



**Executive Committee Meeting
Friday, January 27, 2023 at 11:00 a.m.**

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AGENDA

- I. Welcome and Opening Remarks Mr. Thomas Freeland, SWDB Chair
- II. Request for Funding*Ms. Nina Staggers
- III. Other Business/Adjourn.....Mr. Freeland

*Denotes voting item

Executive Committee Funding Recommendation

The State Workforce Development Board (SWDB) directs the investment of WIOA Governor's Reserve Funds in alignment with state priorities and goals. It is recommended that the SWDB allocate **\$1,810,000** for the following statewide activities.

Individual and Employer Training - \$1,000,000

The SWDB has historically allocated \$1M to \$1.5M for Incumbent Worker Training, which is limited to training employees who have been on the job for six months or more. Expanding the utilization of these funds to include occupational skills training, on the job training, and customized training strategies will provide additional flexibility to local workforce areas, enabling the workforce system to respond to the individual needs of participants and employers. Local areas must use the funds in accordance with state and local policies covering the delivery of training services and are encouraged to align the utilization of training funds to build, retrain, or upskill a local workforce for high-demand occupations and industries.

SC Works Shared Case Management System - \$250,000

WIOA envisions a customer-centered workforce system that provides efficient access to a variety of 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 one-stop. Additionally, partners are encouraged to share data for service delivery and reporting purposes. Implementation of a shared case management system that covers the WIOA core partners, at a minimum, will help to ensure that individuals and employers have a seamless customer experience and receive the full range of services available through SC Works. The funding will be used to procure a consultant for a duration not to exceed 12 months. The consultant will be responsible for gathering and compiling system requirements and making a recommendation to the partners on options for achieving a more integrated system.

SC Works Learning Management System - \$200,000

The SWDB provided funding for SC Works Staff Training. The funding was used to develop SC Works 101, an online introductory course on the organization of the workforce system, the role of SC Works, system partners and customers, and making effective referrals. Since 2018, more than 870 staff have completed the course. Because of the interest in training, the WIOA Core Partners started a Partner Series last year that features a partner overview each quarter. Staff have also facilitated several webinars on regionalism, layoff aversion, and the GED Incentive Program. A learning management system will provide a centralized location for training content and a way for staff and managers to track completion of required training. Relevant and timely training will improve the SC Works customer experience and ensure that all customers receive high-quality service that leads to positive outcomes. Research shows that learning management systems range from \$31,000 to \$60,000. The amount requested will cover the initial implementation and three years of maintenance.

Virtual Engagement Center Staffing - \$360,000

The VEC Center is the first of its kind and was created specifically for South Carolina. This center will offer a virtual solution for both the job seeker and employer who cannot come physically to a brick and mortar SC Works Center. The SC Works virtual staff will provide online communication with the customers through a 'live chat' function to answer questions and send information requested in real time. The plan is for the VEC Center to be open five days a week for hours that are equivalent to current SC Works Comprehensive Centers. To ensure that we meet the goals of the VEC center, we are asking for funding to hire three temporary staff to run the 'live chats.' If approved, we will hire one temporary staff and evaluate the usage of the VEC center before moving forward to hire the

additional staff. Temporary staff will be trained by program coordinators and be provided guides on answering chats. Funding will cover salary and fringe benefits for three temporary grant staff for three years.

Total - \$1,810,000