



**State Workforce Development Board Meeting
Tuesday, March 31, 2026, at 11:00 a.m.**

S.C. Department of Employment and Workforce
C. Lem Harper Building
631 Hampton Street
Columbia, SC 29201

Join on your computer or mobile app
[Join the meeting now](#)

Meeting ID: 258 236 149 294 2
Passcode: rs2Xx7cA

Or call in (audio only)
+1 803-400-6195
Phone Conference ID: 571 186 143#

AGENDA

- I. Welcome and Opening Remarks Mr. Thomas Freeland, SWDB Chair
- II. Approval of Minutes from December 11, 2025*Mr. Freeland
- III. PY'25 Interim Funding Recommendations*Ms. Pamela Jones
- IV. DEW Director's Report Mr. William Floyd
- V. Partner Spotlight SC Vocational Rehabilitation
- VI. SCWOS Modernization Update.....Ms. Nina Staggers
- VII. SWDB Member Acknowledgment.....Mr. Freeland
- VIII. Other Business/Adjourn.....Mr. Freeland

*Denotes voting item



**Governor’s State Workforce Development Board
December 11, 2025, State Workforce Development Board Meeting Minutes**

MEMBERS PRESENT:		MEMBERS ABSENT:
Mr. Thomas Freeland	Mr. Jay Holloway	Representative Don Chapman
Mr. William Floyd	Ms. Felicia Johnson	Ms. Elaine Morgan
Mr. Warren Snead	Mr. Mike King	Dr. Tim Hardee
Mr. Cliff Bourke, Jr.	Ms. Robyn Knox	Mr. Michael W. Sexton
Mr. Charles Brave, Jr.	Mr. George “GP” McLeer, Jr.	Mr. Gregory L. Tinnell
Mr. Gregory C. Clark	Mr. “Pat” Michaels	Senator Ross Turner
Ms. Susan Cohen	Mr. Tyler Servant	Mr. John Uprichard
Col. Craig Currey (retd.)	Dr. Windsor W. Sherrill	
Ms. Darline Graham	Mr. Jeremy Stephens	
Mr. Chris Hall	Ms. Britt D. Vergnolle	

Welcome and Opening Remarks Mr. Thomas Freeland, SWDB Chair

Mr. Thomas Freeland, State Workforce Development Board (SWDB) Chair, called the meeting to order at 11:00 a.m. A quorum was present.

Mr. Freeland acknowledged the guest speakers:

- Niki Outen with the SC Commission for the Blind and
- 2024 High-Performing Workforce Honorees and guests.

Approval of June 19, 2025 Meeting Minutes* Mr. Freeland

Mr. Charles Brave, Jr., motioned to approve the June 19, 2025, meeting minutes. The motion was seconded, and the State Workforce Development Board (SWDB) unanimously voted to approve the meeting minutes.

DEW Director’s Report..... Mr. William Floyd

Mr. William Floyd, Executive Director, S.C. Department of Employment and Workforce (DEW), presented the state’s employment situation, including current agency initiatives and projects, and an update from the Coordinating Council for Workforce Development (CCWD).

Director Floyd shared the QR code to access the 2024 WIOA Annual Report Narrative, published on December 1, 2025. The Annual Report highlights the activities and achievements during Program Year 2024 to advance the vision and goals outlined in the 2024-2027 WIOA State Plan.

Partner Spotlight..... SC Commission for the Blind

The Partner Spotlight showcases the innovation and accomplishments of partner programs that significantly impact workforce development, enhance collaboration, and raise awareness of partner services. The 2nd quarter partner spotlight was SC Commission for the Blind (SCCB), presented by Ms. Niki Outen, Training Center Program Lead and the Business Enterprise Program (BEP) Trainer. Ms. Outen provided an overview of the training programs and services SCCB

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December 11, 2025, State Workforce Development Board Meeting Minutes**

offers to individuals who are blind or have low vision, ensuring they acquire the skills necessary for independence and to achieve their professional goals.

High-Performing Workforce Award Ceremony.....Mr. Freeland

During the High-Performing Workforce Award Ceremony, members of the SWDB gathered to celebrate and honor the exceptional achievements, significant contributions, and steadfast commitment of high-performing workforce development professionals and Local Workforce Development Boards. Chairman Freeland and Vice-Chair Warren Snead presented the twelve Workforce Hero awards for 2024 to high-performing workforce professionals nominated by Local Workforce Development Boards for state recognition. Additionally, Mr. Pat Michaels and Mr. Charles Brave, Jr., Chair and Vice-Chair of the Board Development Committee, awarded nine Local Workforce Development Boards with the High-Performing Board Incentive Award. This award recognizes their success in meeting federal and state-specific performance measures and WIOA primary indicators of performance, promoting regionalism, and implementing innovative practices that align with the goals of the WIOA State Plan.

Adjourn.....Mr. Freeland

Chairman Freeland reminded SWDB members that the next full board meeting is scheduled for March 31, 2026, at 11:00 a.m. in the C. Lem Harper Building, encouraging everyone in person attendance.

The meeting adjourned at 1:00 p.m.



State Workforce Development Board

PY'25 Q3

Tuesday, March 31, 2026

SWDB Meeting Agenda

- I. WELCOME AND OPENING REMARKS
- II. APPROVAL OF MEETING MINUTES FROM DECEMBER 11, 2025*
- III. SWDB INTERIM FUNDING RECOMMENDATION*
- IV. DEW DIRECTOR'S REPORT
- V. PARTNER SPOTLIGHT
- VI. SCWOS MODERNIZATION
- VII. SWDB MEMBER RECOGNITION
- VIII. OTHER BUSINESS/ADJOURN



2024 Workforce Hero Award Winners



2024 High Performance Board Incentive Award Winners



**Governor's State Workforce Development Board
December 11, 2025, State Workforce Development Board Meeting Minutes**

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PY'25 SWDB INTERIM FUNDING RECOMMENDATIONS

<u>PY'25 Initiatives</u>	<u>Amount</u>	<u>Description</u>
2025 Workforce Development Symposium Sponsorship	\$ 15,000.00	The state continues to celebrate Workforce Development Month in September. The SC Chamber Workforce Development Symposium will be held on September 17, 2025, sponsored by DEW and the State Workforce Development Board. The SWDB will recognize winners of the SC@ Work Photo Contest. Funding will cover the symposium sponsorship fee.
2025 Workforce Development Month Activities	\$ 6,300.00	In support of SWDBs priority to increase engagement between State and Local Workforce Boards and to celebrate and recognize the contributions of workforce development professionals during workforce development month, funding was allocated for Workforce development activities and offer three (3) LWDB members Symposium registration.
Workforce Heroes Trophies and High-Performing Workforce Board Award	\$ 1,600.00	Cost associated with trophies for Workforce Heroes Awards and High-Performing Board Award.
SC Works Conference	\$ 143,700.00	The SC Works Conference will unite WIOA programs, SC Works staff, and partners to discuss current and future workforce development challenges while facilitating networking among workforce development leaders and staff across our state.
LWDA Funding	\$ 864,000.00	Local Workforce Development Areas (LWDA) that received a decrease in Program Year (PY) 2024 funding would be provided a grant in the amount of 75 percent of the loss experienced. These grants would have a period of performance of one year, from July 1, 2025 to June 30, 2026.
SC Works Branding and Outreach	\$ 100,000.00	Outreach is a key component of any workforce strategy. Funding will support the state-level outreach and promotion of the SC Works system and workforce programs.
SWDB/SC Works Operating Cost	\$ 25,000.00	Funding for SWDB and SC Works operating costs, including the annual Blanket Accident Insurance policy renewal, participation in national organizations such as the National Governors Association, software, and other operating expenses.
SC Works Security Funding	\$ 1,000,000.00	Funding will be used to deploy security guards at SC Works centers to ensure a safe environment for staff and customers by monitoring activities and intervening to de-escalate volatile situations.
Total	\$ 2,155,600.00	



DRAFT

PY'25 SWDB Interim Program Funding Request				
Carry-in Funding				
	PY'24 SW Program	\$	1,415,203.43	
New Funding				
	PY'25 SW Program	\$	2,940,207.00	
Total funds Available (carry-in and new)		\$	4,355,410.43	
<u>Interim Request - PY'25 Initiatives</u>			<u>Amount</u>	<u>Description</u>
SC Works Continuous Improvement Funding - Technology		\$	600,000.00	Funding will be made available to LWDA's for technology enhancements and upgrades to software and computers, with priority given by need.
SWDB/SC Works Operating Cost - Budget Increase		\$	20,000.00	Increase funding for SWDB and SC Works operating costs, including the annual Blanket Accident Insurance policy renewal, participation in national organizations such as the National Governors Association, software, and other operating expenses. To invest in staff training and professional development to ensure the delivery of quality workforce services through the SC Works system.
SC Works Security Funding - Budget Increase		\$	60,000.00	Increase funding allocated to deploy security guards at SC Works centers to ensure a safe environment for staff and customers by monitoring activities and intervening to de-escalate volatile situations.
Total		\$	680,000.00	
Total PY'25 Funding Request		\$	2,835,600.00	

State Workforce Development Board Meeting

S.C. Department of
Employment and Workforce
Executive Director William Floyd

March 31, 2026

 SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

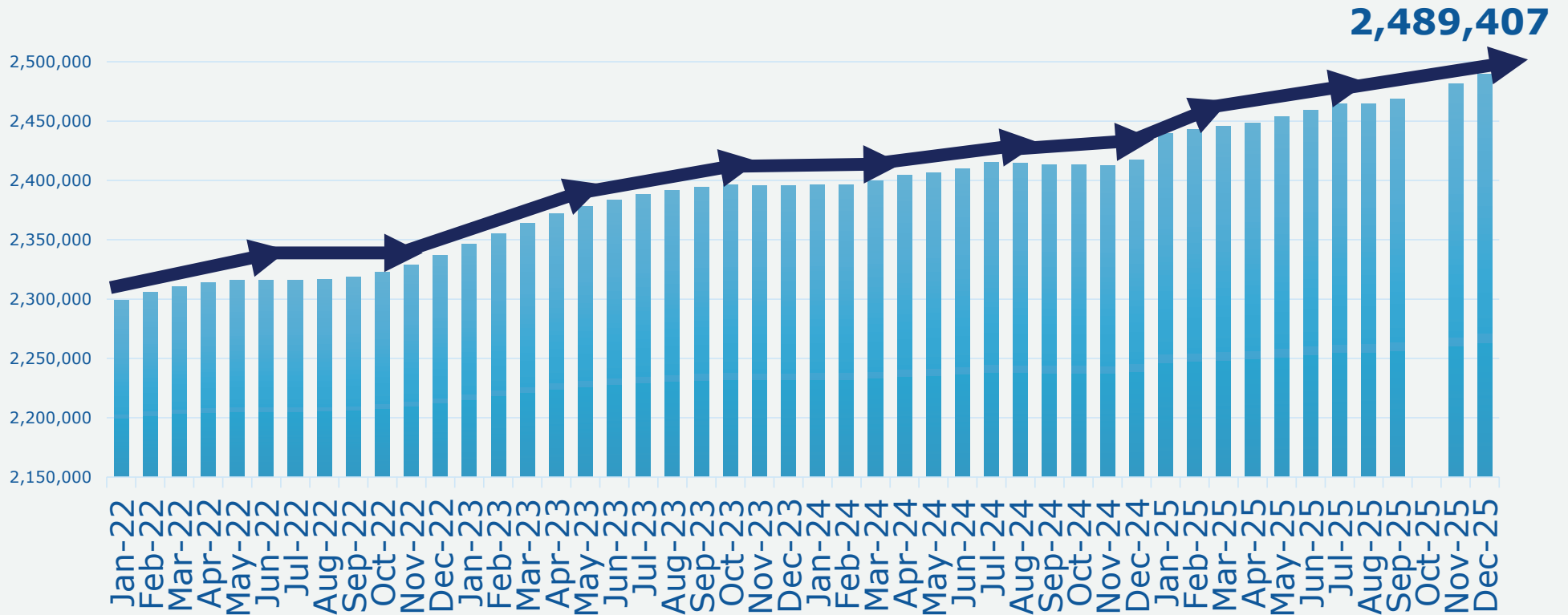




Current State of the Workforce

Number of People Working

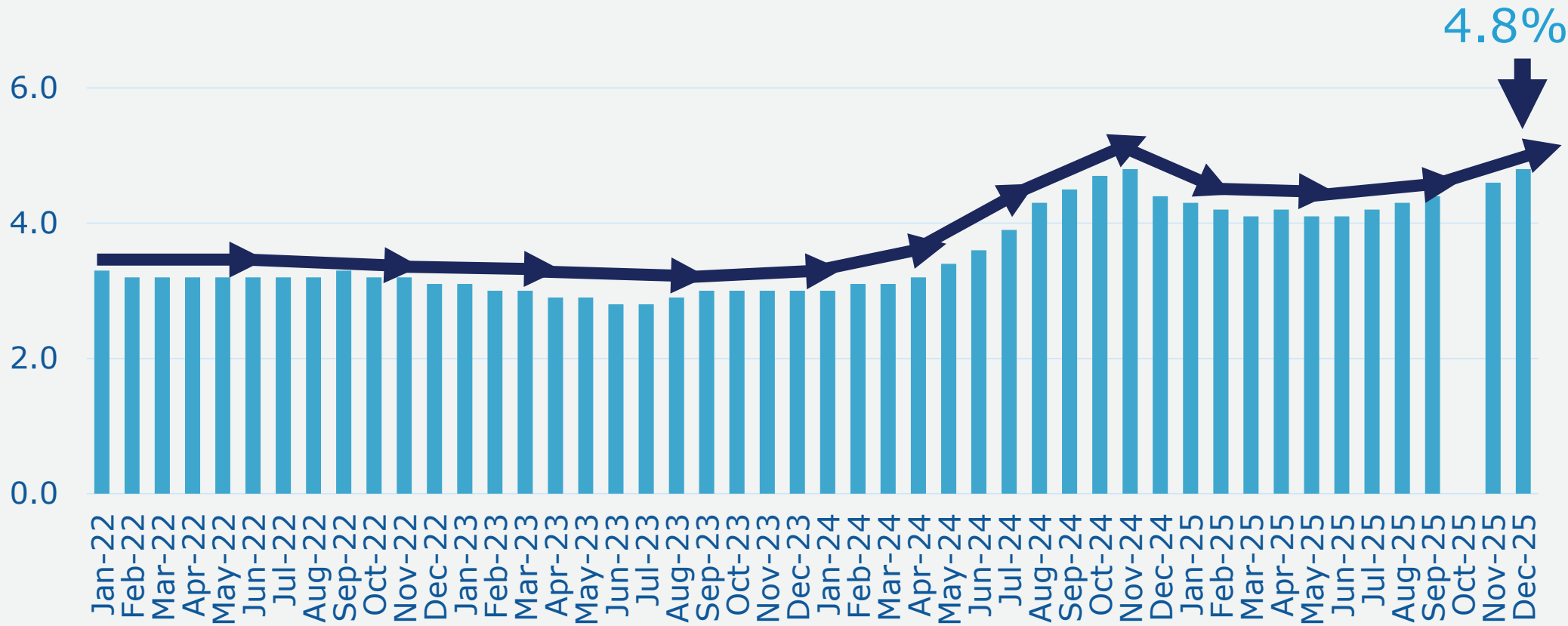
2022-Present



*As the Bureau of Labor Statistics (BLS) was closed during the month of October, the information necessary to produce this information for that month was not collected and could not be published.

Unemployment Rate

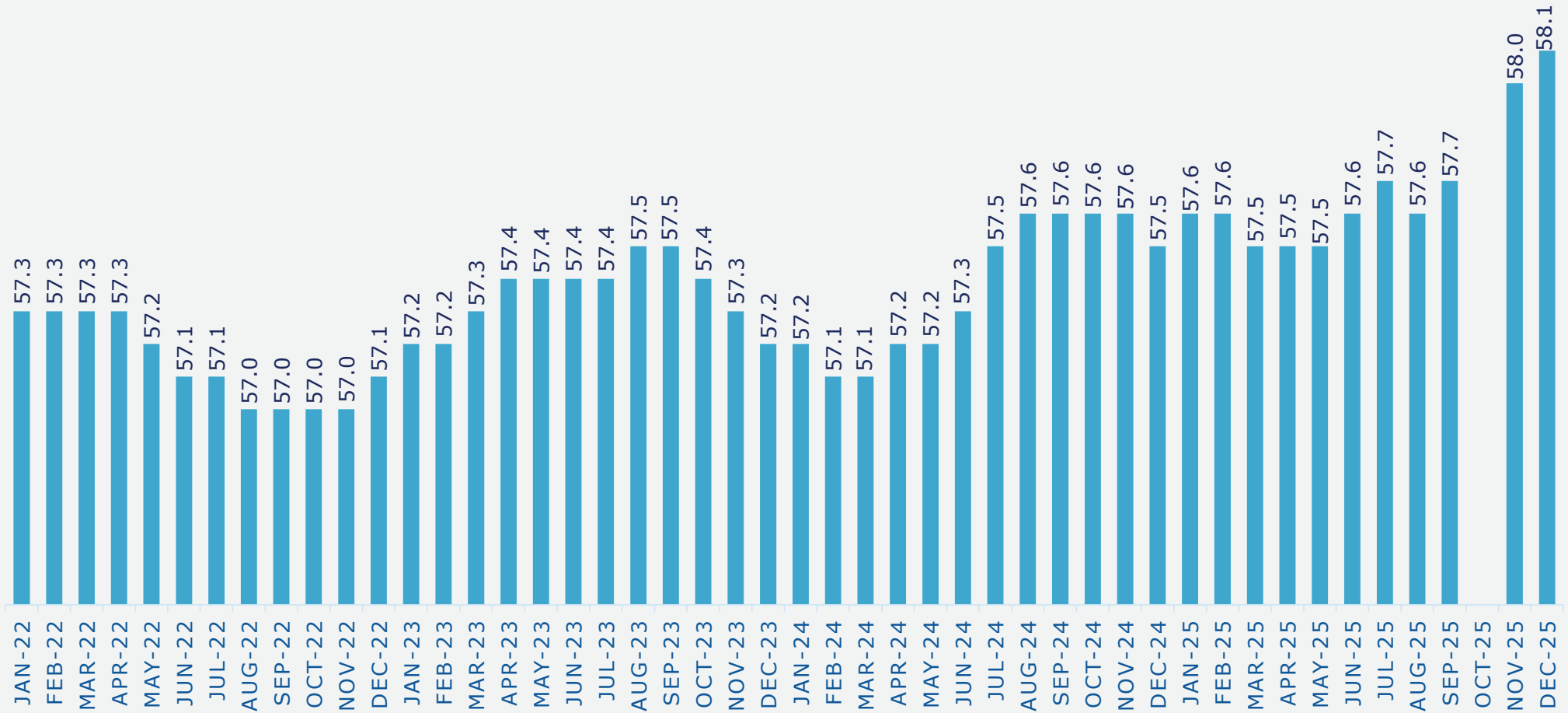
2022-Present Seasonally Adjusted



*As BLS was closed during the month of October, the information necessary to produce this information for that month was not collected and could not be published.

Labor Force Participation Rate (LFPR)

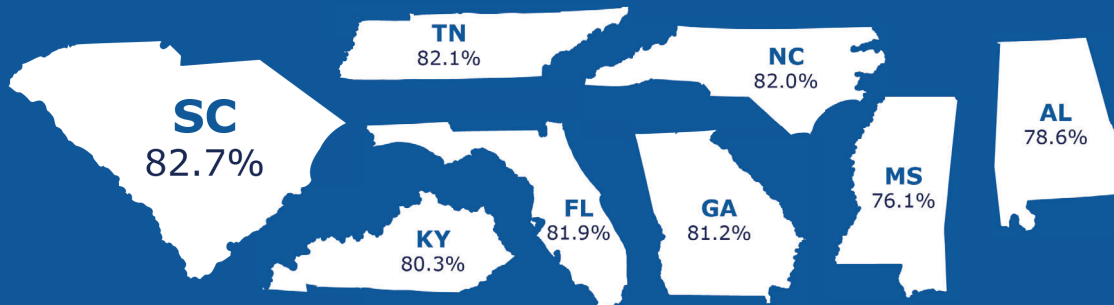
2022-Present Seasonally Adjusted



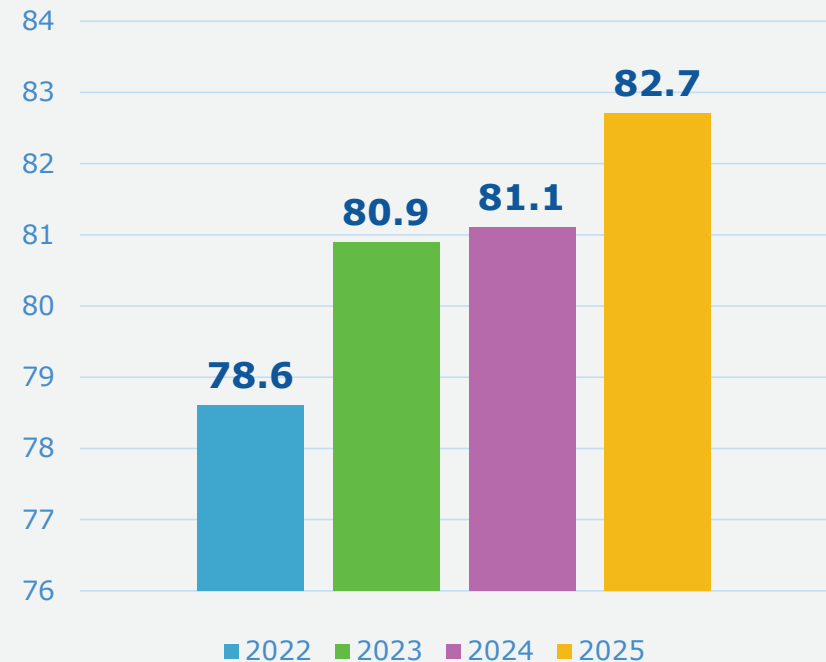
*As BLS was closed during the month of October, the information necessary to produce this information for that month was not collected and could not be published.

LFPR for Prime Age Jobseekers (25-54 years old)

- For the prime age demographic of jobseekers, ages 25-54, the Labor Force Participation Rate rose to **82.7 percent** last year, which means South Carolina surpassed all of our partners in the **Southeast region**, including Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, and Tennessee.



- Labor Force = Number of people employed + Number of people unemployed and actively seeking work**



**LFPR By Percentage
for Prime Age Jobseekers in SC**



Workforce Pell Grants

Workforce Pell Grants

- The Workforce Pell Grant was signed into law on July 4, 2025, as part of the One Big Beautiful Bill Act.
 - Is set to be implemented by July 1, 2026.
- Federal tuition assistance for short-term workforce training for in-demand, high-wage, or high-skill occupations.
 - To be administered by the CCWD, in consultation with the SWDB.





MONTHLY INITIATIVES

2026 Monthly Initiatives

FEBRUARY

JOB SHADOWING
AWARENESS MONTH

Job Shadowing Awareness

APRIL

SPRING INTO EMPLOYMENT

Spring Into Employment

MAY



Small Business Awareness

SEPTEMBER

WORKFORCE DEVELOPMENT MONTH

Workforce Development Month

OCTOBER



National Disability Employment Awareness Month (NDEAM)

Manufacturing Month

NOVEMBER



Veterans In The Workforce



SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

THANK YOU

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. For program funding details in compliance with the Stevens Amendment, please visit www.dew.sc.gov/funding.



SWDB MEMBERSHIP APPOINTMENTS

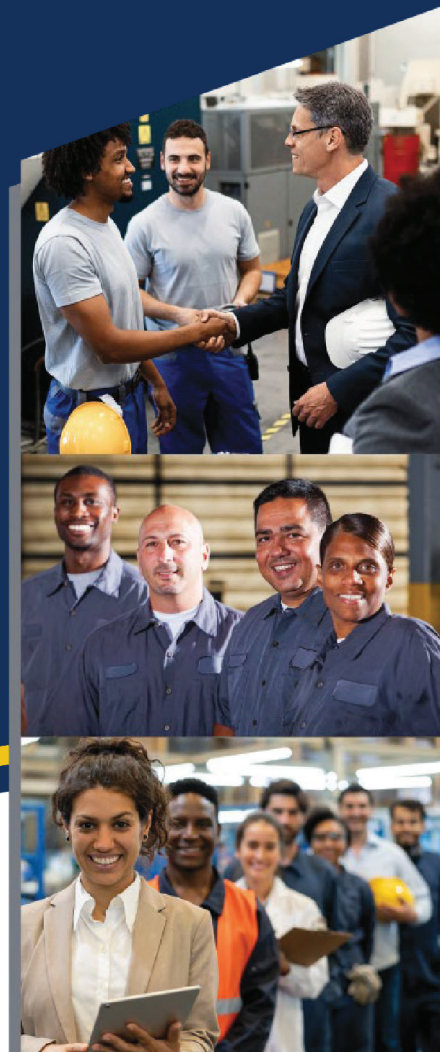




South Carolina Vocational Rehabilitation Department



PY'25 Q3 SWDB - March 31, 2026





SCVRD Mission

“As we expand the agency’s focus on innovation and positive change, our core mission remains the same, helping individuals with barriers achieve employment success and helping businesses find and keep talented employees.”

~Commissioner Felicia Wright Johnson



PY'25 Q3 SWDB - March 31, 2026



Eligibility

[34 C.F.R. § 361.42](#)

- Must have a mental or physical disability,
- Must have a diagnosed disability that is a substantial impediment/barrier to employment,
- Must be able to benefit from VR services in terms of a successful employment outcome (SEO),
- Must want to work in competitive integrated employment; and,
- Must require SCVRD services to achieve and maintain employment.

VR Funding



- Federal-State Partnership
 - 78.7% Federal/21.3% State match
- State Appropriations
 - Required to access federal dollars
- Federal Leverage: Every state dollar invested generates nearly \$4 in federal matching funds, maximizing taxpayer value



Rehabilitation Services Administration

PY'25 Q3 SWDB - March 31, 2026





Vocational Rehabilitation Roadmap

Vocational Assessment

- Interest Assessment Job Shadow
- On-site Work Assessment
- Work Evaluation
- Vocational Testing
- Aptitude/Achievement Testing
- Career Exploration
- WIN Ready to Work Assessment

Consumer Service Provision

- Diagnosis and Treatment of Impairment
- Vocational Counseling and Guidance
- Occupational/Vocational Training
- Job Readiness Training
- Post Secondary Education
- Job Search and Placement

Application

- Eligibility Assessment
- Benefits Counseling
- Medical / Psychological Assessment
- Records Review
- Trial Work Experience
- Comprehensive Evaluation
- Rehabilitation Technology Assistance
- Job Coach Assistance

Individualized Plan for Employment (IPE)

- Individualized Services
- Vocational Goal

Successful Employment Outcome



Valley Forge Flags Partnership, Williamsburg

SCVRD at a glance...

Substance Abuse Recovery
*(Palmetto Center - 28-day Recovery Center,
Florence, SC)*

Comprehensive Evaluation
*(Residential Service, Columbia, SC and Day
Program, Bryant Center, Lyman, SC)*

**Vocational Assessments
and Career Exploration**

**Vocational Counseling
and Guidance**
(by Master's Level Counselors)

Transition Services
(Pre-ETS for students ages 13-21)

Job Readiness Training

Job Preparedness Instruction

Job Search & Job Placement Assistance

Supported Employment
*(Ongoing supportive services; job coaches available
state-wide)*

Job Retention Services
*(Assists people with maintaining their current
employment)*

**Rehabilitation Technology and Assistive
Technology**
(by Engineers ready to provide accommodations)

Business Partnerships
*(Helps meet employment and
outsource needs)*





VR TRANSITION RELATED SERVICES CONTINUUM

	PRE-EMPLOYMENT TRANSITION SERVICES	TRANSITION SERVICES	EMPLOYMENT RELATED SERVICES
WHO RECEIVES THIS?	Any student, ages 13 – 21, with a disability, enrolled in an educational setting. May be eligible and receiving VR services or potentially eligible and not receiving VR services	A student with a disability who is <u>eligible</u> for VR services (Status 10 and 12)	A student with a disability who is <u>eligible</u> for VR services and is receiving services on an IPE (status 12)
PURPOSE	Short term services designed to prepare students for post school activities to include post-secondary training and employment with an emphasis on career exploration	To further develop and pursue career interests while still enrolled in school	To assist with transitioning from school to specific employment outcomes
SERVICES	<p>The five required services include:</p> <ul style="list-style-type: none"> ➤ Job Exploration Counseling ➤ Workplace Readiness Training ➤ Work Based Learning Experiences ➤ Self-Advocacy ➤ Counseling on Post-Secondary Training Opportunities 	<p>Services beyond the scope of Pre-ETS may include:</p> <ul style="list-style-type: none"> ➤ Post-secondary Education ➤ Vocational Training ➤ Job Search ➤ Job Placement, follow-along and retention 	<p>Services are tied to a specific occupation. They are to assist an individual with securing, retaining, advancing in, or regaining an employment outcome consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. May include: Job Search, Job Placement, follow-along and retention</p>
<p>Application for VR services can occur either during Pre-Employment Transition Services or to initiate the Transition Services stage of the Continuum. Pre-ETS can continue after IPE is developed.</p>			

Job Coaching

- Job matching and job analysis,
- Direct job placement,
- Intensive on the job training,
- Social skills training,
- Maintains employment at least 90 days,
- Use of natural supports at the worksite,
- Follow-up services; and,
- Successful employment outcome.



Placement & Retention

- Job preparation and classes,
- Career readiness,
- Job search and placement,
- Job retention,
- Continued employment (*at least 90 days*); and,
- Successful employment outcome.



Training Opportunities

- Occupational/Vocational Training
- Associate/Bachelor Degrees
- Registered Apprenticeships
- Internships
- Job Readiness Training
- Customized Training
- On the Job Training
- Job Tryouts
- Work Based Learning Experiences



Business Services

As a workforce development partner, SCVRD can help your business achieve its competitive advantage by developing qualified candidates trained in various skills and offering valuable work habits.

Planning

- Employer site visits,
- Informational presentations,
- Educational training sessions,
- VR Office and Training Center tours,
- Community resource referrals.

Recruitment

- Task analysis,
- Pre-screening,
- Candidate referral,
- Interview scheduling.

Preparation & Training

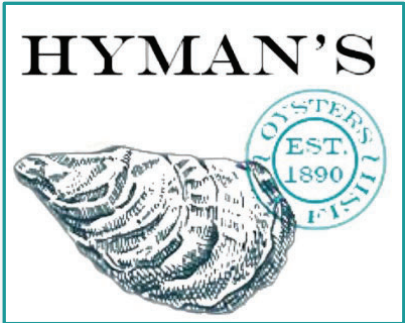
- Occupational/vocational training,
- Customized training,
- Work-based learning experiences,
- Internships,
- Apprenticeships,
- On-the-job training.

Tax Credits

Tax credits empower businesses to invest in training, orientation, and accommodation, unlocking opportunities for those who have faced significant barriers to employment.

“When employed, SCVRD consumers become taxpayers rather than relying on government disability benefits and other aid programs.”

Business Partners





Greer JRT Center – North American Rescue



North American Rescue (NAR) is one of South Carolina Vocational Rehabilitation Departments (SCVRD) largest business partners and true champion for VR services. We collaborate assemble, and package combat medical supplies. Consumers are trained in skillsets that include order picking & packing, manufacturing production, stocking and material handling, and product sorting; as well as quality control and attention to detail when fulfilling orders for each kit.

Aiken JRT Center – Savannah River Nuclear Solutions

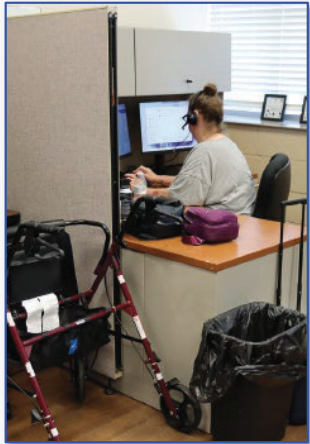
Savannah River Nuclear Solutions (SRNS) has been in operation for over 70 years and has been a valued and vital partner with the Aiken Job Readiness Training Center for 45 of those years. Consumers are trained in skillsets that include safety and regulation compliance, technical material handling, picking, packing, and assembling, shipping and receiving manufacturing production, quality assurance and auditing, etc.



Savannah River Nuclear Solutions (SRNS) *Partnership*

- Assembly of a variety of breathing air hoses, air distribution systems,
- Protects end user from airborne radiological contaminants,
- Assembled in Aiken Job Readiness Training Center,
- Consumers operate wire reels to roll hoses to length & pneumatic equipment attaches fitting to hoses,
- Each apparatus inspected by consumers then staff; and,
- Packaged to SRNS standards and delivered where they undergo strict inspection process by SRNS.

Bryant Center and Business Process Outsourcing



- BPO American has partnered with the SCVRD Area Office and Evaluation Center in Lyman, SC since 2018!
- Custom built customer service training program; mini call center.
- Participants train on BPO's customer campaigns in real time using their proprietary software.
- Consumers gain an understanding of the skills needed to work in a call center and how to provide excellent customer service.
- Goal is to host four training cohorts each year and provide employment for at least ten consumers through this program.

SCVRD's *"Let's go to work,"* alongside BPO's, *"Just Try-We will make it work together,"* reflects the commitment of both agencies to fostering professional success!



VR Economic Impact

SFY 2025 (24-25)



2019 VR **Consumer Achievement Award Winner**
Pamela McIntosh - Finance Administrator
Habitat for Humanity (Berkeley/Dorchester) - Employer
*Had been on disability for 10 years stemming from a car accident.
Came to VR at age 65!*

\$3.40

Return on Investment

Every dollar spent on rehabilitation services is recouped in tax payments as rehabilitated consumers enter the workforce and discontinue reliance on public assistance.

76.68%

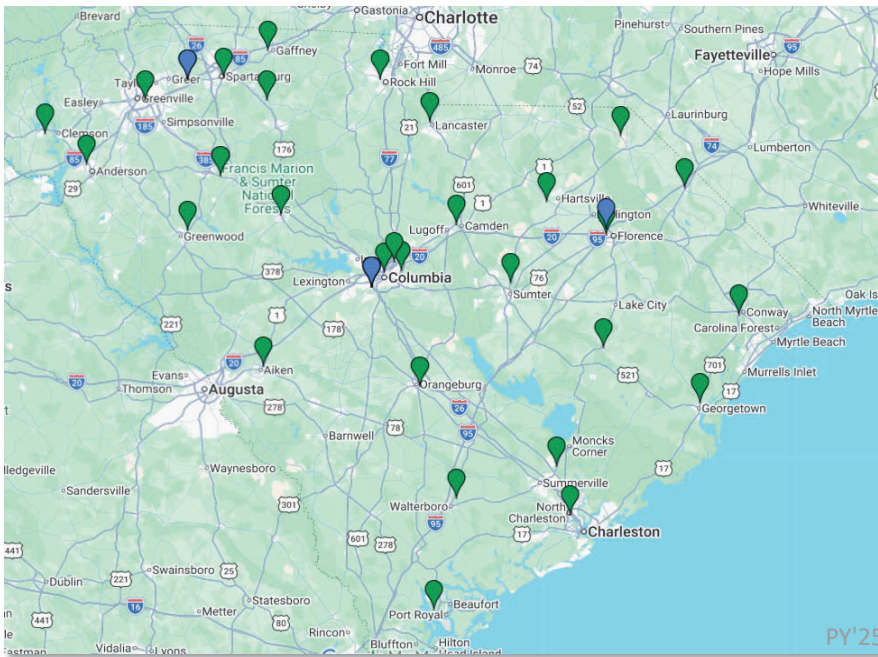
Consumers working 30+ hours weekly

57.68%

Consumers with \$0 income at program entry



From the Upstate to the Lowcountry, and *all across* our great State, SCVRD is a valuable resource for changing the lives of South Carolinians.



- 31 Offices across South Carolina,
- 27 Training centers,
- Toll-free phone access,
- Deaf and hard of hearing services; and,
- For more information, www.scvrd.net.

PY'25 Q3 SWDB - March 31, 2026



The future with the W.R.I.G.H.T. training.

- Dedicated instructors.
- Dedicated classroom.
- Dedicated partnerships.
- Empowered employees.
- Quality Outcomes.



PT 25 Q3 SWDB - March 31, 2026



**Let's go to
work!**

www.scvrd.net



Betsy McWhite
Disability Program Coordinator
Policy and Internal Control Unit SME
1410 Boston Ave.
West Columbia, SC 29170
803-896-4762
emcwhite1@scvrd.net





SWDB MEMBERSHIP APPOINTMENTS



SCWOS MODERNIZATION PROJECT (Phase II: Part II)

Project Sponsor : Nina Stagers
Project Lead: Crystal Ziesemer
Co-Project Lead: Cleveland “Cleve” Wilson
Project Advisor: Zach Nickerson

Meeting Date: 3/31/2026

For: State Workforce Development Board Meeting



SC WORKS

A proud partner of the americanjobcenter network

VISION FOR (FUTURE STATE) SCWOS

Modernize SCDEW Case Management and Labor Exchange technology solutions to provide a seamless user experience for job seekers and employers, improve staff efficiency and experience, provide customers with exceptional services and enhance the digital experience at SCDEW.

GOALS FOR (FUTURE STATE) SCWOS

- 1 Execute System Interoperability:** Ensure SCDEW's systems connect and exchange information with one another and with other partner agencies.
- 2 Develop a 360-Degree View of Customer:** Provide SCDEW staff members a centralized location to capture full picture of an individual or business in the case management process.
- 3 Develop a Seamless User Experience:** Provide a SCWOS user experience that is intuitive, consistent, and seamless.
- 4 Minimize Manually Intensive Processes:** Automate processes currently being executed manually by SCDEW staff.
- 5 Ensure Program Efficacy:** Better understand efficacy of job-seeker support programs across case management and labor exchange systems.

BUSINESS CASE

44



Why are we doing this project?

- Geographic Solutions is currently the vendor for SCWOS.
- DEW's contract with Geographic Solutions will end June 2026* requiring DEW to procure a system vendor to continue maintaining SCWOS.

**...but why
not modernize
the system in
the process!**





SC WORKS

A proud partner of the americanjobcenter network

The Case for Modernization

- The Workforce Innovation and Opportunity Act (WIOA) envisions a customer-centered workforce system that provides efficient access to education and training programs and services using a one-stop model.
- Partners are encouraged to use common intake applications, co-enrollment strategies, and referral procedures that make it easier for individuals to access the network of partners and services represented in the SC Works system.
- Additionally, partners are encouraged to share data for service delivery and reporting purposes.
- Implementation of a modern, integrated case management system will help ensure that individuals and employers have a seamless customer experience and receive the full range of services available through SC Works.

PROJECT IMPORTANT MILESTONES ACCOMPLISHED

- 7/2/2024 **1** Project Began
- 7/17/2024 **2** Submission of SOW & Technical Requirements to SFAA
- 7/31/2024 **3** Initiation Groundwork Internal Kickoff Meeting
- 8/22/2024 **4** Procurement Approval of Shopping Cart
- 9/19/2024 **5** Project Change Request Approved
- 10/7/2024 **6** Session 1 Kickoff Meeting
- 11/12/2024 **7** Roadmap Validation & Socialization
- 12/5/2024 **8** SWDB Executive Briefing of Project's Progress
- 1/15/2025 **9** State Procurement Posts RFP
- 1/17/2025 **10** DGC Kickoff Meeting
- 2/12/2025 **11** Virtual Pre-Proposal Conference
- 4/25/2025 **12** Completion of Process Mapping Interviews
- 5/15/2025 **14** Submission of PAV&V JOF & SOW
- 5/16/2025 **15** Submission Deadline – Bid Opening (for RFP)
- 5/29/2025 **16** DGC Leadership Transition Kickoff Mtg
- 5/30/2025 **17** Completion of OCM CRA Part I and II
- 6/19/2025 **18** Introduction of Reformed DGC Proposal/Plan
- 6/19/2025 **19** Completed Process Questionnaire Workshops
- 7/7/2025 **20** Stood Up DGC Strategy Group
- 7/23/2025 **21** OCM/Project Business Case Completed
- 7/29/2025 **22** Launch OCM Communication Initiatives
- 7/28/2025 **23** Final PAV&V Evaluation & Selection
- 8/11/2025 **24** Intro/Kickoff Mtg for Technical Lead Role
- 8/15/2025 **25** PAV&V Negotiation Ends
- 8/20/2025 **26** Funding Review Cmte. Approve PAV&V Funding

PROJECT IMPORTANT MILESTONES ACCOMPLISHED

- 8/20/2025 **27** Launch/Complete Version 1 of SCWOS OIC
- 8/28/2025 **28** OCM Information Session #1/Kickoff
- 9/1/2025 **29** Completed OCM Change Impact Assessment
- 9/5/2025 **30** SFAA Approve PAV&V JOF
- 9/10/2025 **31** Completed Stakeholder Assessment & Analysis
- 9/11/2025 **32** PAV&V Procurement Ends
- 9/19/2025 **33** PCG Charging Date (for the CM+LX RFP)
- 9/29/2025 **34** Executive Leadership Approve DGC Charter & DORM
- 10/7/2025 **35** Final DGC Charter & DORM Furnished
- 10/7/2025 **36** Re-established DGC Kickoff Mtg.
- 10/7/2025 **37** Completion of Evaluation & Scoring Period
- 10/8/2025 **38** Panel Scoring Meeting after Evaluation Process
- 10/29/2025 **39** Technical Advisory Group Kickoff Meeting

- 10/29/2025 **40** Completion of Process Mapping Workflows
- 11/5/2025 **41** Complete Communication & Engagement Plan
- 11/13/2025 **42** Complete OCM Change Management Plan
- 11/19/2025 **43** Completion of Vendor Demonstrations
- 12/16/2025 **44** Virtual Panel Scoring Meeting after Demos
- 1/5-8/2026 **45** External/ WIOA Partner Re-Engagement Mtgs.
- 03-04/2026 **46** Develop/Furnish Integration Plan
- 03-04/2026 **47** Develop/Furnish Pre-Implementation Plan
- 05-06/2026 **48** Negotiation Planning Ends
- 06/2026 **49** Official Negotiation Ends
- 06/2026 **50** Public Notice of Intent to Award + Post Award
- 06/2026 **51** Phase II: Part II Project Closeout Meeting
- 07/2026 **52** Develop/Furnish Implementation Plan

PROJECT ROADMAP

SCWOS MODERNIZATION PROJECT MILESTONES

FORMERLY THE CASE MANAGEMENT (CM) AND LABOR EXCHANGE (LX) RFP PROJECT



Scan here to view additional information and resources for this project!

WHAT'S HAPPENING NOW?

50

Activity 1

Finalizing

1. Success criteria and performance measures (service level agreements (SLAs))
2. Vendor commitments and gaps
3. Outstanding technical and operational questions
4. Partner requirements

Activity 2

Preparing

1. Structured negotiation points across key categories:
 - a. Functionality & Software/System Configuration
 - b. Integration & Data
 - c. Security & Privacy
 - d. Scheduling & Implementation
 - e. Reporting & Compliance
 - f. Maintenance & Support
 - g. Administrative
 - h. Cost

The current work ensures we:

1. Protect state funding
2. Reduce implementation risk
3. Deliver a system that meets long-term workforce needs

NEXT STEPS

51

Step 1

Enter Formal Negotiations with the Selected Vendor

Step 2

Move to Intent to Award and Contract Execution

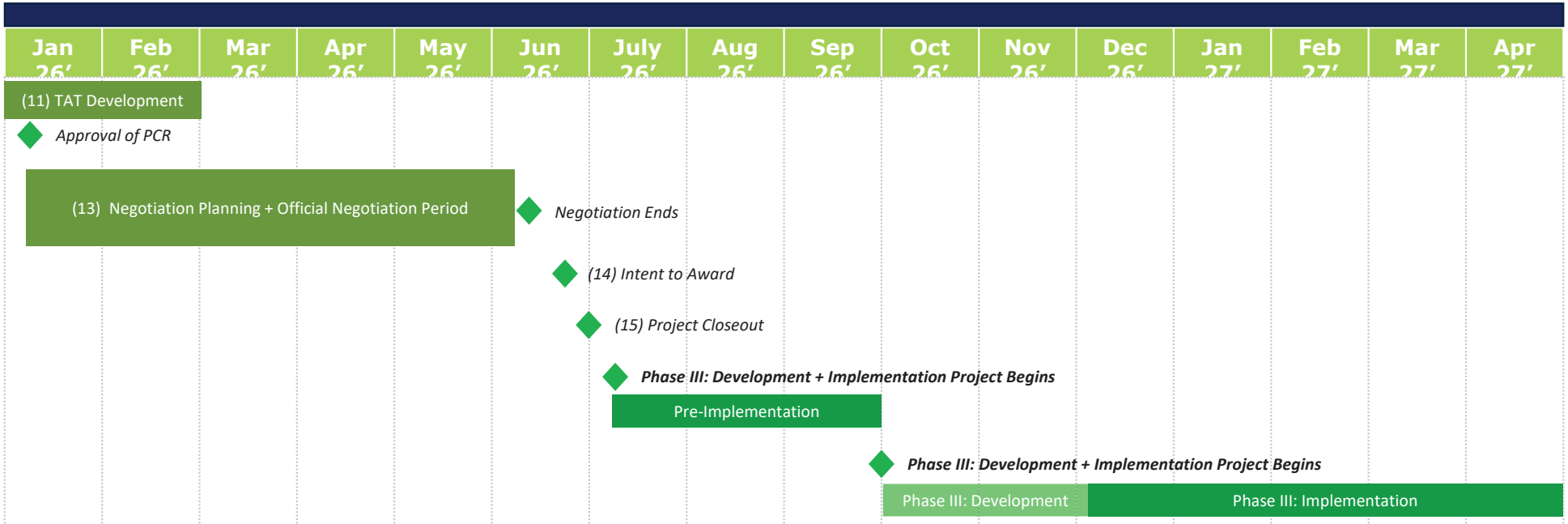
Step 3

Transition Into Pre-Implementation Planning

Step 4

Launch Phase III: Implementation

HIGH-LEVEL PROJECT TIMELINE



Main Deliverables/Milestones

- | | | |
|---|---|---|
| 1. Approval & Signature of Project Change Request (PCR) | 6. Furnish DG Charter, DORM | 11. Establish Technical Advisory Project Team |
| 2. Project Kickoff Meeting | 7. Furnish DG DORM | 12. Develop OCM Strategy & Preliminary Docs |
| 3. Approve + Socialize Roadmap Campaign | 8. Furnish all 25 Process Workflows for SCWOS | 13. RFP Scoring + Negotiation Period |
| 4. Submit Evaluation and Scoring Criteria (11/6/25) | 9. Furnish OCM Preliminary Docs | 14. Intent to Award |
| 5. Issue/Post RFP (on the street 90 days) | 10. Procure Program Assurance, V&V Consultant | 15. Project Closeout |

PROJECT'S SUCCESS METRICS

This implementation's success will be defined by the following metrics:

	Project Goals	Metrics	Baseline	Desired Outcome KPI
1	System Interoperability	Number of external data sharing agreements executed with partner programs external to DEW for SCWOS integration	<ul style="list-style-type: none"> None 	Execute at least 2 (50%) external partner data sharing agreements within one year of "go live" date.
2	360 Degree View of Customer	Number of external data sharing agreements executed with partner programs external to DEW for SCWOS integration	<ul style="list-style-type: none"> None 	<p>Establish a developed roadmap/plan for integration with all the partners.</p> <p>Execute at least 2 (50%) external partner data sharing agreements within one year of "go live" date.</p>
3	Seamless User Experience	Number of SCWOS users that highly rate the system for meeting their needs to find employment or candidates.	<ul style="list-style-type: none"> 63% [833 out of 1327] selected agree or strongly agree 	Increase number of SCWOS users that "agree" or "strongly agree" that SCWOS meets their needs for finding employment or candidates by 12%.
4	Manually Intensive Processes	Number of successful referrals initiated through SCWOS.	<ul style="list-style-type: none"> Partner referrals (non-WIOA and non-DEW) make up 40.8% referrals that did not have an outcome documented. 6,794 referrals were created. 2,049 referrals do not have an outcome documented. 	Decrease partner referrals that don't have a documented outcome by 10%.
5	Program Efficacy	Utilization of reporting and analytic tools.	<ul style="list-style-type: none"> 165 users utilizing both ETAs ETA-9169 = 468 visits from 48 site users (48 users) ETA-9171 = 2,083 visits from 117 site users (117 users) 	Increase utilization of SCWOS reports by 5%.

THE IMPACT | BENEFITS TO SOUTH CAROLINIANS

South Carolina expects to realize the following benefits with the modernization of its current CM/LX system, including but not limited to:

Benef. 1

Gain 360-Degree View

- Gain a 360-degree view of each customer (which includes demographic info., previous interactions with DEW and/or other agencies, trainings, certifications, etc.)
- Understand staff accountability at different customer touchpoints

Benef. 2

Improve Self-Service Capabilities

- Improve self-service capabilities within the CM and LX platform for job seekers, employers, administrators, and staff which will enable faster service delivery and more efficient use of staff resources.

Benef. 3

Improve Integration Capabilities

- Improve integration capabilities to internal systems, external systems, and other partners
- Improved data sharing and reporting across partners
- Provide access to more real time data
- Reduce data quality issues.

Benef. 4

Standardize Business Processes

- Standardize business processes and utilize modern system processes and functionality, where appropriate
- Stronger outcomes tracking and accountability

Benef. 5

Implement Controls

- Implement controls to ensure the privacy and security of data by only allowing the appropriate access-based users and roles.

Benef. 6

Provide a Single Source of Truth

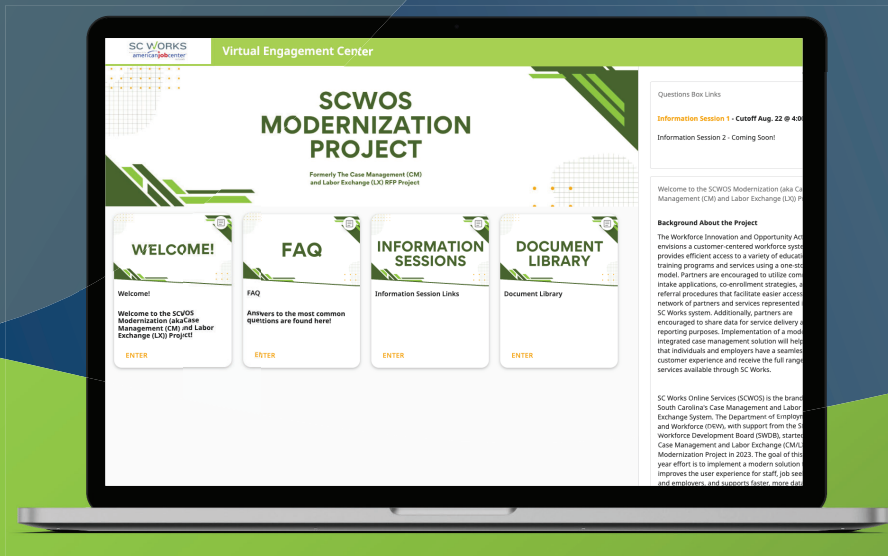
- Provide a single source of truth which can provide accurate and up to date data for ad hoc/requested reporting and planning for recurring monthly, quarterly, and annual reports.

Benef. 7

Enhance User Experience

- Enhance the user experience for stakeholders through an intuitive, easy-to-use platform.
- Better service delivery for job seekers, employers, and staff

SCWOS Modernization Project Online Information Center



The Online Information Center provides one-stop access to information and updates about the project, as well as digital copies of signage, desk aids, and more!



Use the QR code to visit the SCWOS Modernization Project Online Information Center!

[SCWOS Modernization Project](#)

THANK YOU FOR BEING A VITAL PARTNER!

Project Sponsor : Nina Staggers

Project Lead: Crystal Ziesemer

Co-Project Lead: Cleveland “Cleve” Wilson

Project Advisor: Zach Nickerson

Meeting Date: 3/31/2026

For: State Workforce Development Board Meeting



SWDB MEMBERSHIP APPOINTMENTS





SWDB MEMBER ACKNOWLEDGMENT



Thank you for serving SC's Workforce

Clifford L. Bourke, Jr.

James "Jay" Holloway, III.

Michael W. Sexton

Gregory L. Tinnell

Thank you for serving SC's Workforce

"Jay" Holloway, III.





Thank You!

Upcoming Meetings and Events:

**Thursday, June 18, 2026
Q4 Full Board Meeting**