/A	132.1%	Median Earnings	115.4%	155.5%	N/A	135.5%
Credential Rate	132.4%	140.7%	98.8%	124.0%	Credential Rate	147.0%	176.3%	106.5%	143.3%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	115.1%	122.8%	103.4%		Overall Program Score	118.8%	132.1%	106.5%	
Midlands					Waccamaw				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	96.7%	105.2%	95.7%	99.2%	Employment Rate Q2	111.7%	109.2%	105.1%	108.7%
Employment Rate Q4	97.5%	108.8%	112.6%	106.3%	Employment Rate Q4	110.7%	118.8%	107.8%	112.4%
Median Earnings	113.3%	117.2%	N/A	115.2%	Median Earnings	121.3%	113.8%	N/A	117.6%
Credential Rate	92.1%	134.8%	89.0%	105.3%	Credential Rate	115.0%	123.5%	90.9%	109.8%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	99.9%	116.5%	99.1%		Overall Program Score	114.7%	116.3%	101.3%	
Trident					Lowcountry				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	104.0%	90.3%	107.2%	100.6%	Employment Rate Q2	95.7%	95.1%	109.7%	100.2%
Employment Rate Q4	104.5%	103.6%	116.8%	108.3%	Employment Rate Q4	102.2%	74.7%	112.0%	96.3%
Median Earnings	106.9%	94.4%	N/A	100.6%	Median Earnings	128.5%	124.0%	N/A	126.3%
Credential Rate	138.0%	134.2%	98.5%	123.5%	Credential Rate	157.2%	176.3%	93.1%	142.2%
Measurable Skill Gains	N/A	N/A	N/A	N/A	Measurable Skill Gains	N/A	N/A	N/A	N/A
Overall Program Score	113.4%	105.6%	107.5%		Overall Program Score	120.9%	117.6%	104.9%	
The assessment reflects performance across programs and negotiated indicators. To pass performance a Local Workforce Development Area (LWDA) must:									
<ul style="list-style-type: none"> • 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

SC met or exceeded the Wagner-Peyser (WP) negotiated performance goals for Program Years 2018 and 2019. Actual performance is summarized in the table below.

	PROGRAM YEAR 2018			PROGRAM YEAR 2019		
	EMPLOYMENT Q2	EMPLOYMENT Q4	MEDIAN EARNINGS	EMPLOYMENT Q2	EMPLOYMENT Q4	MEDIAN EARNINGS
Negotiated Goal	67.5%	67.0%	\$4,300	67.5%	67.0%	\$4,300
Percent of Goal — State	104.4%	103.0%	120.3%	102.4%	102.8%	127.1%
Percent of Goal — WorkLink	111.4%	107.6%	134.2%	107.7%	109.3%	138.3%
Percent of Goal — Upper Savannah	112.0%	112.1%	121.7%	104.3%	106.6%	121.7%
Percent of Goal — Upstate	108.7%	108.2%	135.6%	108.9%	105.7%	147.3%
Percent of Goal — Greenville	107.4%	109.1%	156.2%	107.7%	106.9%	150.8%
Percent of Goal — Midlands	101.8%	98.5%	99.1%	103.4%	103.9%	109.1%
Percent of Goal — Trident	93.2%	95.1%	157.5%	88.1%	90.1%	180.3%
Percent of Goal — Pee-Dee	102.7%	101.8%	105.0%	105.6%	104.8%	114.6%
Percent of Goal — Lower Savannah	103.7%	101.8%	129.2%	101.3%	101.9%	129.3%
Percent of Goal — Catawba	106.5%	102.5%	124.1%	101.3%	105.2%	129.6%
Percent of Goal — Santee-Lynches	104.3%	104.0%	101.3%	100.0%	101.5%	105.6%
Percent of Goal — Waccamaw	106.4%	104.9%	109.9%	103.3%	104.9%	116.0%
Percent of Goal — Lowcountry	95.6%	93.7%	97.3%	97.9%	96.0%	104.6%

PERFORMANCE ACCOUNTABILITY SYSTEM

South Carolina's data validation and data integrity efforts are integrated into the oversight, performance, and monitoring functions of each workforce programs:

- Program managers conduct ongoing and scheduled data integrity procedures and reviews to maintain the integrity of the data being 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 subrecipients' reporting framework and cross references the workforce programmatic data being submitted.

Geographic Solutions' Virtual One-Stop system is used for case management and labor exchange services. As an example of data validation and integrity efforts, SCDEW works closely with the vendor to ensure that performance requirements are met according to the Participant Individual Record Layout (PIRL) elements. Staff also monitor and implement data changes and edit checks issued by the Workforce Integrated Performance System (WIPS)

team. SCDEW also provides local areas with individualized data prior to quarterly and annual performance report submission, which allows local areas to review and ensure accuracy of the data before submission.

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: 1) the state's methodologies; 2) the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; 3) the results and whether the results are generalizable to the entire population of customers; and 4) 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. Local areas use a variety of methods and processes to collect job seeker and employer feedback.

To understand the scope and breadth of feedback methods used in local centers, SCDEW distributed a Request for Information to all 12 local areas requesting:

1. A summary of the results of PY'19 job seeker and employer surveys;
2. A description of efforts made to increase the survey response rate among job seekers and employers; and
3. A description of efforts made to incorporate customer satisfaction feedback.

We received responses from 7 out of 12 local areas. Results of PY'19 surveys and key findings are summarized below:

RESULTS OF PY'19 SURVEYS

Job Seekers Surveys

- 36,220 job seekers surveys were distributed
- Nearly 2,400 job seekers responded yielding a 7% response rate

Employer Surveys

- 1,048 employer surveys were distributed
- More than 500 employers responding yielding a 49% response rate

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. In some areas, customers are given a survey at check-in and asked to return it before they leave.
- Electronic surveys are distributed to customers through email communication or made available on a website. Products such as Survey Monkey, Google Forms, and the SCWOS Customer Relationship Management (CRM) module are used for electronic surveys.
- Some local areas survey customers after each visit or service, while others survey at random.

EFFORTS TO INCREASE RESPONSE RATE

Survey completion is entirely voluntary. Efforts to increase the response rate include:

- reminder emails or phone calls,
- placement of surveys in resource rooms or near staff workstations, and
- surveying customers after each service.

EFFORTS TO INCORPORATE CUSTOMER SATISFACTION FEEDBACK

Customer satisfaction feedback is used primarily to identify staff training and professional development needs and improve partner coordination, programs, and processes.

As a next step, SCDEW will work with local areas to develop state-level expectations, guidance, and technical assistance on the management of customer satisfaction feedback systems before the end of PY'20 in anticipation of center certification in PY'21.

ACTIVITIES PROVIDED BY STATE FUNDS

TITLE I GOVERNOR'S RESERVE 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. These investments include statewide employment and training programs as well as investments in the infrastructure, technology, and efficiency of the workforce system.

In September 2019, the SWDB approved the allocation of \$4.3M in work-based learning, rural workforce development, evidence-based youth employment and training models, strategic planning, and professional development for workforce professionals. In addition to these new initiatives, the SWDB continued implementation of projects funded and/or initiated in previous program years. Examples of such activities are summarized below.

Professional Development for Frontline Staff

In Program Year 2016, the SWDB invested in the development and delivery of SC Works 101, an online training course for SC Works center staff. Midlands Technical College, a key partner in the state's workforce development system, was selected to develop the curriculum and host the course through its learning management system. WIOA Title I and III staff are required to complete the course as a condition of center certification. All other partners are strongly encouraged, but not required, to complete the course to ensure seamless service delivery. South Carolina piloted the course in November 2019 with a small cohort of frontline staff and managers and fully implemented in February 2020. Since February, 512 staff have completed the course. Of those completers, 297 were Title I and III staff. Based on end-of-course evaluations, 85% of staff "agree" or "strongly agree" that SC Works 101 has increased their understanding of the purpose of the SC Works system.

In furtherance of supporting the professional development and growth of SC Works staff, the SWDB invested \$46,400 in scholarships to cover registration and travel costs for Title I, III and partner staff to attend the Southeastern Training Association's (SETA) Spring Conference. Each local area received three scholarships and was encouraged to invite partners and key stakeholders to utilize one of the slots. The goal of including partner staff was to encourage collaboration and a shared understanding of key workforce principles. Thirty-two workforce professionals received a scholarship.

These investments in training and professional development motivated discussions and planning in PY'19 for the

procurement of a statewide learning management system. The system will ensure that workforce professionals have access to high-quality and relevant training to further enhance their skills and abilities and ultimately improve the quality of service delivery and outcomes for job seekers and businesses.

Serving Individuals with Barriers to Employment

The SWDB places a strong emphasis on investing resources in workforce development activities for individuals with barriers to employment. In South Carolina, the offender population is often underserved and a key barrier is identifying employers that will hire qualified offenders. Research suggests that offenders need to be engaged in employment within a short period following release to avoid recidivism. Using the already successful Disability Employment Navigator model, the SWBD invested funding in three Local Workforce Development Areas to create Reentry Navigator positions. The Upper Savannah Local Area received funding in PY'18, while the remaining two areas did not receive funding until March 2020. Each grant will last 2 years.

Upper Savannah (funded June 2019) is implementing the Solid Ground program, in partnership with the local Youthful Offenders Program. The Navigator is serving as a case manager to program participants and assisting Wagner-Peyser staff with expungement applications. Individuals participating in Solid Ground are identified up to six months pre-release and the Navigator will continue to work with them until they are either in school or employed post-release. As of June 30, 2020, the Navigator has enrolled 20 youth offenders. Of the participants served, 14 have entered employment directly or through an OJT, or participated in a work experience.

Catawba (funded in 2020) will implement the Take Two: Your Next Step Forward program to provide career readiness tools, increase employment opportunities, and increase knowledge and use of federal programs such as Federal Bonding and the Work Opportunity Tax Credit (WOTC). Participants will receive case management services and participate in workshops, occupational skills training, and soft skills instruction. York Technical College has committed \$40,000 in scholarships for participants in the program. Services will be provided to both pre-release and recently released individuals.

WorkLink (funded in 2020) is partnering with Anderson County to serve 40 participants with case management services. Eligible participants will be co-enrolled in the local WIOA program to receive training, supportive services, and follow up. The Anderson County model includes both pre- and post-release assistance to offenders.

All three of these projects were greatly impacted by the Coronavirus Pandemic: the projects awarded in March 2020 have not been fully implemented due to restrictions on visitation and outreach within correctional institutions.

Promising Practice

APPRENTICESHIP PARTNERSHIP MODEL

Midlands Technical College (MTC) received a Workforce Innovation Grant from the State Workforce Development Board in PY'17. The two-year grant provided funding for eligible participants to receive occupational skills training in demand sectors such as healthcare, information technology, and transportation and logistics, soft skills instruction, and supportive services necessary to enter employment. MTC partnered with Prisma Health, a major healthcare provider in South Carolina, to promote the grant to entry-level, unlicensed employees seeking advancement opportunities. The training programs offered through the grant were aligned with Prisma's registered apprenticeship programs allowing MTC to utilize a portion of its grant funding.

This partnership is unique because of the efforts made to remove financial, transportation, and time barriers making it less burdensome for employees to participate in training and advancement along a career pathway:

- MTC held information sessions on the Prisma Health campus. During the information sessions, interested employees learned about the grant and training

programs, completed an admissions application and a career readiness assessment, met with an advisor, and left the information session with a class schedule.

- All costs related to participation in the program were covered by the grant, which removed the upfront financial burden. Additionally, participants were registered apprentices allowing them to earn a wage while participating in training.
- Classes were held at a location convenient to Prisma Health allowing participants to use public transportation to travel to and from the training site. Clinical rotations were scheduled on-site at Prisma removing the transportation barrier.
- Classes were scheduled during the participant's shift. After class, participants reported to work to complete their shift.

Nine (9) Prisma Health employees have/are receiving training through the WIG:

- Nine have completed classroom training
- Two have completed clinical rotations and seven are currently scheduled to complete clinical rotations by the end of the calendar year

Grant participants in Certified Nursing Assistant and Patient Care Technician training programs earn \$10.00 per hour. Upon completion of all elements of the Patient Care Tech program, participants can earn an average wage of \$14.56 per hour.

Responding to the Coronavirus Pandemic

By the end of March 2020, all 49 SC Works centers were closed to the public as the pandemic began affecting several counties in South Carolina. During this time, staff were providing virtual services to both job seekers and businesses. As restrictions were lifted in May and into the month of June, it became important for the centers to be open for in-person service delivery. Understanding the health and safety concerns, the SWDB allocated \$200,000 for the purchase, delivery, and installation of Personal Protective Equipment and sanitation supplies to SC Works centers to ensure that staff and customers could safely interact.

Each SC Works center received masks, gloves, hand sanitizer, a thermometer, and sneeze guards. SCDEW staff coordinated delivery of supplies and installation of sneeze guards. Following the distribution of supplies, several centers opened to the public and many others were in the process of developing re-opening plans.

Promising Practice

VIRTUAL SERVICE DELIVERY

As one-stop centers across the state begin to close in mid-March, South Carolina's SC Works system quickly pivoted to a virtual service delivery model to ensure a continuation of services to existing customers and the ability to enroll new customers. SCDEW immediately provided guidance on the expectation of remote service delivery and WIOA eligibility and asked local areas to develop recovery and reemployment strategies that addressed how technology is used to provide reemployment services. Local areas implemented, and continue to use, creative methods for maintaining service delivery: several areas are using Zoom, WebEx, Skype, Google Duo, and other virtual meeting platforms to conduct

orientation, eligibility, workshops, and to provide career guidance and counseling. These platforms were also used to facilitate Business Services Team meetings, sector partnership meetings, and provide employer services. Service providers relied on existing Learning Management Systems to provide access to soft skills and other basic skills instruction.

Perhaps the area of greatest innovation was the hosting of virtual job fairs. Greenville and Upstate LWDAs were pioneers and the first to host a Virtual Job Fair drawing more than 500 attendees. Other areas have used drive-thru and walk-thru models to provide this critical service to local employers that are actively hiring. SCDEW is procuring a statewide virtual job fair platform and will make the platform broadly available in PY'20.

TITLE III GOVERNOR'S RESERVE FUNDS

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).

Career Coach

The SC Career Coach is a mobile extension of our SC Works centers. The mobile unit is equipped with 10 work stations for job seeker activities, on-site assistance, Wi-Fi and printer capabilities, and is wheelchair accessible. The SC Career Coach responds to natural disaster 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'19, the Coach attended 120 events in 44 of 46 counties in the state, served 1,672 individuals, and provided 3,311 services (assistance in job searches, application assistance, resume writing, SC Works and UI registration, and filing for UI benefits).

Ready to Work

WIN Learning provides stackable credentials. They demonstrate that a job seeker has the foundational skills (including soft skills) necessary for work success. Ready to Work is a common language and common measure for career readiness in South Carolina. In PY'19, 13,454 adult job seekers and approximately 50,000 high school students earned these stackable credentials. In addition, adult job seekers earned 1,496 Essential Soft Skills credentials.

Second Chance

SCDEW 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. SCDEW provides a full-time employee, coaching and materials to assist returning citizens in work-skills training. Ninety days prior to release, ex-offenders are taught employment and soft skills in class for one hour each day. During the last 30 days, participants work directly with a SCDEW counselor to become registered in the SC Works system, craft a resume, and apply for jobs online once released.

While both correctional institutions have been closed since March, SCDEW staff continued to provide basic services, such as resume assistance, and ultimately enrolled 567 new participants during the program year across both the Manning and Camille Griffin Graham institutions. Of the participants enrolled, 374 or 66% completed the program. Since program inception in November 2014 through June 30, 2020, Manning Correctional has enrolled 2,242 participants with 1,694 of those having completed the program, and from May 2017 through June 30, 2020, Camille Griffin Graham Correctional has enrolled 568 with 532 of those having 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 participants 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'19, the Back to Work program expanded to five new locations across the state, serving a total of 77 individuals. Over 60% of Back to Work participants became employed or enrolled in training upon completion of the program.

Expansion of Back to Work Program

The Back to Work curriculum was expanded this year by offering a pilot program with Scotsman Ice called the Scotsman Soft Skills Program. After an initial local recruitment effort, nine potential employees, who were pre-screened for Scotsman requirements, were enrolled in the inaugural training class. Over a six-week period, SCDEW staff taught work skills on subjects such as conflict in the workplace, diversity in the workforce, resume writing, mock interviews, dress-for-success and other competences contributing to an efficient and productive workplace.

Eight individuals graduated from the pilot and were placed at the head of the line for hiring interviews for open positions at Scotsman. Four were hired by Scotsman and one started employment with another employer. The Town of Allendale enthusiastically embraced the Scotsman pilot, passing a resolution commending the eight for successfully completing the training program.

Small Business Pilot

The Small Business Pilot Project was developed to reengage employers with 50 or fewer employees. Nine center locations were chosen based on traffic levels. These centers conduct outreach (by phone and email) on either the days the center is closed or the days of the week with the least amount of traffic. Staff used templates to ensure that the messaging was consistent and they had to make at least three attempts to contact the employer. Staff matched employers with Business Consultants if they needed additional services and assisted in reactivating expired accounts.

LAYOFF AVERSION AND RAPID RESPONSE ACTIVITIES

Rapid response activities and layoff aversion, which may include: -Data on number of companies served and number of individuals served. -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. -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 SCDEW 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

Industry-led sector partnerships also play a critical role in the early identification of issues that impact individual businesses and the entire industry. For business leaders, sector partnerships serve as a place to efficiently and effectively collaborate with industry peers and public partners to tackle common issues that impact the sector's competitiveness, such as the need for a skilled workforce, infrastructure improvements, supply chain coordination and other issues. There are currently four active sector partnerships in South Carolina.

Promising Practice

COORDINATION WITH SC MANUFACTURING EXTENSION PARTNERSHIP

The workforce system has a long history of partnership and collaboration with SCMEP. SCMEP's outreach efforts and well-developed competitiveness review have helped to identify small to mid-size manufacturing companies that benefit from Incumbent Worker Training and other services to improve one or more critical areas. As an example of early identification and assessing employer needs, SCDEW is partnering with SCMEP and the SC Department of Commerce (SCDOC) to identify defense-manufacturing companies, educate them on the importance of cybersecurity, and provide technical assistance resources to help defense firms comply with the new Cybersecurity Maturity Model Certification (CMMC). Twenty-seven firms were selected to receive assessment and technical assistance services through a Supply Chain Resiliency Grant provided by the Department of Defense, Office of Economic Assistance. This grant marks the third DOD grant awarded to SCDEW. The agency's partnerships with SCMEP and the SCDOC are vital to the success of these projects and retaining existing businesses.

Service Delivery to Avert a Layoff or Closure

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.

Employee Training

The state reserves a portion of the Title I Dislocated Worker allotment to support Rapid Response activities, including Rapid Response Incumbent Worker Training (IWT). Rapid Response IWT is limited to training that will avert a layoff or closure. In PY'19, more than \$313,000 was awarded to nine at-risk businesses to provide training to approximately 150 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.

Layoff Aversion IWT: Return on Investment

SCMEP deploys a National Institute of Standards and Technology (NIST) survey each year to assess outcomes and the ROI resulting from training and consulting projects that SCMEP implements, including IWT projects funded through WIOA. Four employers that received a total investment of \$218,664 in Rapid Response funds in PY'18 reported a \$4M total impact, \$800,000 in retained sales, and \$200,000 in increased sales in PY'19. These employers also reported the ability to retain existing employees and create new employment opportunities.

RAPID RESPONSE ACTIVITIES

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 affected workers are connected 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, 596 Rapid Response activities were provided to a total of 344 South Carolina companies. Staff facilitated 354 management meetings and 242 group information sessions and served 2,807 affected workers.

Success Stories:

PARTICIPANTS CAN REBOUND AFTER A LAYOFF

In December 2019, Ms. Julia Gunderson was laid off from her job of 15 years at the Charleston Paper Mill. Julia was unsure of her next steps and was fearful it may be difficult for her to find a new job because of her age. The SC Works Trident Rapid Response team worked closely with the paper mill during the layoff to ensure employees knew about the SC Works system and available resources. Julia enrolled in the WIOA program; her Career Coach forwarded her resume to the local Business Services Manager who was able to help her secure an interview with a local company. Julia was selected for the position and completed a successful OJT working as an administrative assistant. Ms. Gunderson remains employed earning \$25 per hour.

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.

South Carolina requested and was awarded a National Dislocated Worker Grant as a resource for implementing post-COVID-19 reemployment efforts. Three Local Workforce Development Areas were selected to operate DWG projects in 13 counties. Our 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. Project Operators are also leveraging formula programs for training, including on-the-job training and supportive services. Four categories of disaster relief employment are approved: cleaning and sanitation, community resource coordination, food preparation and food delivery, and UI claims assistance. Participant enrollment began in September (the 1st quarter of PY'20). We anticipate serving 89 eligible individuals through the grant.

Collaboration with state Rapid Response staff and local program staff is critically important when responding to a disaster and implementing DWG programs. State staff and local program staff provide information to employers and affected workers on resources and services available through SC Works, which includes employment and training activities funded by the DWG. As we navigate the post-COVID-19 reemployment situation, coordination with the Unemployment Insurance and RESEA programs is just as important. We see an opportunity for Project Operators to use UI data to identify individuals that may be eligible for the DWG program, distribute outreach materials and information about employment and training programs through the UI system, and for RESEA staff in the SC Works centers to make referrals to relevant programs. Efforts are underway to strengthen these important partnerships.

TECHNICAL ASSISTANCE

Any technical assistance needs of the state workforce system.

South Carolina placed emphasis on strengthening governance through greater accountability of employment and training strategies and investments. While WIOA requires reporting of performance across programs, there is still a need for alignment of performance indicators and reporting systems of all federally funded employment and training programs. South Carolina seeks assistance in identifying the proven or promising practices in aligning reporting systems.

South Carolina also seeks assistance from USDOL ETA on compiling on an annual basis an inventory of all federal formula or discretionary funds awarded within the state for employment and training services. This will help the workforce system make informed decisions on braiding funding to address chronic barriers.

PROMISING PRACTICES AND SUCCESS STORIES

Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state's evaluation and related research projects. The discussion should cover a broad range of at-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment, or other populations the state may wish to discuss.

PROMISING PRACTICES

CONNECTION POINTS AND COORDINATION WITH COMMUNITY- BASED ORGANIZATIONS

The overhaul and revitalization of Connection Points was a major initiative for PY'19 and an area of focus for Director Ellzey in his first year as SCDEW's Executive Director. The overhaul consisted of identifying and mapping the geographic location of each Connection Point, reaffirming partnerships, updating print and electronic materials available through Connection Points, and providing training to Connection Point staff to ensure they are equipped to respond to customer inquiries. Because of the intentional effort to update and revitalize these relationships, there are now 150 Connection Points in the state that provide access to relevant UI and job search materials, which is critically important in rural areas and for individuals that have technology barriers. Connection Points are not under the American Job Center umbrella and are typically located in libraries.

Like the SC Works centers, libraries and other Connection Points closed to the public soon after the pandemic began affecting South Carolina. South Carolinians turned to community and faith-based organizations for assistance and these organizations turned to SCDEW with a desire to be a well-informed resource in their communities. SCDEW coordinated with Together SC, an organization focused on strengthening the state's nonprofit community, to provide information and training to more than 30 CBO leaders and staff on the UI claims filing process. At a time when the traditional avenues for access and service delivery were compromised, intentional partnership with community-based organizations helped to provide access to information for individuals across the state.

UI TARGET MESSAGING

UI Target Messaging was developed to alert individuals who have applied for Unemployment Insurance benefits about job seeker opportunities in their area. Companies and local workforce areas submit job openings and hiring events to be included in the weekly marketing initiative. A team then reviews the skills and qualifications required for the promotional job openings and finds matches among the individuals who have applied for UI benefits in the area. Both text messages and emails are sent to claimants that are not job attached about opportunities that they may be interested in. During the program year, 346,360 emails were sent along with 207,140 text messages. This initiative has already shown increased attendance at hiring events that used this method of marketing.

SUCCESS STORIES**PARTICIPANTS CAN
ENTER NEW CAREER
PATHWAYS**

Mr. James Eichelberger came to WIOA seeking assistance with training in a stable long-term career which would provide a more secure income. The client's previous work history in manufacturing and production had not provided the consistent employment he felt that obtaining a CDL-A would. He had been out of work for a month and needed to make a move soon towards his goal. James utilized WIOA funds to enroll in the CDL-A class with the Truck Driver Institute and received supportive services through the program. He successfully completed the training program, earned a CDL-A credential, and entered employment as a Yard Jockey Driver for Lazer Spot in Alpharetta, GA.

**PARTICIPANTS CAN
OVERCOME BARRIERS**

Ms. Cheryl Chunn first came to SC Works for assistance with resume development. She was referred to the center by the Ticket to Work program. After working 20+ years in management, Cheryl had to give up her career due to a medical disability. Within three days of enrolling in WIOA, Cheryl earned a Silver WIN credential. After researching her training options, she expressed interest in Medical Coding and Billing. Within one year, Cheryl had successfully completed the Medical Coding and Billing program and passed the AAPC Coding exam. She is now a certified medical coder and biller and employed at one of the area's largest hospitals.

**PARTICIPANTS CAN
BECOME SUCCESSFUL
BUSINESS OWNERS**

Mr. Embry Gibson came into the WIOA program in November 2019, looking to obtain a CDL-A. Mr. Gibson began class at Palmetto Training Inc. in Sumter, SC to receive training on how to properly operate a heavy-duty commercial truck. Throughout the training, Mr. Gibson encountered barriers that could have affected his attendance and certification, but he overcame these obstacles. Mr. Gibson completed training and passed the exam after his second attempt on May 8, 2020. Mr. Gibson started his own company called Right Way Logistics Inc. He is delivering products around the southeast area and enjoys being his own boss.

WORKFORCE SYSTEM CHALLENGES

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

South Carolina has volunteered to participate in DOL's Quarterly Report Analysis (QRA) pilot. The intent of the QRA is to improve data quality and provide consistent aggregate views of the state's data to identify performance areas in need of improvement. Upon initial review of performance data, South Carolina met all expectations with the exception of training-related employment. DOL's benchmark for Adult, Dislocated Worker, and Youth training-related employment is 36%, 31%, and 20-70%, respectively. The Program Year 2019 annual reports for each program indicate South Carolina performed at the following levels:

PROGRAM	PERCENT OF TRAINING-RELATED EMPLOYMENT
Adult percent training-related employment	26.3%
Dislocated Worker percent training-related employment	20.4%
Youth percent training-related employment	24.2%

Currently, South Carolina does not have a formal follow-up policy in place and there is no consistent practice for entering follow-up data in SC Works Online Services (SCWOS) across all local workforce development areas. Additionally, training-related employment is currently optional in SCWOS follow-up screens and many staff do not complete it, which results in lower than expected performance for this indicator. The above data indicates a clear need for such a policy and South Carolina intends to issue a follow-up policy in PY '20. The purpose of the policy will be to provide guidance to the SC Works system, partners, and service providers regarding the mandatory implementation of standardized follow-up procedures, including data entry requirements for employment-related training for WIOA Title I Programs.

PAY-FOR-PERFORMANCE

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

In PY'19, the State Workforce Development Board placed significant emphasis on Governance and the need for greater accountability in the delivery of employment and training services. The Executive Committee created a "Pivoting Workforce Services" summary, indicating interest in implementing Pay-for-Performance models for discretionary efforts to incentivize training to employment performance. While there are no Pay-for-Performance models currently deployed, South Carolina is researching examples from other states and will be considering pilots that promote these strategies.

NEXT STEPS

The one predictable thing about the 2020-2021 program year will be unpredictability. Nevertheless, just as the S.C. Department of Employment and Workforce pivoted to maintain consistent services to job seekers and employers through innovative delivery methods at the end of this year, we will continue to respond with the same level of creativity and dedication regardless of the challenges to come.

We have already barreled ahead with our state's recovery and helping people find work through efforts including:

- A program/marketing campaign promoting available jobs and walking WIOA and Wagner-Peyser people through the system to gainful employment.
- Several Labor Market Information projects to equip individuals with data and research to make informed employment decisions, such as:
 - Lifeboat Jobs
 - Hard Skills Matching Pilot Research
 - Recovery Analysis
 - Industry Level Soft Skills Analysis
 - Plotting Reemployment Trajectories
- New education and training partnerships to help people up-skill while searching for work.
- Continued partnership with the agency's UI team to communicate directly through the claimant portal about available jobs that match an individual's previous employment.

Assisting individuals and businesses with the right connection is more critical now more than ever. Claimants who have been collecting unemployment benefits for the short term need our help finding the long-term benefits of employment. Overcoming the misperception that businesses are closed or consistently laying people off will be a main focus as we promote active jobs and employers that are actively hiring.

We will take the challenges of the upcoming year and turn them into opportunities to continue the state's recovery and support South Carolina's workforce.