

**Governor’s State Workforce Development Board**  
**February 23, 2022 SC Works Management Committee Meeting Minutes**

**Members Present:**

Mr. Warren Snead  
Mr. John Uprichard  
Mr. Dan Ellzey  
Mr. H. Perry Shuping

**Members Excused:**

Mr. Gregory Tinnell

**Welcome and Opening Remarks ..... Mr. John Uprichard, Committee Co-Chair**

Mr. John Uprichard, Committee Co-Chair, called the meeting to order at 11:00 a.m. A quorum was present.

**Approval of Minutes from November 9, 2021\* ..... Mr. Uprichard**

Mr. John Uprichard motioned to approve the November 9, 2021, meeting minutes. Mr. Perry Shuping seconded the motion, and the Committee unanimously approved the minutes. Before approval of the minutes, Ms. Nina Staggers and Mr. Zach Nickerson provided an update on Program Year (PY) 2020 programmatic and fiscal performance, explaining that all five areas that did not meet performance for PY’20 have submitted action plans outlining strategies to achieve performance for PY’21. Staff have reviewed the action plans and are monitoring local areas that did not meet fiscal performance through monthly reporting.

**WIOA State Plan ..... Ms. Jackie Taylor**

Ms. Taylor shared progress and accomplishments on each of the WIOA State Plan priorities established in 2020, which support the SWDB’s vision, mission, and objectives. She explained that states are required to submit a state plan every four years outlining a strategic plan for the state’s workforce system. South Carolina’s WIOA State Plan took effect in July 2020, covering Program Years 2020 through 2023. The state plan includes ten federal workforce programs administered by the following partner agencies: Department of Employment and Workforce, Department of Education, Office of Adult Education, Department of Social Services, Vocational Rehabilitation Department, and Commission for the Blind. States are required to modify their plan every two years. The modification is due March 15, 2022. Pending approval by the Executive Committee, DEW will submit the plan for federal review. There were no questions or discussion on the State Plan modification.

**SC Works Customer Experience ..... Ms. Nina Staggers**

Ms. Staggers provided an overview of the efforts to establish expected levels of service delivery through the SC Works systems as well as processes for assessing customer satisfaction. Ms. Staggers shared PY’20 customer satisfaction data, which reflected an 88% satisfaction rate among job seekers and a 62% satisfaction rate among employers. Three action items were identified to ensure consistency across local workforce areas when assessing customer satisfaction and maintain a high-quality workforce system: (1) develop and implement a statewide Secret Shopper program to gain a better understanding of the customer experience and identify opportunities for improvement; (2) create a measurable continuous improvement plan based on the opportunities and areas of concerns identified through the shopper evaluation; and (3) provide guidance to local areas on the development of customer feedback systems. Ms. Staggers explained that a soft launch of the Secret Shopper program will occur in fall 2022, followed by statewide implementation. Staff will present a funding request to the Executive Committee on March 3, 2022. Pending approval of funding, a vendor will be procured to develop and implement the program. Guidance to local areas

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on developing customer feedback systems will include questions that must be included in all jobseeker and employer surveys to ensure consistency across the state and the ability to compare ratings and establish customer satisfaction reporting requirements. Mr. Uprichard asked for key takeaways from the PY’20 employer surveys and whether there are ‘best in class’ states that South Carolina can model in its customer satisfaction efforts. Mr. Uprichard recommended the utilization of focus groups to gather feedback from employers on the SC Works customer experience.

**Other Business/Adjourn** .....**Mr. Uprichard**  
Mr. Dan Ellzey, Executive Director, Department of Employment Workforce, shared an update on employment and unemployment claims data. Mr. Uprichard reminded Committee members of the upcoming State Workforce Development Board meeting on March 29, 2022, at 11:00 a.m. The meeting adjourned at 11:36 a.m.