

**Governor's State Workforce Development Board
May 5, 2026, SC Works Management Committee Meeting Minutes**

Members Present:

Mr. J. Warren Snead*
Mr. John Uprichard*
Ms. Darline Graham
Mr. Mike King

Members Absent:

Mr. Gregory C. Clark
Mr. William Floyd

Welcome and Opening Remarks Mr. Warren Snead, Committee Chair

Mr. Warren Snead, SC Works Management Committee Chair, called the meeting to order at 11:00 a.m. A quorum was present.

Approval of February 10, 2026, Meeting Minutes* Mr. Warren Snead

Mr. John Uprichard motioned to approve the February 10, 2026, meeting minutes. The Committee unanimously approved the meeting minutes as submitted.

SC Works Policy Approvals* Ms. Nina Arnone

Ms. Nina Arnone, Workforce Policy and Research Manager, presented three (3) SC Works policies intended to develop and enhance communication, coordination, and collaboration with employers, assess jobseekers and employers' customer satisfaction evaluations, and establish criteria to evaluate the one-stop centers.

- *Integrated Business Services Team:*

The Integrated Business Service Team (IBST) policy requires each Local Workforce Development Board (LWDB) to create an IBST, comprised of WIOA core partners and optional workforce partners, to develop, maintain, and grow business relationships through the SC Works System, with a unified approach reducing redundant outreach and engagement to businesses, improving productivity, and strengthening business engagement. The IBST policy requires LWDB to establish an IBST Coordinator and a quarterly meeting cadence.

Mr. John Uprichard motioned to approve the Integrated Business Services Team policy. Mr. Mike King seconded the motion. The Committee unanimously approved the Integrated Business Services Team Policy as presented, advancing it to the Executive Committee.

- *SC Works Customer Satisfaction Surveys:*

State Instruction Letter 24-02, *SC Works Customer Satisfaction Surveys* provides standardized guidance for statewide customer satisfaction surveys. Change 1, requires customer satisfaction feedback for both jobseekers and employers required for the WIOA Annual Report to be distributed through the SC Works Online Services (SCWOS) using each user's preferred communication method. Standard survey questions for jobseekers and business, provided, address how customers accessed services, what they received, whether they met their goals, awareness of accommodations and language access, satisfaction with SC Works Online Services and staff, and likelihood of recommending SC Works. Local boards may still conduct their own surveys for improvement but no longer need to report them to the state.

**Governor's State Workforce Development Board
May 5, 2026, SC Works Management Committee Meeting Minutes**

Mr. Mike King motioned to approve the SC Works Customer Satisfaction Surveys policy. The Committee unanimously approved the SC Works Customer Satisfaction Surveys policy as presented, advancing it to the Executive Committee.

- *SC Works Certification Standards:*

Every two years, the Workforce Innovation and Opportunity Act (WIOA) requires the State Workforce Development Board (SWDB), in consultation with chief elected officials and Local Workforce Development Boards (LWDBs), to review and update objective criteria and procedures for LWDBs to assess one-stop centers for certifying one-stop centers in three categorical standards: Management, Business Services, and Jobseeker Services. Ms. Arnone provided an overview of the revisions made. LWDBs must submit their completed standards, assessment summary, and certification documentation to DEW by June 30, 2027.

Mr. John Uprichard motioned to approve the SC Works Certification Standards. The Committee unanimously approved the SC Works Certification Standards as presented, advancing it to the Executive Committee. Upon approval by the Executive Committee, the standards will advance to the full board for final approval.

Waiver of State Specific Requirements UpdateMr. Amadeo Geere

In accordance with the State Instruction Letter (SIL) 21-05, Change 1, *Requesting a Waiver of State Specific Requirements*, Mr. Amadeo Geere, Director of Workforce Services, provided an update on waiver requests received during the current program year.

DEW approved the Lowcountry Local Workforce Development Area's waiver request from SIL 17-07, *Conflict of Interest Regarding Entities Performing Multiple Functions*, allowing the Lowcountry Council of Governments to act as the fiscal entity and compete as the one-stop operator through June 30, 2028. The waiver approval supports a cost-effective model that reduces duplicative administrative expenses and streamlines service delivery.

2024-2027 Committee Priority UpdateMs. Pamela Jones

Ms. Pamela Jones provided an update on the Committee's priorities identified in the 2024-2027 SWDB Strategic Plan.

- *Host SC Works partner trainings and information sessions:*

The SC Works partner trainings were branded the SC Works Information Sessions. Completed sessions include the Priority Occupations Tool and the Supply Gap Analysis. The SC Works Learning Management System, funded by SWDB to provide system-specific training rather than outsourcing, is being used to deliver cross-partner training.

- *Develop a memo providing guidance for utilizing the Priority Occupations tool; distribute the memo after the forum:*

**Governor's State Workforce Development Board
May 5, 2026, SC Works Management Committee Meeting Minutes**

A memo providing guidance and best practices for using the Priority Occupations tool on findyourfuture.com was distributed to the SC Works system staff following the SC Works Information Session.

- *Develop Eligible Training Provider List (ETPL) Performance Measures and Expand network of training providers to ensure inclusion of programs that lead to or result in a Priority Occupation:*

The Committee received an update on the Department of Labor (DOL) requirements for the Eligible Training Provider List (ETPL) performance measures. A final vote on the policy will take place in Program Year 2026. To enhance the training network, a new awareness campaign has been launched, featuring brochures and posts on social media platforms.

- *Develop guidance on the delivery of local business services:*

The Integrated Business Service Team (IBST) policy, which the Committee approved, was developed to ensure a unified, coordinated, and consistent approach to business engagement.

These priorities will be revisited in PY26 to align with upcoming State Plan modifications.

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

Mr. Robert Davis, Director of Workforce Strategy, Partnerships, & Innovation, provided an overview of the Workforce Pell Grant program that expands the usage of federal Pell Grant for short-term, eight to fifteen (8-15) weeks, workforce training programs scheduled to begin on July 1, 2026.

Mr. Snead reminded members that the next full board meeting in-person will be held on Thursday, June 18, 2026, at 11:00 a.m. in the Harper Auditorium, Columbia, SC, encouraging SWDB in person attendance.

SWDB staff invites members to share updates on impactful workforce development initiatives, such as training programs, partnerships, job placements, or notable accomplishments from your organization during the current program year (July 1, 2025 - June 30, 2026), by Monday, June 1, 2026, by emailing.

SWDB Staff sent a Save-the-Date for the 2026 Workforce Symposium, which will be held September 1 & 2, 2026, at the Columbia Metropolitan Convention Center.

Meeting adjourned at 11:48 a.m.