

**Governor’s State Workforce Development Board  
March 18, 2020 Executive Committee Meeting Minutes**

**MEMBERS PRESENT:**

Don Tomlin  
Pat Michaels  
  
Thomas Freeland  
Charles Brave, Jr.  
Dan Ellzey  
Nick Foong  
Warren Snead  
Jay Holloway  
Representative Mike Forrester  
Val Richardson

**DEW STAFF PRESENT:**

Towanna Hicks  
Nina Staggers  
Jackie Taylor  
Michelle Paczynski

**EXCUSED:**

Dr. Mike Mikota

**WELCOME AND OPENING REMARKS**

Mr. Don Tomlin, Board Chair, called the meeting to order at 10:00 a.m. A quorum was present.

**APPROVAL OF MINUTES**

A motion to approve the November 21, 2019 meeting minutes was made by Mr. Charles Brave, Jr., seconded by Mr. Jay Holloway, and unanimously approved by the Committee.

**WIOA COMBINED STATE PLAN\***

Mr. Tomlin thanked all of the partner agencies and individuals representing those agencies who participated in the development of the WIOA State Plan. He explained that Attachment A, being referred to as a “placemat,” will be made available at each meeting to ensure that board activity aligns with the listed objectives and priorities. He mentioned the disclaimer language at the top of Attachment A: ***DISCLAIMER: The state plan was developed prior to the current state of emergency. We will evaluate the state’s post-emergency workforce needs immediately and may revise the plan as needed to ensure that the priorities are focused,*** and stated that due to the current state of emergency, it is imperative to be flexible as we navigate through the pandemic and assess its effect on the economy and workforce system. The same language was included on the Executive Summary and full plan published for public comment. Mr. Tomlin stated that each member received the plan for review.

Ms. Jackie Taylor provided an overview of the state planning process, including the development of the priorities and engagement of partners and the State Workforce Development Board. She elaborated on details about the WIOA Combined State Plan Executive Summary, South Carolina WIOA State Plan Priorities PY’s 2020-2023, and State Plan comments. Ms. Taylor stated that an intentional engagement strategy was deployed to ensure that the state plan reflected objectives and priorities co-created by the partner programs covered in the plan as well as the Board and key external partners. The strategy included collaboration with state plan partners to develop the priorities and action items and the final plan document, presentations to SWDB committee, focus group sessions engaging external stakeholders, collaboration with Chairman Tomlin, and public comment from February 28, 2020 – March 11, 2020. Four organizations submitted comments following their review of the state plan: Protection and Advocacy, Catawba Regional Council of Governments, Transitions Homeless Shelter, and Apprenticeship Carolina™. Ms. Taylor directed the Executive Committee to Attachment B, which includes each of the

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comments as received and a response to the comments, and verbally summarized contents of the document. She also mentioned that Priority 3.2, development of career pathway tools and templates, was added to reflect national and state-level conversations on the need for clear career pathways that show the progression from one occupation to the next.

Ms. Taylor explained that the development and implementation of the state plan is a key function of the Board; therefore, the Board must approve the plan before it is submitted. The Executive Committee unanimously approved the WIOA State Plan for PY 2020-2023.

**OTHER BUSINESS/ADJOURN**

Mr. Tomlin stated that he and Mr. Ellzey are in support of working with Local Workforce Development Boards (LWDBs) to ensure that centers remain available to serve individuals who are facing unemployment as a result of the pandemic. Mr. Ellzey provided an overview of the status of SC Works centers, stating that 14 of the 50 SC Works centers are closed to the public. He stated that there was an Administrators Call on March 17, 2020, in which they were encouraged to assess all options that would allow the centers to remain open following safety guidelines. Unemployment claims are up, and DEW has changed their filing system so that individuals can indicate the reason for filing a claim. Eighty-percent of the claims are resulting from COVID-19. A majority of the claims are coming from the hospitality and service industry. Mr. Ellzey stated that the agency has looked at the pool of individuals available who are trained to help answer calls should the need arise.

The meeting adjourned at 10:21 a.m.

# South Carolina WIOA State Plan Priorities PYs 2020-2023

The state plan was developed prior to the current state of emergency. We will evaluate the state's post-emergency workforce needs immediately and may revise the plan as needed to ensure that the priorities are focused.

## + Vision

To expand and develop a skilled workforce and a responsive workforce system that meets the needs of business and industry leading to sustainable growth economic prosperity and regional and global competitiveness for South Carolina.

## + Mission

To align resources to position South Carolinians to meet business needs and promote our workforce in a global economy.

## + Guiding Principles

- Focus solely on activities that support the mission.
- Evaluate economic and labor market data, and actively listen to an inclusive group of partners, employers, and job seekers.
- Base strategies and decisions on data and input.
- Be accountable for outcomes that support business growth and economic opportunities for all South Carolinians.

## Objectives

## Priorities

## Action Steps

**1** Identify, invest in and support educational and developmental strategies to better prepare and expand a skilled workforce for current and emerging jobs.

- 1.1 Increase participation in work-based learning (WBL) activities, including registered apprenticeships.
- 1.2 Increase the formal assessment of soft-skills and provision of soft-skills training.
- 1.3 Increase resource investment into direct services for job seekers through results-oriented discretionary grants.

- 1.1.1 Benchmark current work-based learning activities and identify regional and national trends.
- 1.1.2 Develop technical assistance tools and guidance to ensure a proper framework is in place to promote work-based learning.
- 1.2.1 Review local practices in the assessment of soft-skills and provision of soft-skills training.
- 1.2.2 Recommend use of formal soft-skill assessments and curriculum as part of education or training.
- 1.3.1 Develop a data-driven framework to distribute discretionary funds.

**2** Align resources, policies and strategies between state, local and regional systems to continuously improve outcomes for businesses, partners, and individuals, including those with barriers to employment.

- 2.1 Increase co-enrollment across partner programs.
- 2.2 Develop and implement cross-partner front-line staff training to enhance service delivery to businesses and job seekers.
- 2.3 Streamline intake systems and referral processes.
- 2.4 Implement strategies that increase access to reliable transportation, affordable housing and access to identification and vital records.
- 2.5 Increase the number of regional, industry-led, sector partnerships.

- 2.1.1 Develop guidance that sets the expectations of enrollment in multiple programs in order to meet the education, training and supportive service needs of individuals.
- 2.2.1 Pursue a shared learning management system – a software-based platform that facilitates the management, delivery and measurement of learning across partner programs.
- 2.2.2 Train front-line staff on best practices in serving individuals with barriers to employment.
- 2.3.1 Evaluate intake and referral systems across the state to identify problems and develop policy to implement process improvements.
- 2.4.1 Develop tools and resources to help job seekers be better connected to community resources.
- 2.5.1 Share progress of industry-led, sector partnerships through strategic discussions and a public facing website.
- 2.5.2 Develop and implement a long-term technical assistance plan with state partners to sustain and grow sector partnerships.

**3** Identify current and future workforce needs of South Carolina business and industry to support career pathways in growth sectors.

- 3.1 Identify the challenges and opportunities in rural communities.
- 3.2 Develop career pathway tools and templates.

- 3.1.1 Support efforts of the Rural Taskforce formed through the State Workforce Development Board.
- 3.2.1 Inventory and analyze career pathway programs.

**4** Engage job seekers, employers and other workforce partners through marketing and outreach and articulate a value proposition specific to each.

- 4.1 Share best practices across partner programs in order to increase awareness of partner services, promote a workforce environment of growth and continuous improvement, and encourage a system viewpoint.
- 4.2 Improve strategic outreach to employers.

- 4.1.1 Develop a method and common framework for submitting best practices to be shared across partner programs.
- 4.1.2 Develop system-wide innovation awards to incentivize best practices.
- 4.1.3 Adopt one workforce development area at a time to recognize and share innovative initiatives and programs underway, helping other areas across the state identify effective and replicable programs and learn from the success of their peers.
- 4.2.1 Develop a common framework for business engagement.
- 4.2.2 Create communication tools for business service representatives to use in sharing state and local services available to businesses.

SC WIOA State Plan Comments				
Date Comment Received	Entity/Organization Commenting	Person Commenting	Comment	Response
2/28/2020	Transitions Homesless Shelter	Col. Craig Currey	<p>On Page 23 Cognitive and Physical disabilities are listed. I don't think they bring out addiction and mental health issues specifically enough. The reader thinks of wheelchair disabled folks and those with learning disabilities—not the all too frequent addicts and serious and persistent mental health issues. Many do not realize these are disabling conditions and are worth specifically mentioning.</p> <p>On Page 29, offenders are mentioned with "behind the wire" programs. Many of these become homeless which leads to my general comment below on grouping the special populations.</p> <p>On Page 36, excellent write-up on Back to Work. You might want to take credit for your DEW grant for "continued experimentation with placing a jobs counselor at major homeless centers to obtain even better results." I will get you data or you have it already if you want to expand the homeless piece.</p> <p>On Page 43, since I am biased toward special populations it would be good to list what they are here when you mention our committee. People don't know what the special populations are...I would list them. The report reads along DEW organizational lines. I realize that you have to structure the plan somehow. But the different special populations are chopped up and spread throughout the report—ex-offenders, veterans, homeless, disabled, etc. At some point in the report early on, I would bring them all together to highlight that "SC recognizes that certain people need additional help and special programs to reach their fullest potential. The state is pursuing effective programs to tackle the wide spectrum of people with these barrier needs and will continue to develop more effective programs with partnerships with businesses, agencies, and non-profits." (feel free to use any language you like).</p>	<p>Response: WIOA's emphasis on serving individuals with barriers to employment served as a catalyst for the creation of the Priority Populations Committee of the State Workforce Development Board in 2016. The Committee analyzed WIOA participant data to identify specific barriers on which to focus targeted and strategic efforts: offenders, homeless, youth with barriers, individuals with disabilities, veterans, low income, and long-term unemployed. It is well understood that individuals may struggle with a combination of barriers at the same time or encounter multiple barriers while moving through the process toward self-sufficiency; therefore, it is difficult to list or identify every issue that one may face. An overarching theme of the state plan, woven throughout each of the objectives and priorities, is to ensure that the workforce system is accessible and works for all South Carolinians. We will identify areas in the plan, as recommended, where the language better reflects this notion, as well as more clearly define how South Carolina arrived at its focus on specific barriers.</p>
3/10/2020	Apprenticeship Carolina	Carla Whitlock	<p>AC is not familiar with the PATH program which allows individuals to apply for apprenticeships. Is this available for companies who ONLY have registered programs?</p> <p>AC will continue to include in its welcome letters to companies a paragraph that states that companies with registered programs can be included on the ETPL listing.</p> <p>AC representatives will continue to connect with local SC Works and SCDEW contacts in order to generate referrals.</p> <p>Throughout the document apprenticeships are mentioned; however, they should be defined as registered apprenticeship. By requiring apprenticeships be registered, it ensures the program includes three critical components —on the job training, job-related education and wage progression. In addition, apprentices who complete their program successfully earn a national credential.</p> <p>There are over 1,200 apprenticeable occupations. Most of SC's top 25 in-demand occupations are apprenticeable occupations. In Figure 17 pages 18 and 19. Three occupations across Business/IT Services, Manufacturing and Transportation, Logistics and Warehousing industries have a higher demand than worker supply. Occupations within the industries are apprenticeable.</p> <p>On page 27 – in addition to what is already written AC has a network of staff to work with employers and K12 to design and deliver registered apprenticeship programs.</p> <p>Page 27: "AC"</p> <ul style="list-style-type: none"> <li>include mention of pre-apprenticeship programs and the opportunities that they can provide to individuals.</li> <li>Youth apprenticeship portion does not mention the required college-level classes that a student must take while working and enrolled in high school.</li> </ul> <p>Page 28: 'Apprenticeship'</p> <p>Separate and provide clarification on 'non-registered programs also exist.' That appears to just be mixed in, but no additional information is provided on this.</p> <p>Registered apprenticeship programs are a proven strategy for addressing employers' workforce development needs and need to be referenced and incorporated throughout the State Plan.</p> <p>Dual enrollment mentioned and apprenticeships are mentioned; however, the thing that still needs to be addressed is allowing classes such as welding, mechatronics, automotive, to be classified as official dual enrollment classes just like the academic classes. Efforts should be made to promote a career focused track just as much as an academic college-focused track. Addressing this will make it easier for the number youth apprenticeships to grow across the state.</p> <p>EX-OFFENDERS: AC registered apprenticeship programs within SC prisons a number or years ago. Occupations vary by facility.</p> <p>EX-OFFENDERS: AC will continue to connect employers who will accept applicants with backgrounds with appropriate SCDEW representatives who represent ex-offenders.</p>	<p>Response: We appreciate the continued partnership with Apprentice Carolina, including the promotion of PATH and referrals to local SC Works Center representatives. Increasing participation in registered apprenticeship programs is a vital focus of the work-based learning state priority; however, other apprenticeship models should be explored to ensure that businesses and individuals have several options from which to choose the training and employment path that is best suited to their needs.</p> <p>We will add language to Workforce Development, Education and Training Activities section to more clearly distinguish registered apprenticeships and other models, such as industry-driven or community apprenticeships. Additionally, we will assess the necessity of seeking a waiver for the WIOA mandated 75% of Youth served are out of school, which will allow a greater amount of WIOA funds to be used to serve in-school youth. The Coordinating Council for Workforce Development (CCWD) is coordinating a plan to strengthen workforce development, similar to the focus areas identified.</p>

SC WIOA State Plan Comments

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3/10/2020	Apprenticeship Carolina	Carla Whitlock	<p>EX-OFFENDERS: SCNG Youth Challenge Academy. Review current curriculum and credential YCA as a Certified Pre-Apprenticeship Program. Provide successful Completers with a State approved credential. Successful Completers automatically become eligible for WIOA funding support, but are still required to process through WIOA. Successful Completers automatically become eligible for LTAP All YCA training is automatically grandfathered into JRE component of Registered Apprenticeship Programs.</p> <p>DUAL ENROLLMENT: Recommendation: In response to a critical workforce demand, allocate WIOA funds to provide a wage to Dual Enrollment students who become employed as Registered Youth Apprentices in IT Careers (Cybersecurity, Information Management, Health Information Management, Computer Programmer, etc.).</p> <p>ON THE JOB TRAINING (OJT): Recommendation: In response to a critical workforce demand. Allocate and provide WIOA OJT funds to Employers who employ College students (Still in school) as Registered Apprentices in IT Careers (Cybersecurity, Information Management, Health Information Management, Computer Programmer, etc.). Funding process can be prioritized and replicated to address and target workforce demands of other occupations.</p> <p>STRENGTHS AND WEAKNESSES OF WORKFORCE DEVELOPMENT ACTIVITIES:                      Recommendation: Fund a 1-year Task Force to re-energize the Team Carolina concept for improving workforce development in all areas of the State.                      A. Task Force representation (at a minimum): WIB, All COGs, DEW, SCTCS (readySC, AC), SCDE, Commerce, CHE                      B. Focus of Effort:                      a. Strengthen relationships at the highest, and all operational levels                      b. Mandate collaboration and synergistic implementation of individual agency supports for workforce development                      c. Establish a comprehensive understanding of workforce demands across the state.                      d. Tweak curriculum and instruction in education institutions to continually increase alignment of theoretical knowledge with real world applications.                      e. Strongly encourage employer engagement and support for talent pipeline development                      i. Workplace tours (Educators, Parents, CBOs, Students, Legislators)                      ii. Technical and/or financial support for equipment/processes                      f. Create widespread acknowledgement of successes and opportunities regionally and statewide.</p>	<p>Response: We appreciate the continued partnership with Apprentice Carolina, including the promotion of PATH and referrals to local SC Works Center representatives. Increasing participation in registered apprenticeship programs is a vital focus of the work-based learning state priority; however, other apprenticeship models should be explored to ensure that businesses and individuals have several options from which to choose the training and employment path that is best suited to their needs.</p> <p>We will add language to Workforce Development, Education and Training Activities section to more clearly distinguish registered apprenticeships and other models, such as industry-driven or community apprenticeships. Additionally, we will assess the necessity of seeking a waiver for the WIOA mandated 75% of Youth served are out of school, which will allow a greater amount of WIOA funds to be used to serve in-school youth. The Coordinating Council for Workforce Development (CCWD) is coordinating a plan to strengthen workforce development, similar to the focus areas identified.</p>
3/11/2020	Protection & Advocacy for People with Disabilities, Inc.	Beth Franco	<p>Self-employment: We did not see the important topic of self-employment addressed in the draft. This is an important topic for people with disabilities who often use self-employment as a way to design a job to meet their abilities and needs. People with disabilities often need support from agencies like SCVRD, SCCB, and DEW in order to reach their self-employment goals. Self-employment was included as Priority 1.2 in the Recommended Vision, Objectives and Priorities that were shared in advance of the focus group meeting in January. We do not understand why it was not included in the draft plan.</p> <p>Contracts for pre-employment transition services: Pre-employment transition services (pre-ets) are an important WIOA service to help young people with disabilities make the transition from school to employment. The SCCB section mentions a partnership that includes Centers for Independent living (CILs) to provide pre-ets. This is an important partnership as the CILs are particularly well prepared to help young people learn self-advocacy skills needed to prepare them for work. It is our understanding that SCVRD has entered into a similar partnership with CILs, but, we did not see this mentioned in the draft plan.</p> <p>Medicaid Community Engagement Waiver: South Carolina has a new Medicaid waiver that imposes work requirements on certain Medicaid recipients. This waiver appears to be similar to the work requirements for TANF and SNAP recipients. The TANF and SNAP work requirements are addressed in the draft plan. The relationship between this new waiver and WIOA state plan does not appear to be addressed. We understand that details of the new waiver are not fully developed at this time, which may explain why it is not addressed.</p> <p>Vision statement: The Strategic Vision outlined on p. 40 of the draft plan is focussed on the needs of business and industry. This is an important part of the draft plan. Equally important, however, are the needs of the people who do the work. The vision statement should reflect their needs as well.</p>	<p>Response: The priorities included in the SC WIOA State Plan represent areas of focus that the programs covered in the plan will collectively address. The decision to include priorities such as work-based learning, soft skills training, and improving the development of discretionary grants was in no way overlooking the importance of self-employment, but rather a decision that partners would allocate collective efforts toward addressing the aforementioned priorities. A few of the programs covered in the plan have resources available for self-employment, and through staff training and sharing best practices, it is our goal to ensure that SC Works centers have information available to individuals who want to pursue self-employment.</p> <p>In response to the Medicaid Community Engagement Waiver, partners (including DSS, which administers the TANF &amp; SNAP E&amp;T programs) created shared priorities around co-enrollment across programs that create greater outcomes for dual participants. While details of the waiver are not available at this time, priorities focused on co-enrollment, streamlining intake and referral systems, and cross-partner staff training should position South Carolina to support individuals impacted by the waiver upon implementation by DHHS.</p> <p>Based on comments from Protection &amp; Advocacy, we recommend updating the Vision statement to read as follows: "To expand and develop a skilled workforce and a responsive workforce system that meets the needs of business and industry, and all South Carolinians, including those with barriers to employment, leading to sustainable growth, economic prosperity, and regional and global competitiveness for South Carolina." Additionally, we recommend updating the Mission statement to read as follows: "The Board's mission is to align resources for the creation of a streamlined and coordinated workforce system that meets the needs of both businesses and individuals while promoting our workforce in a global economy." This will ensure an emphasis on the individuals (including those with barriers to employment) we are preparing for employment, as well as the businesses we aim to serve.</p>

SC WIOA State Plan Comments

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3/11/2020	Catawba Regional Council of Governments	Nicole Lawing	<p>Pg. 45, 1.1: Employers must buy in to apprenticeships. Many are afraid to make that long-term commitment. Local areas can inform employers about the benefits of apprenticeships but really can't ensure that employers will take advantage of the program.</p> <p>Pg. 45, 1.2: Catawba was ahead of the game developed JET, a national award winning soft skills program. Employers and economic development partners were involved in pilot sessions, made suggestions, and love this program. Concerned that WIN will be required for soft skills training (all on-line). Job Endurance Training (JET) is a great interactive program and we need to continue to use it.</p> <p>Pg. 45, 1.3: Discretionary grants take a lot of time and staff hours to apply and include no (or very little) admin funds which are needed to administer the grants. It would make more sense to include these funds with initial grants along with "priority" instructions for a portion of the grant. Discretionary grants also tend to require more short-term employees. It takes time to train staff and not beneficial for shorter term funding.</p> <p>Pg. 45, 2.1: Co-enrollment is a wonderful thing and can certainly be increased. Setting a hard number or percent is not reasonable because co-enrollment need vary from person to person.</p> <p>Pg. 46, 2.2: Totally agree that we need cross-partner training. The concern is that the Frontline Staff Training that started recently is already being considered to be pushed down to local area operators to do a portion of the training. Local staff and operator staff are already stretched thin due to funding cuts. Another concern is that if there are 12 staff members delivering the training, the consistency will be lost. There is also the suggestion that Case Management training be done all on-line which will decrease the opportunity to learn from each other during class discussion. The suggestion has also been made to cut Business Services training. This is probably the most needed training across partner agencies. Businesses are very important customers!</p> <p>Pg. 46, 2.3: This will require changes to SCWOS and/or other agency data systems and will be a very long term project. Very little local areas can do to help with this strategy.</p> <p>Pg. 46, 2.4: This will require a long term plan involving many partners. Urban areas are very different from rural areas and will require very different solutions.</p> <p>Pg. 46, 2.5: Based on what we have learned over last year plus with Francie Genz of Genz Consulting, these partnerships work best when they are led by business leaders. Here is a quote from the Genz Consulting website. "(Francie) has supported the development of a national network of Next Generation Sector Partnerships—regional, industry-driven partnerships that strengthen regional economies and connect people to jobs. These partnerships mobilize business leaders to work with public partners including K-12, community colleges, workforce development and economic development to advance a shared agenda for improving economic competitiveness and strengthening education and training systems." Their whole model is based on this rather than sector partnerships being set up and run by agency staff.</p> <p>Pg. 47, 3.1: Local areas already have efforts in place to assist rural areas but need funding and staff to continue and expand these efforts. Again, including funds in initial grants each year would help these efforts.</p> <p>Pg. 47, 4.2: Concerned about guidance on "role and composition" of local area Business Services Teams. Local areas vary greatly and have different partners.</p>	<p>Response: The comments made by Catawba Regional Council of Governments appear to focus on the implementation of the priorities outlined in the WIOA State Plan as opposed to the priorities themselves. As a result, no revisions are needed to the state plan; however, we recommend including local representation on task forces or workgroups in the continued development of State Plan priorities to support more effective initiatives via input from both state and local representatives.</p>