

**Governor's State Workforce Development Board
May 14, 2025, SC Works Management Committee Meeting Minutes**

Members Present:

Mr. Warren Snead*
Mr. John Uprichard*
Mr. William Floyd
Mr. Gregory C. Clark
Ms. Darline Graham
Mr. Mike King
Mr. Gregory L. Tinnell

Members Absent:

Welcome and Opening Remarks Mr. Warren Snead, Committee Chair

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

Approval of February 13, 2025, Meeting Minutes* Mr. Snead

Mr. Mike King motioned to approve the February 13, 2025, meeting minutes. Ms. Darline Graham seconded the motion. The Committee unanimously approved the minutes.

Eligible Training Provider List..... Mr. Spencer Rice

One of the SC Works Management Committee's Program Year (PY) 2025 priorities is to develop the baseline performance measurements for SC's Eligible Training Provider List (ETPL). ETPL is a statewide list of training providers and their programs of study that are eligible to receive Workforce Innovation and Opportunity Act (WIOA) funds to provide occupational training services to participants. WIOA case managers utilize the ETPL to assist job seekers in identifying training providers that align with their individualized employment plans and support their employment placement after program completion. To support this priority, Mr. Spencer Rice, the ETPL Coordinator, provided an overview of the ETPL, detailing the requirements providers must meet to qualify as eligible training providers, the current data collected from current providers, and reviewed the PATH site.

Mr. Rice explained that the Local Workforce Development Area approves the training providers before being added to the state's list. Training programs must lead to an industry-recognized certificate or certification, a state or federally recognized license, and, in some cases, in-demand employment, identified on the priority occupations list. Registered apprenticeships are automatically approved for inclusion on the ETPL; however, employers must contact their local or state workforce ETPL Coordinator to be added to the list. For non-registered apprenticeship programs that employers are interested in being added to the list, the employers are put in contact with Apprenticeship Carolina to establish their apprenticeship program formally. Additionally, literacy and GED programs offered by Adult Education can be added to the eligible training provider list if they lead to an earned credential. Mr. Rice noted that training providers can be removed if they do not meet the eligibility requirements and submit the required reporting information.

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The benefits for training providers include referrals for participants, access to WIOA Training funds for Adult and Dislocated Worker participants, and listing on the Palmetto Academic and Training Hub (PATH), scpath.org. This platform can be used by stakeholders, jobseekers, and employers to see SC's approved training providers.

DEW staff is currently reviewing past reports submitted by approved providers. These reports include program description and performance data, WIOA and state-specific performance, along with Department of Labor requirements related to the ETPL. In PY'25, staff will submit recommendations for future key performance indicators to be established by the SC Works Management Committee to measure programmatic success more effectively.

Discussion

- The local areas appear to be using the priority occupations list to identify training providers, as the current ETPL has training programs for priority occupations.
- The state will look at receiving feedback from employers as a future KPI to measure programmatic success. Currently, outcomes from employers are not collected.

Implementation of the Secret Shopper Recommendations..... Ms. Nina Staggers
In PY'23, the Research and Evaluation Group (EvalGroup) conducted the SC Works Secret Shopper Initiative to evaluate the customer experience when interacting with the SC Works system. The initiative's goal was to identify effective practices and areas for improvement.

In PY'24, DEW staff focused on implementing these recommendations to create a more comprehensive and tailored service offering for end consumers. Ms. Nina Staggers, the Assistant Executive Director of Workforce Development, reviewed EvalGroup's recommendations, sharing how these recommendations have been implemented throughout the SC Works system.

The recommendations for statewide implementation, customer satisfaction improvement, and their associated progress are as follows:

Recommendation	Progress
Scale up and implement the program statewide to establish representative baseline data.	On hold until PY'26, allowing at least two full years to implement recommendations before reevaluating centers.
Obtain additional data on the SC Works business customer experience.	DEW distributed a Customer Satisfaction State Instruction Letter (SIL 24-02) on July 31, 2024, outlining guidelines for customer feedback collection, mandatory survey questions, and annual reporting requirements.
Require a universal protocol or checklist for all SC Works center staff to be utilized during a jobseeker's in-person visit.	DEW determined that the Virtual One Stop (VOS) Greeter module serves the purpose of a universal protocol. DEW offers virtual training to center staff on how to utilize the VOS greeter.

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Recommendation	Progress
Require a universal training module for front-end staff on how to engage with job seekers.	DEW is developing and deploying new training content for SC Works center staff through the SC Works Learning Management System. SC Works 101 is in development for distribution in PY'25.
Ensure brochures and the hot jobs board are mentioned and readily available for job seekers.	DEW developed Hot Jobs templates to ensure consistency statewide. On June 28, 2024, a memo was issued outlining how to access and utilize these templates. Existing brochures were assessed and will be reviewed through the WIOA monitoring process.

During the fourth quarter of PY'25, the SC Works Management Committee will begin developing the scope of work for a statewide SC Works Secret Shopper in PY'26.

Other Business/Adjourn.....Mr. Snead
Mr. Snead reminded Committee members that the next SWDB meeting will be held on Thursday, June 19, 2025, at 11:00 a.m. Members are encouraged to attend in person.

Part one of the SC Works Information Sessions, "Beyond the Record" is scheduled for Tuesday, June 3, 2025, at 2 p.m. This discussion will explore the challenges and opportunities facing justice-involved individuals and the future of South Carolina's reentry workforce.

Part two of this session will occur on June 10, 2025, at 2:00 p.m. and will showcase several successful nonprofit reentry programs.

The meeting was adjourned at 12:04 p.m.