State Workforce Development Board Meeting
Tuesday, June 25, 2024, at 11:00 a.m.

Join on your computer or mobile app
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Meeting ID: 295 311 742 745
Passcode**:** VdSwVn

Or call in (audio only)
+1 803-400-6195
Phone Conference ID: 386 734 975#

AGENDA

I.	Welcome and Opening Remarks	Mr. Thomas Freeland, SWDB Chair
II.	Director's Report	Mr. William Floyd
III.	Approval of Minutes from March 28, 2024*	Mr. Freeland
IV.	SC Works Certification Standards*	Mr. Adam Paige
V.	High-Performance Board Incentive*	Ms. Pamela Jones
VI.	Shared Case Management Phase II Update	Gartner Consulting, Inc.
VII.	SWDB Member Recognition	Mr. Freeland
VIII.	Other Business/Adjourn	Mr. Freeland

*Denotes voting item

4th Quarter SWDB Progress Report

April 1 – June 30, 2024

Board Development Committee

During the Q4 committee meeting, the Board Development Committee reviewed the Committee's PY'23 priorities activities and status:

- *Coordinate Diversity, Equity, and Inclusion Training:*
  - SWDB members participated in the DE&I training on October 5, 2023. This priority was carried over from PY'22.
- *Develop an initiative to recognize High-Performing Local Workforce Development Board:*
  - The Committee developed the High-Performance Board Incentive Award to recognize LWDB(s) that achieve required performance levels and whose innovative practices align with State Board priorities.
  - During the Q4 meeting, the Committee reviewed the criteria for the Incentive Award, voting unanimously for the incentive to be awarded annually and advancing the High-Performance Incentive Award to the Executive Committee.
- *Support and Encourage Participation in 2023 Workforce Development Month Activities and the Workforce Development Symposium:*
  - The Symposium had record attendance. During the Symposium, the SWDB awarded 12 Workforce Hero Awards. SWDB members participated in the voting process for the SC@Work: Photo Contest winner(s).
- *Distribute SWDB Satisfaction Survey:*
  - The SWDB Satisfaction and Board Development Survey will be distributed to Local Workforce Development Board (LWDB) members to gather feedback and input on strategies to improve communication and collaboration between the state and local boards. The final survey will be presented during the Executive Committee and distributed to all SWDB and LWDB members on June 7, 2024.

Committee on Workforce Innovation

- Mr. Tom Allen, Chief Technology Officer of the Office of Regulatory Staff, reviewed the SC Digital Equity Plan. The plan's five goals for digital opportunity in SC are Broadband Affordability, Device Availability and Affordability, Digital Literacy, Online Privacy and Cybersecurity, and Online Accessibility and Inclusion for Everyone.

- During the Q4 committee meeting, the Committee reviewed its PY'23 priorities and status:
  - *Shared Case Management System to Support Intake, Referral, and Co-enrollment:*

        - SWDB allocated $250,000 for a feasibility study to assess an integrated case management system across WIOA Core Program Partners. Results were shared during the Q2 full SWDB meeting. Additionally, $69,200 was allocated for Phase II in the third quarter of PY'23 to develop the scope of work for the Case Management and Labor Exchange solicitation and to conduct market engagement.
    - *Investments for In-Demand Training:*
        - SWDB has allocated $2 million to expand Incumbent Worker Training, allowing the workforce system to provide training based on the needs of participants and employers. Local workforce areas received $1,999,888 in training grant awards.
    - *Career Exploration and Training through Virtual Reality:*
        - Identifying opportunities to expand the utilization of virtual reality for training and career explanation is an ongoing priority. One example identified during the program year was The EmpowerU: Futures Unlocked Model, in which youth at the Department of Juvenile Justice (DJJ) utilize VR for career exploration.

SC Works Management Committee

- Mr. Adam Paige, Director of Workforce Initiatives, presented the SC Works Certification Standards revisions and public comments received. The SC Works Management Committee voted unanimously to accept the proposed revisions to the SC Works Certification Standards, advancing this item to the Executive Committee.
- During the Q4 committee meeting, the Committee reviewed the PY'23 priorities activities and status:
    - *SC Works Customer Service (Secret Shopper)*:
        - The SC Works Secret Shopper Initiative was deployed during PY'22 to increase the use of the SC Works system by businesses and job seekers. The EvalGroup shared the findings during the first quarter's Executive Committee meeting. The findings and recommendations were incorporated into the SC Works Certification Standards.
    - *SC Soft Skills Certificate:*
        - The SC Professional Skills Certificate, developed in partnership with WIN Learning, will be awarded to individuals who successfully complete and pass the WIN Essential Soft Skills and Digital Literacy Assessments.
        - In October 2023, the WIN Career Readiness Initiative was launched to increase employer interest in recognizing the SC Professional Skills Certificate as a value-added asset for job applicants.
    - *Investments for In-Demand Training:*

- The SWDB has allocated $2 million to expand Incumbent Worker Training, allowing the workforce system to provide training based on the needs of participants and employers. Local workforce areas received $1,999,888 in training grant awards.

- *SC Works/Staff Training Learning Management System:*
  - The Learning Management System (LMS) will provide a centralized location for training content and include functionality to track the completion of required training. Implementation of the LMS is expected to occur during the current calendar year.

Executive Committee

- Mr. Adam Paige reviewed the recommended updates to the SC Works Certification Standards. The Executive Committee voted unanimously to approve the changes, advancing the Standards to the full board for final approval.
- Ms. Pamela Jones presented the criteria for the High-Performance Board Incentive Award created by the Board Development Committee. The Executive Committee unanimously approved the creation of the award, moving it to the full board for final approval.
- Ms. Jones reviewed the expanded SWDB/LWDB survey, which was crafted to increase engagement between the SWDB and LWDBs. The final survey was distributed to SWDB and LWDB members on Friday, June 7, 2024.

Upcoming Meetings

1st Quarter (July – September 30, 2024)		
Thursday, August 01	**11:00 a.m.**	**Board Development**
Wednesday, August 07	**11:00 a.m.**	**Workforce Innovation**
Thursday, August 22	**11:00 a.m.**	**SC Works Management**
Thursday, September 05	**11:00 a.m.**	**Executive**
Thursday, September 12	**9:00 a.m. – 4:00 p.m.**	**2024 Workforce Development Symposium & Workforce Heroes Award Ceremony**

Governor's State Workforce Development Board
March 28, 2024, State Workforce Development Board Meeting Minutes

MEMBERS PRESENT:		MEMBERS ABSENT:
Mr. Thomas Freeland	Mr. Pat Michaels	Mr. Cliff Bourke, Jr.
Mr. William Floyd	Ms. Elaine Morgan	Dr. Tim Hardee
Ms. Valerie Richardson	Ms. Swati Patel	Ms. Felicia Johnson
Mr. Charles Brave, Jr.	Mr. Tyler Servant	Rep. Randy Ligon
Mr. Gregory C. Clark	Mr. Michael W. Sexton	
Ms. Susan Cohen	Dr. Windsor Sherrill	
Col. Craig Currey	Mr. Warren Snead	
Ms. Darline Graham	Mr. Gregory L. Tinnell	
Mr. Chris Hall	Mr. John Uprichard	
Mr. Jay Holloway	Sen. Ross Turner	
Mr. Mike King		

Welcome and Opening Remarks ..... Mr. Thomas Freeland, SWDB Chair
Chairman Thomas Freeland called the meeting to order at 11:00 a.m. A quorum was present.

Chairman Freeland encouraged SWDB members and guests to review the 3rd Quarter Progress Report in the meeting packet.

Approval of Minutes from December 12, 2023* .....Mr. Freeland
Mr. Charles Brave, Jr. motioned to approve the December 12, 2023, meeting minutes. Col. Craig Currey seconded the motion. The SWDB unanimously voted to approve the meeting minutes.

PY'23 Interim Funding Recommendation* ..... Ms. Nina Staggers
Ms. Nina Staggers, Assistant Executive Director of Workforce Development, presented an interim funding recommendation of $84,500 for PY'23.

- *2024 Workforce Development Symposium Sponsorship Fee - $15,000:* The funding will be used for the 2024 Workforce Development Symposium sponsorship fee. The Symposium will be held on September 12, 2024, at the Columbia Metropolitan Convention Center.

- *Phase II Implementation of the Shared Case Management System Project - $69,200:* In November of 2023, Gartner Consulting completed the feasibility study to evaluate options for an integrated case management system across WIOA Core Program partners, resulting in a phased plan to modernize the State's case management and labor exchange systems. Phase II of the Shared Case Management System Project involves developing the scope of work for vendor/product solicitation. The funding requested will support the preparation of the scope of work and functional requirements, including interoperability across programs and partners, for the case management and

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labor exchange solicitation and support for market engagement. Phase II will be completed by the end of the program year.

Mr. Gregory Tinnell motioned to approve the PY'23 interim funding recommendations. Mr. John Uprichard seconded the motion, and the committee unanimously approved the funding recommendation.

2024 WIOA Combined State Plan*.....Ms. Staggers
The Workforce Innovation and Opportunity Act (WIOA) requires each state to submit a strategic plan for the workforce system every four years. Ms. Staggers provided an overview of the SC 2024 WIOA Combined State Plan, outlining the plan's vision, goals, and strategies.

South Carolina submits a Combined State Plan divided into two content areas: Strategic Planning Elements and Operational Planning Elements. The plan covers 11 programs, including six WIOA Core Programs plus TANF, SNAP E&T, JVSG, TAA, and the Senior Community Service Employment Program.

The WIOA State Plan adopted the vision and mission outlined in the draft of the Unified State Plan. The plan identified four objectives and strategies aligned with the themes of alignment and coordination, access to skills and credentials of value, removing barriers or obstacles to employment, and leveraging historic infrastructure investments:

- Objective 1: Develop and create an effective customer-driven workforce system through the alignment of programs and policies, the use of leading-edge technology, and high-quality staff.
- Objective 2: Prepare jobseekers for high-wage, high-growth, high-demand, high-mobility/retention (4H) occupations (now referred to as priority occupations) through relevant training and skills acquisition and match jobseekers to open employer positions.
- Objective 3: Improve the education and workforce infrastructure network to decrease barriers to work in order to improve recruitment and retention of workers, which is necessary to maintain economic development competitiveness.
- Objective 4: Create alignment between the workforce development system and the state agencies and organizations directing implementation of the IIJA, IRA, and CHIPS and Science Act funding.

Ms. Staggers reviewed the comments received from 11 organizations during the public comment period from February 13 through March 20, 2024. A copy of the public comments and responses is available in the SWDB Portal.

The WIOA Combined State Plan is due by April 5, 2024. Implementation will begin in July 2024.

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Mr. Charles Brave, Jr. motioned to approve the SC 2024 WIOA State Plan. Ms. Valerie Richardson seconded the motion, and the SWDB unanimously approved the SC 2024 WIOA State Plan.

Director's Report ..... Mr. William Floyd
Mr. William Floyd, Executive Director, SC Department of Employment and Workforce, presented the state's employment situation, including employment rates and current agency projects. His presentation covered the following points:

- As of February 2024, 2,396,234 individuals were employed in South Carolina. The unemployment rate for February was 3.1%, which is significantly lower than surrounding states and the national unemployment rate.
- South Carolina's Labor Force Participation Rate is 57.1%, a decrease of 0.1% from January 2024.

Mr. Floyd provided an update on DEW's ongoing rural initiative to ensure DEW and SC Works services are accessible to job seekers in Tier III and IV counties and underserved areas. The SC@Work Rural Connections Initiative is in Phase II of this initiative focusing on outreach with the introduction of the Rural Outreach Team, led by Rural Initiatives Manager Charles Myers. The state's four workforce regions have dedicated Rural Outreach Coordinators and Specialists, ensuring that the SC Works Career Coach effectively serves high-priority unemployed populations. A second SC Works Career Coach is in procurement to increase its outreach capability.

Through Act 67, the Statewide Education and Workforce Development Act, 12 Regional Workforce Advisors (RWAs) transitioned from the S.C. Department of Commerce to DEW. RWAs are connection points between students, the education system, and employers, participating in job fairs, career exploration, and employer outreach.

Mr. Floyd noted DEW's current and upcoming initiatives beginning in April with Second Chance Month, introducing the Second Chance Initiative and DEW's collaboration with the South Carolina Department of Corrections to help returning citizens learn specific trades or skills prevalent in high-need occupations. Other upcoming initiatives are Graduation Month, Workforce Development Month, Disability and Manufacturing Month in October, and Veterans Month.

Legislative Update.....Ms. Ellen Andrews-Morgan
Ms. Ellen Andrews-Morgan, Director of Governmental Affairs, provided a legislative update highlighting relevant workforce, education, and economic development activity.

Ms. Andrews-Morgan noted that the General Assembly created two workforce-related committees: the Special Joint Committee to Study Childcare to address childcare availability and affordability, Chaired by SWDB member, Senator Ross Turner and Representative Shannon Erickson, and the House Committee on Artificial Intelligence, Cybersecurity and Cyber Crimes. The FY 2024-2025 budget includes tuition grants, SC WINS (Workforce Industry Needs

Scholarships), port expansion, and a systemic review of the state's 33 public institutions of higher education.

Other proposed legislation includes:

- *Read to Succeed Act No. 114 (S. 418)* – Amendments to reinforce "the Science of Reading" emphasizing retaining lower-performing students in elementary grade levels.
- *SC Nexus for Advanced Resilient Energy* – This bill creates the SC Nexus office within the Department of Commerce to facilitate and implement the SC Nexus Plan for Global Leadership in Advanced Resilient Energy.
- *Computer Science Education Initiative Act (H. 4702)* – This bill creates a statewide Computer Science Education plan to expand and enhance computer science education in public high schools.
- *South Carolina STEM Opportunity Act (H. 4703)* - Establish the South Carolina Science, Technology, Engineering, and Mathematics (STEM) Coalition, Chaired by Director William Floyd.
- *Technical College Credits for Veterans (H. 5105)* - Directs the State Board for Technical and Comprehensive Education to adopt a policy that recognizes and awards credentials and college credit for courses and experiences completed in the military.
- *Unemployment Insurance Indexing (H. 4710)* – Sets maximum duration of unemployment insurance benefits between 12 and 20 weeks.
- *Apprenticeship Credit (S.* 557) – Increases the amount of Apprenticeship Income Tax Credit to $1,000 or the cost of the apprenticeship.

Other Business/Adjourn.....Mr. Freeland
Chairman Freeland advised members and guests that Dr. Windsor Sherrill will present 'Training the Workforce of Tomorrow and Investing in the PEOPLE of South Carolina' at the 2024 Tire Conference on April 23, 2024. He also reminded members that the next SWDB meeting is scheduled for June 25, 2024, at 11:00 a.m.

SWDB members were invited to join the Midlands SC Works Center Tour following the adjournment of the meeting.

The meeting adjourned at 12:38 p.m.

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P.O. Box 995
1550 Gadsden Street
Columbia, SC 29202
dew.sc.gov

Henry McMaster
Governor

William H. Floyd, III
Executive Director

To: Local Workforce Area Signatory Officials
Local Workforce Area Board Chairs
Local Workforce Area Administrators

From: State Workforce Development Board

Subject: **High-Performance Board Incentive Award**

Date: June xx, 2024

The Workforce Innovation and Opportunity Act (WIOA) authorizes the use of funds reserved by the Governor for statewide employment and training activities. The State Workforce Development Board (SWDB) directs the investment of these funds in alignment with state priorities. To recognize and incentivize Local Workforce Development Boards (LWDB) for their leadership and support of the state's workforce system through innovative practices, the SWDB has approved the development of a High-Performance Board Incentive Award.

A high-performing LWDB provides leadership to the local workforce development system, oversees opportunities to strengthen and build the local area's workforce and economic capacity, and leads alignment with the state's education and workforce systems to meet the needs of employers and job seekers.

Incentive Award Eligibility

To be eligible, the LWDB must:

- ✓ Meet Federal Requirements, WIOA Primary Indicators of Performance, and State-Specific Performance Measures.
- ✓ Promote regionalism through the use of multi-area strategies.
- ✓ Employ innovative practices aligning with one or more of the State Plan Goals/Objectives:
  - Develop and create an effective customer-driven workforce system through alignment of programs and policies, the use of leading-edge technology, and high-quality staff.
  - Prepare job seekers for high-wage, high-growth, high-demand, and high-mobility/retention (4H) occupations through relevant

training and skills acquisition, and match job seekers to open employer positions.

- Improve the education and workforce infrastructure network by decreasing obstacles to work in order to improve recruitment and retention of workers, which is necessary to maintain economic development competitiveness.

Innovative practices or initiatives may be identified by the following criteria:

Initiative is, or will be, implemented in partnership with other education, workforce, economic development, social service, or non-profit entities.	The lead entity is a LWDB or a LWDB's service provider.
Initiative focuses on creating talent pipelines in high-growth, high-demand industries.	
Initiative targets priority populations and/or underserved communities.	The LWDB is willing to assist other LWDBs or entities with implementing the promising practice.
Initiative met or exceeded target outcomes or is on track to do so.	

Application and Evaluation

Application instructions will be sent to LWDAs at the end of Program Year 2024.

High-Performance Board Incentive Award(s) will be provided to the selected area(s) through a reimbursement grant. The LWDBs must complete all activities within a period of performance not to exceed 12 months from the date of award. **This deadline will not be extended.**

Incentive Payment Information

During Program Year 2025, LWDBs who meet specific requirements will receive at least $50,000 in High-Performance Board Incentive Awards based on their Program Year 2024 activities.

Questions may be directed to SWDB@dew.sc.gov.

Welcome
South Carolina
WORKforce
Development Board
Members
SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce
"The Workforce Agency"

STATE WORKFORCE DEVELOPMENT BOARD MEETING

JUNE 25, 2024

AGENDA

South Carolina WORKFORCE Development Board

I. WELCOME AND OPENING REMARKS

II. DIRECTOR'S REPORT

III. APPROVAL OF MINUTES FROM MARCH 28, 2024*

IV. SC WORKS CERTIFICATION STANDARDS*

V. HIGH-PERFORMANCE BOARD INCENTIVE*

VI. SHARED CASE MANAGEMENT SYSTEMS PHASE II

VII. MEMBER RECOGNITION

VIII. OTHER BUSINESS/ADJOURN

DIRECTOR'S REPORT

South Carolina
WORKFORCE
Development Board

State Workforce Development Board

Tuesday, June 25th

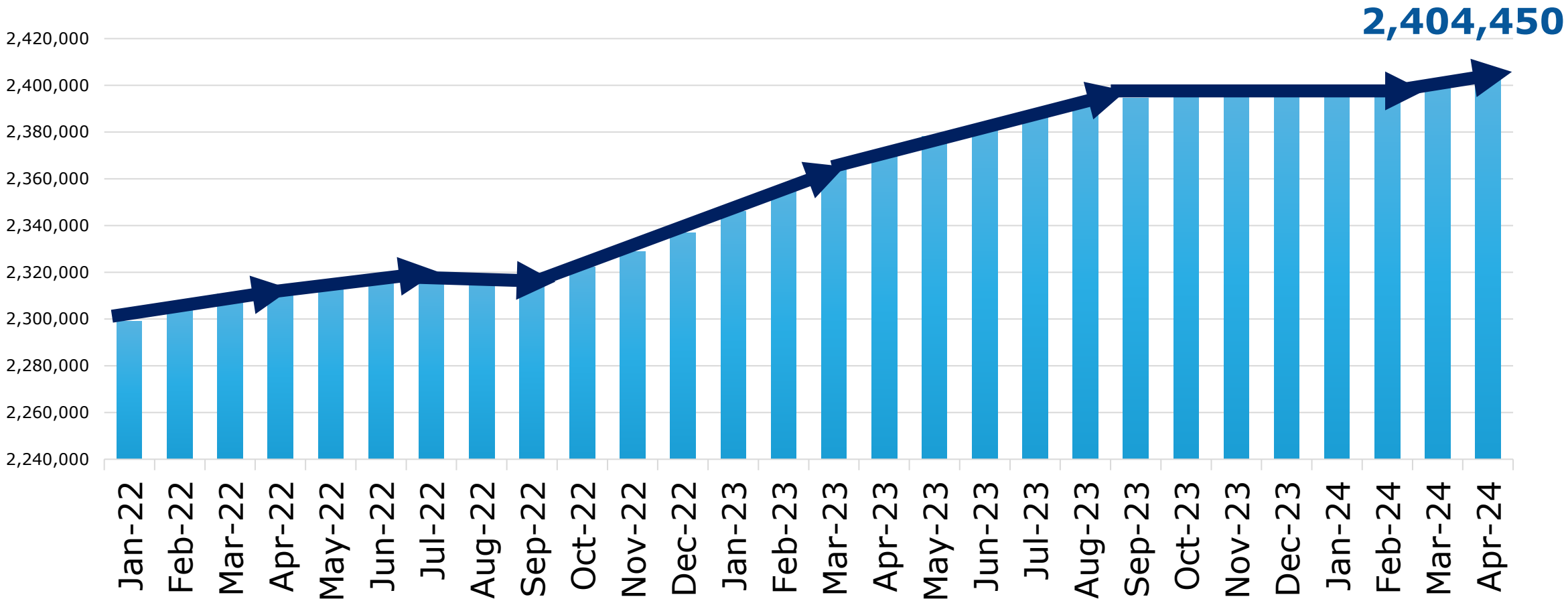
Speaker:

William Floyd, Executive Director

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

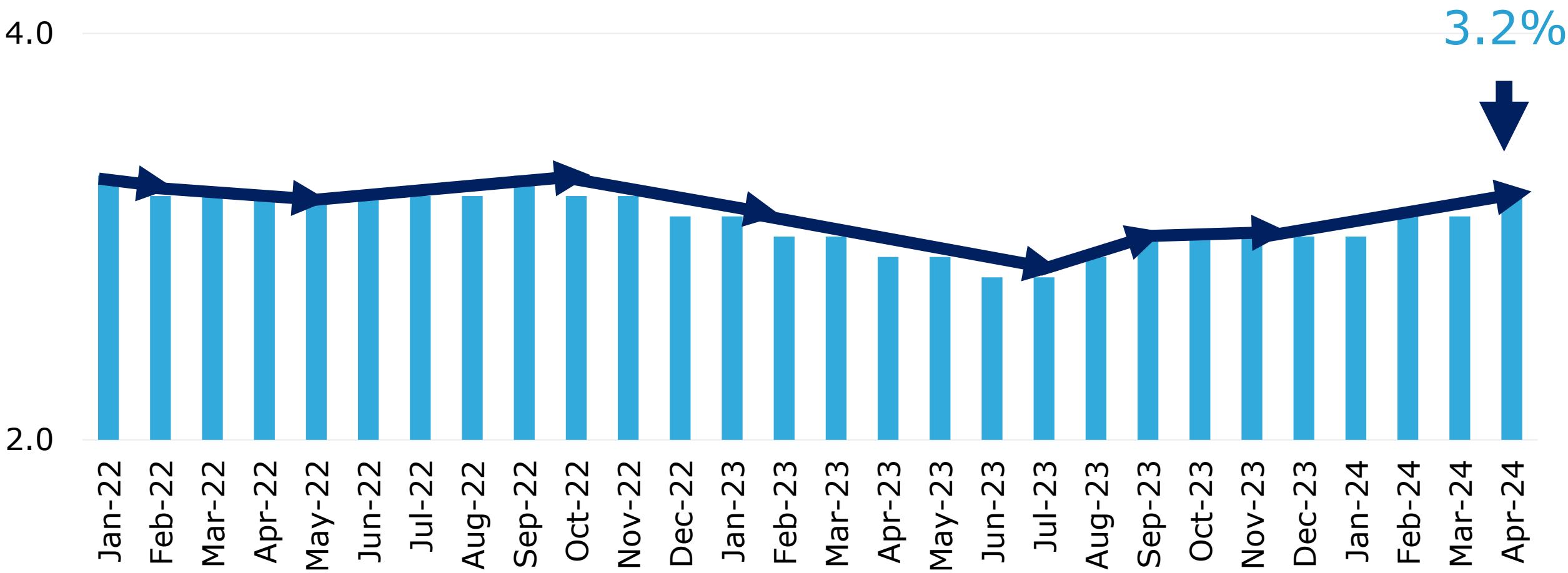
Number of People Working

2022-Present



Unemployment Rate

2022-Present Seasonally Adjusted



SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

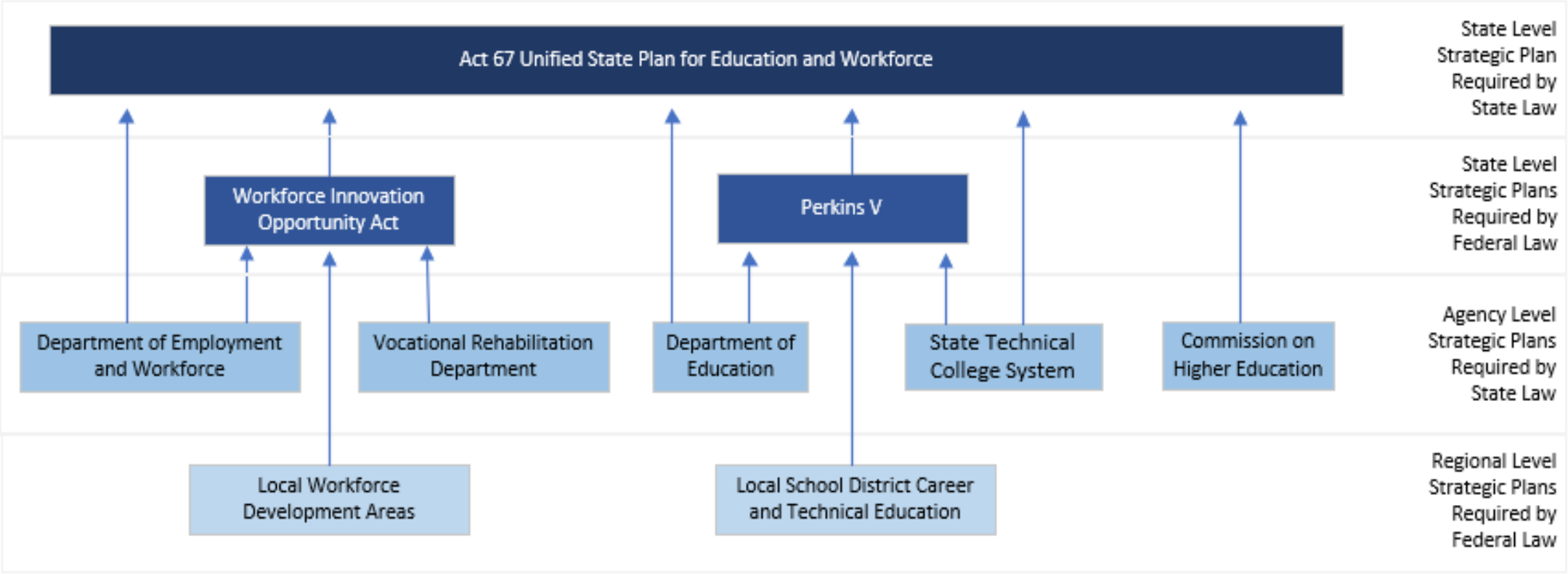
Coordinating Council for Workforce Development (CCWD)

The CCWD's unified vision aligns and enhances the state's education and workforce system to help meet the immediate and future needs of industry workforce demands and economic development commitments of this state.

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

The Unified State Plan (USP)

The USP is the road map for education and workforce development in the state. The Workforce and Innovation Opportunity Act will contribute greatly to the mission and vision of the USP by being an integral part of that process. The State Workforce Development Board will help facilitate those initiatives across the state.



Plan and Metrics

Vision Achieve and sustain South Carolina's workforce potential.

Mission Through collaboration and coordination, align and enhance South Carolina's education and workforce system so that is readily accessible, highly effective, and easily understandable.

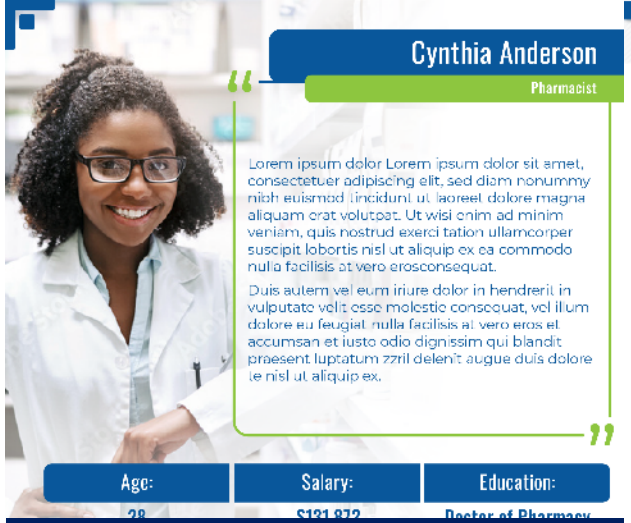
Awareness

Skills

Obstacles

Explore SC@WORK

EXPLORE · SC@WORK · EST. 2024 · EXPLORE



SOCIAL

FLYER

WEBSITE

Rural Initiatives Team Impact

SC@WORK
RURAL CONNECTIONS

Events	122 Rural Events
Employers	715 Employers
Attendees	4,252 Attendees
Follow Ups	1,747
Potential Hires	1,324

Thank You

SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

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.

APPROVAL OF MEETING MINUTES*

South Carolina WORKFORCE Development Board

APPROVAL OF MEETING MINUTES FROM MARCH 28, 2024*

South Carolina Workforce Development Board

Governor's State Workforce Development Board
March 28, 2024, State Workforce Development Board Meeting Minutes

MEMBERS PRESENT:		MEMBERS ABSENT:
Mr. Thomas Freeland	Mr. Pat Michaels	Mr. Cliff Bourke, Jr.
Mr. William Floyd	Ms. Elaine Morgan	Dr. Tim Hardee
Ms. Valerie Richardson	Ms. Swati Patel	Ms. Felicia Johnson
Mr. Charles Brave, Jr.	Mr. Tyler Servant	Rep. Randy Ligon
Mr. Gregory C. Clark	Mr. Michael W. Sexton	
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Mr. Chris Hall	Mr. John Uprichard	
Mr. Jay Holloway	Sen. Ross Turner	
Mr. Mike King		

Welcome and Opening Remarks .....Mr. Thomas Freeland, SWDB Chair
Chairman Thomas Freeland called the meeting to order at 11:00 a.m. A quorum was present.

Chairman Freeland encouraged SWDB members and guests to review the 3rd Quarter Progress Report in the meeting packet.

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PY'23 Interim Funding Recommendation*.....Ms. Nina Staggers
Ms. Nina Staggers, Assistant Executive Director of Workforce Development, presented an interim funding recommendation of $84,500 for PY'23.

- *2024 Workforce Development Symposium Sponsorship Fee - $15,000:* The funding will be used for the 2024 Workforce Development Symposium sponsorship fee. The Symposium will be held on September 12, 2024, at the Columbia Metropolitan Convention Center.

- *Phase II Implementation of the Shared Case Management System Project - $69,200:* In November of 2023, Gartner Consulting completed the feasibility study to evaluate options for an integrated case management system across WIOA Core Program

SC WORKS CERTIFICATIONS STANDARDS*

South Carolina WORKFORCE Development Board

SC Certification Standards Updates: Program Year 2024

Presentation Overview

- Recap of Timeline
- Management Standards Revisions
- Business Standards Revisions
- Job Seeker Standards Revisions
- Comments received during Comment Period
- Summary
- Next Steps

Recap of Timeline

Timeframe	Activity
January – March 2024	DEW Staff reviewed the Program Year 2021 SC Works Certification Standards to identify potential opportunities to update the current state guidance.
April 2024	The revised Certification Standards were distributed for comment to the Local Workforce Development Areas from April 1st – April 8th, 2024.
May 2024	The revised Certification Standards and comments received will be presented to the SC Works Management Committee for consideration to advance to the Executive Committee.

Management Standards: Revisions

First Revision

Current Language: The LWDA has a current SC Works Operational Plan.

Proposed Revision: The LWDA has a current Combined Operational and Business Engagement (COBE) Plan.

Second Revision

Current Language: Providing functional oversight to all staff, within the confines of each program and agency requirements and goals.

Proposed Revision: Providing effective coordination of staff, within the confines of each program and agency requirements and goals.

Third Revision

Current Language: Resource room staff are trained in customer service and can demonstrate knowledge about the full range of center and workforce system resources.

Proposed Revision: All staff providing assistance in the resource room are trained in customer service and can demonstrate knowledge about the full range of center and workforce system resources.

Business Service Standards: Revisions

First Revision

Current Language: The Business Services Team operates from a written LWDB business engagement plan that is designed according to business needs and that supports the vision of the LWDB.

Proposed Revision: The Business Services Team operates from a COBE Plan that is made available to all Integrated Business Service Team.

Second Revision

Current Language: The Business Services Team targets and serves businesses according to the LWDB Business Engagement Plan.

Propose Revision: The Business Services Team targets and serves businesses according to the COBE Plan.

Third Revision

Current Language: The LWDA Business Engagement Plan outlines the survey tools, methods and protocols used to implement the employer feedback system

Proposed Revision: The LWDA COBE Plan outlines the survey tools, methods and protocols used to implement the employer feedback system.

Fourth Revision:

Current Language: The LWDA disaggregates the data for analysis and action by the LWDA.

Proposed Revision: The LWDA disaggregates the data for analysis and action.

Job Seeker Standards: Revisions

First Revision

Current Language – The SC Works center has implemented a job seeker feedback system that measures job seeker outcomes and satisfaction. Survey tools, methods and protocols are outlined in writing.

Proposed Revision – The SC Works center has implemented a jobseeker feedback system that measures job seeker outcomes and satisfaction. Survey tools, methods, and protocols are outlined in writing. The LWDA disaggregates the data and shares the data with appropriate partners for timely analysis and action.

Second Revision

Current Language – The SC Works center encourages job seekers to utilize virtual services, as appropriate, which may include web-based assessments and career planning tools, job search and job readiness assistance, applying for unemployment benefits, and access to a wide range of job search engines and job boards.

Proposed Revision – The SC Works center encourages job seekers to utilize virtual services, as appropriate, which may include the Virtual Engagement Center (VEC), web-based assessments and career planning tools, job search and job readiness assistance, applying for unemployment benefits, and access to a wide range of job offerings found in SCWOS.

Comments Received – No. 1 and No. 2

Comments Received	Section of Certification Standards	Revision(s) to the Certification Standards
COMMENT #1: Why was functional supervision changed to coordination?	Management Standards	No revisions made
COMMENT #2: Under one of the baseline measures on Management Standard # 2, "functional oversight" changed to "effective coordination of staff" between the last version of the standards and this draft version. Please provide additional clarification for this change.	Management Standards	No revisions made

Comments Received – No. 3 and No. 4

Comments Received	Section of Certification Standards	Revision(s) to the Certification Standards
COMMENT #3: Who does/where is the Career Services Provider training offered?	Management Standards	No revisions made
COMMENT #4: Under one of the baseline measures on Management Standard #3, "Career Development Facilitator training" changed to "Career Services Provider (CSP) training". Please provide additional information on this training and the reason for this change.	Management Standards	No revisions made

Comments Received – No. 5 and No. 6

Comments Received	Section of Certification Standards	Revision(s) to the Certification Standards
COMMENT #5: So many visiting the resource room are coming in for UI help and there isn't a UI presence so staff should be trained well on UI.	Management Standards	No revisions made
COMMENT #6: Under one of the baseline measures on Management Standard #3, a change was made from resource room staff to "all staff providing assistance in the resource room". We have concerns about the level of UI assistance that all staff can provide in the resource room. What is expected related to UI?	Management Standards	No revisions made

Comments Received – No. 7 and No. 8

Comments Received	Section of Certification Standards	Revision(s) to the Certification Standards
COMMENT #7: On Jobseeker Standard #1, a new baseline measure was added. Please provide additional information for what new expectations there are around survey data and analysis.	Job Seeker Standards	No revisions made
COMMENT #8: Regarding the resource room, recommendation was made to require 2 individuals in the resource room rather than 1 due to volume a lot of the time.	Job Seeker Standards	No revisions made

Summary

- Nine revisions were incorporated into the Management Standards Section.
- Five revisions were incorporated into the Business Service Standards Section.
- Three revisions were incorporated into the Job Seeker Standards Section.

Next Steps

- Once approved, the state instruction letter will go out with new guidance to the LWDAs.
- **Local Workforce Development Boards are required to certify SC Works centers by June 30, 2025.**

Thank You

Any Questions?

HIGH-PERFORMANCE BOARD INCENTIVE*

South Carolina WORKFORCE Development Board

INCENTIVE AWARD ELIGIBILITY

FEDERAL MEASURES, WIOA PRIMARY INDICATORS OF PERFORMANCE AND STATE-SPECIFIC PERFORMANCE MEASURES.

PROMOTE REGIONALISM

EMPLOY INNOVATIVE PRACTICES ALIGNING WITH ONE OR MORE OF THE STATE PLAN GOALS

South Carolina WORKFORCE Development Board

INNOVATIVE PRACTICES OR INITIATIVES MAY BE IDENTIFIED BY THE FOLLOWING CRITERIA:

Initiative is, or will be, implemented in partnership with other education, workforce, economic development, social service, or non-profit entities.	The lead entity is a LWDB or a LWDB's service provider.
Initiative focuses on creating talent pipelines in high-growth, high-demand industries.	
Initiative targets priority populations and/or underserved communities.	The LWDB is willing to assist other LWDBs or entities with implementing the promising practice.
Initiative met or exceeded target outcomes or is on track to do so.	

APPLICATION, EVALUATION, PAYMENT

Application Instructions will be sent at the end of Program Year 2024

High-Performance Board Incentive Awards based on Program Year 2024

Reimbursement grant for at least $50,000

South Carolina WORKFORCE Development Board

NEXT STEPS

- June 25, 2024 – Full SWDB Approval
- June 26, 2024 – High-Performance Incentive Award Memo sent to LWDBs

South Carolina WORKFORCE Development Board

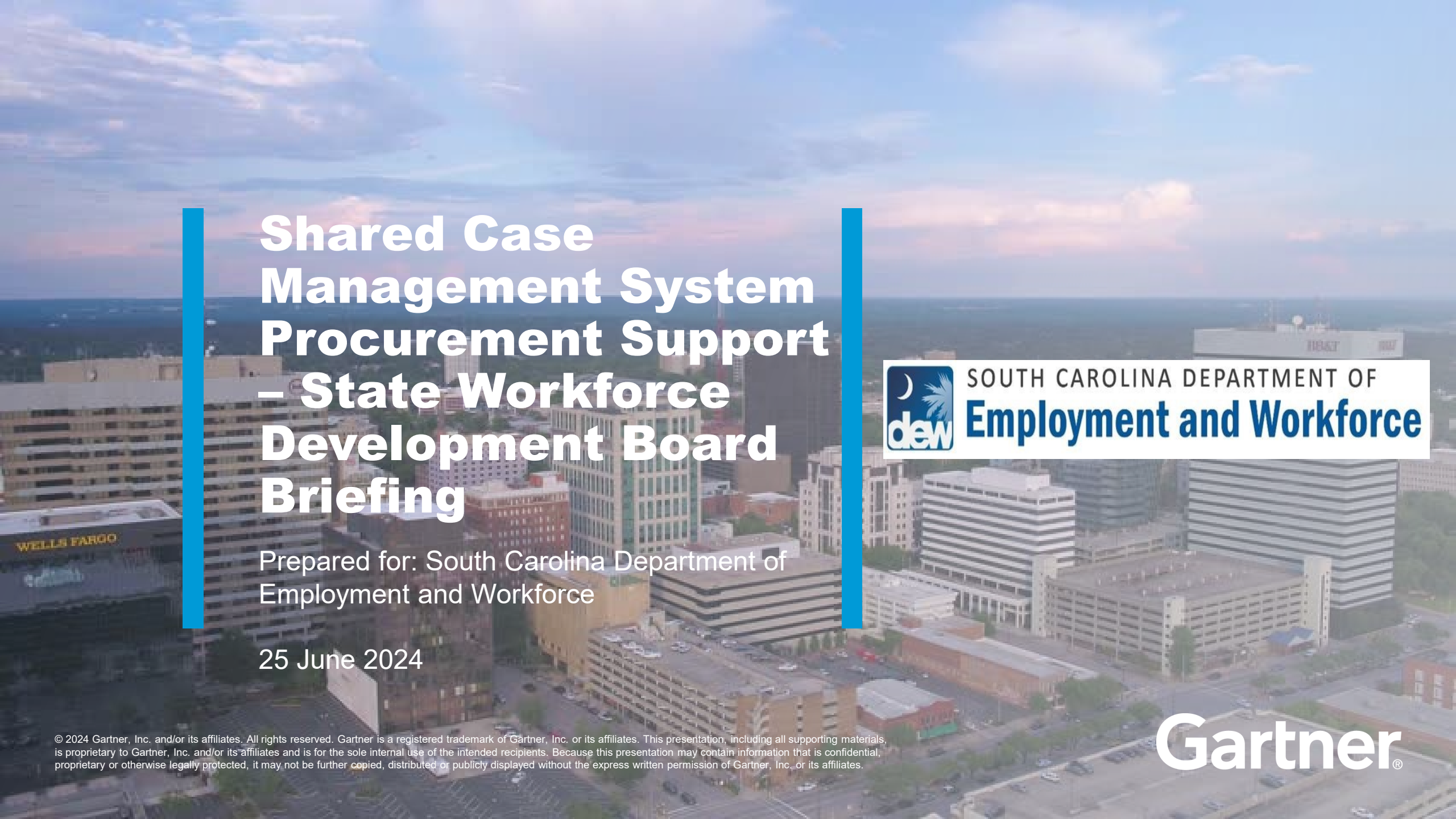
SHARED CASE MANAGEMENT PHASE II UPDATE

South Carolina WORKforce Development Board

Shared Case Management System Procurement Support – State Workforce Development Board Briefing

Prepared for: South Carolina Department of Employment and Workforce

25 June 2024



SOUTH CAROLINA DEPARTMENT OF Employment and Workforce

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Phase 1 – Feasibility Study

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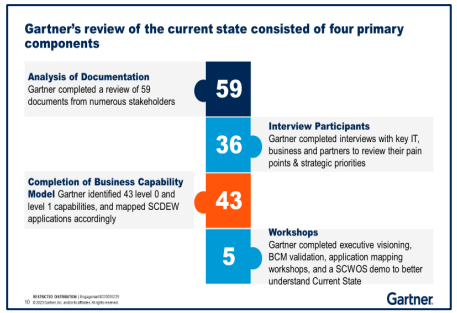
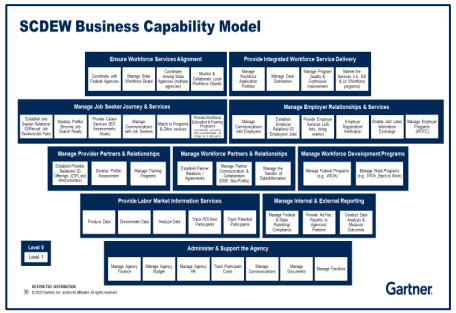
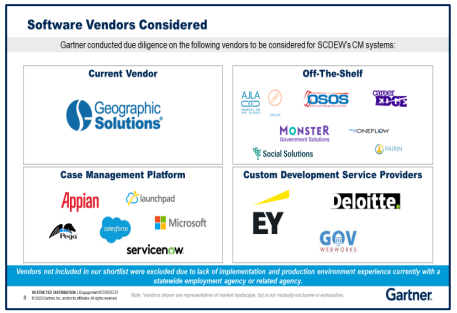
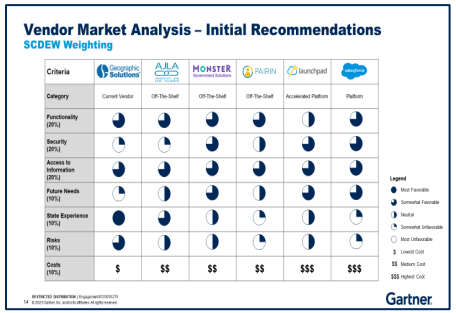
Feasibility Study Scope: Gartner evaluated SCDEW's current WIOA systems and developed a high-level modernization roadmap

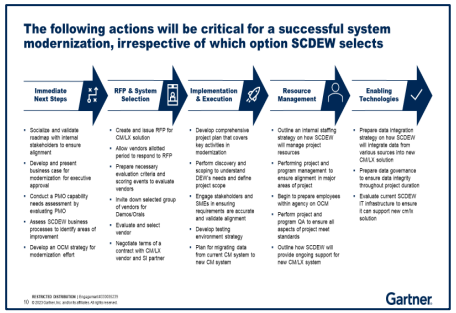
1. Current State Assessment → **2. Business Capability Model (BCM)** → **3. Market Scan** → **4. Options Analysis** → **5. High-Level Recommendations & Roadmap**

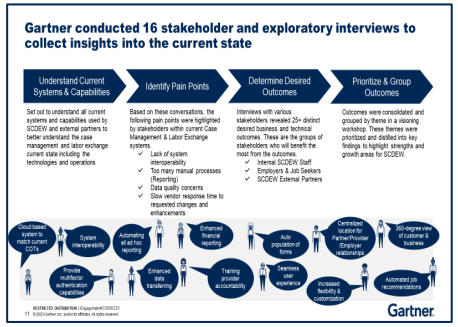


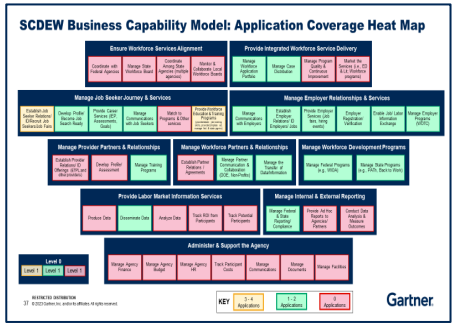


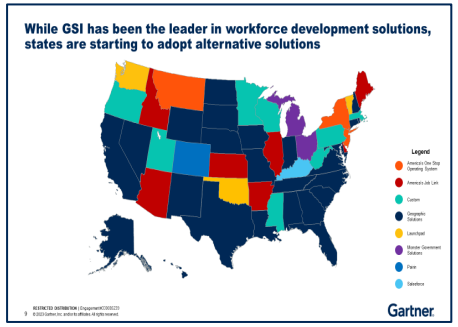


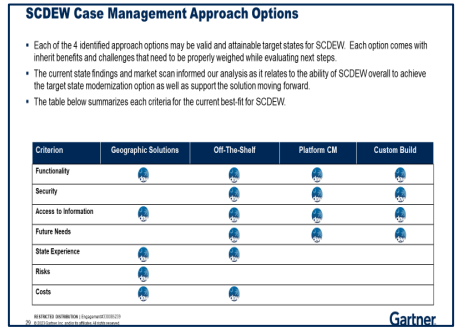


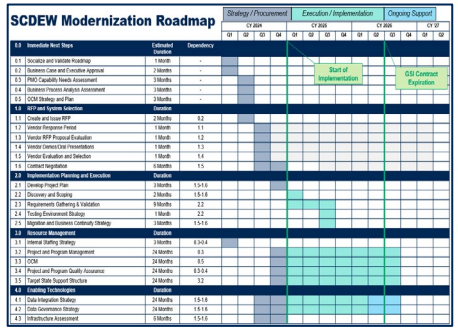












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Key Findings: Future State

Gartner's current state analysis identified the key opportunities for improvement with the existing CM and LX system as well as potential implications of the modernization effort.

Key Themes	Desired Future State	Potential Implications
1 System Interoperability	• Ability for CM/LX system to connect and exchange information with one another and with partner agencies	• Reduced departmental silos • Easier to capture accurate view of an individual's case • More consistent data across SCDEW • Increased operational efficiencies
2 360 Degree View of Customer	• Provide SCDEW staff members a centralized location to capture full picture of an individual or business in case management process	• Single source of truth to validate customer or employer information • One-time capture of customer info reducing potential for re-traumatizing individuals in sensitive situations
3 Seamless User Experience	• Provide a user experience that is intuitive, consistent, and seamless	• Improved User Satisfaction with SCDEW and SC Works websites • Job seekers receive their weekly benefits in full and on time because job search requirements are being tracked properly between UI system and SC Works
4 Manually Intensive Processes	• Automate processes currently being executed manually by SCDEW staff	• Automated processes reduce errors and increase accuracy of staff • Reduced work arounds and ad hoc reporting enhance operational efficiencies and enable staff to prioritize strategic initiatives
5 Program Efficacy	• Better understand efficacy of job-seeker support programs across CM and LX systems	• Ability to comprehensively and cohesively access data and information • Extract the full value of individual programs that SCDEW incorporates • Make data-driven resource investment decisions based on program efficacy

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Phase 2 – Procurement Support

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Project Scope & Key Accomplishments

Gartner was brought in to prepare the scope of work and functional requirements for the case management and labor exchange solicitation and provide support for the market engagement.

CM/LX Procurement Support

1. Identified Functional Requirements

- Facilitated workshops with SCDEW to identify and validate the functional requirements.
- Developed Requirements Traceability Matrix to capture vendor responses.

2. Revised Market Engagement Strategy

- Prepared a high-level market engagement strategy.
- Facilitated vendor product demonstrations.

3. Developed RFP Scope of Work

- Helped define the procurement approach within the Solicitation including the vendor response evaluation/scoring model, criteria and weights, and schedule and appendices.

4. Updated Modernization Roadmap

- Produced an updated CM/LX modernization roadmap designed to reflect changes in approach or sequence after market engagement and development of the solicitation scope of work.

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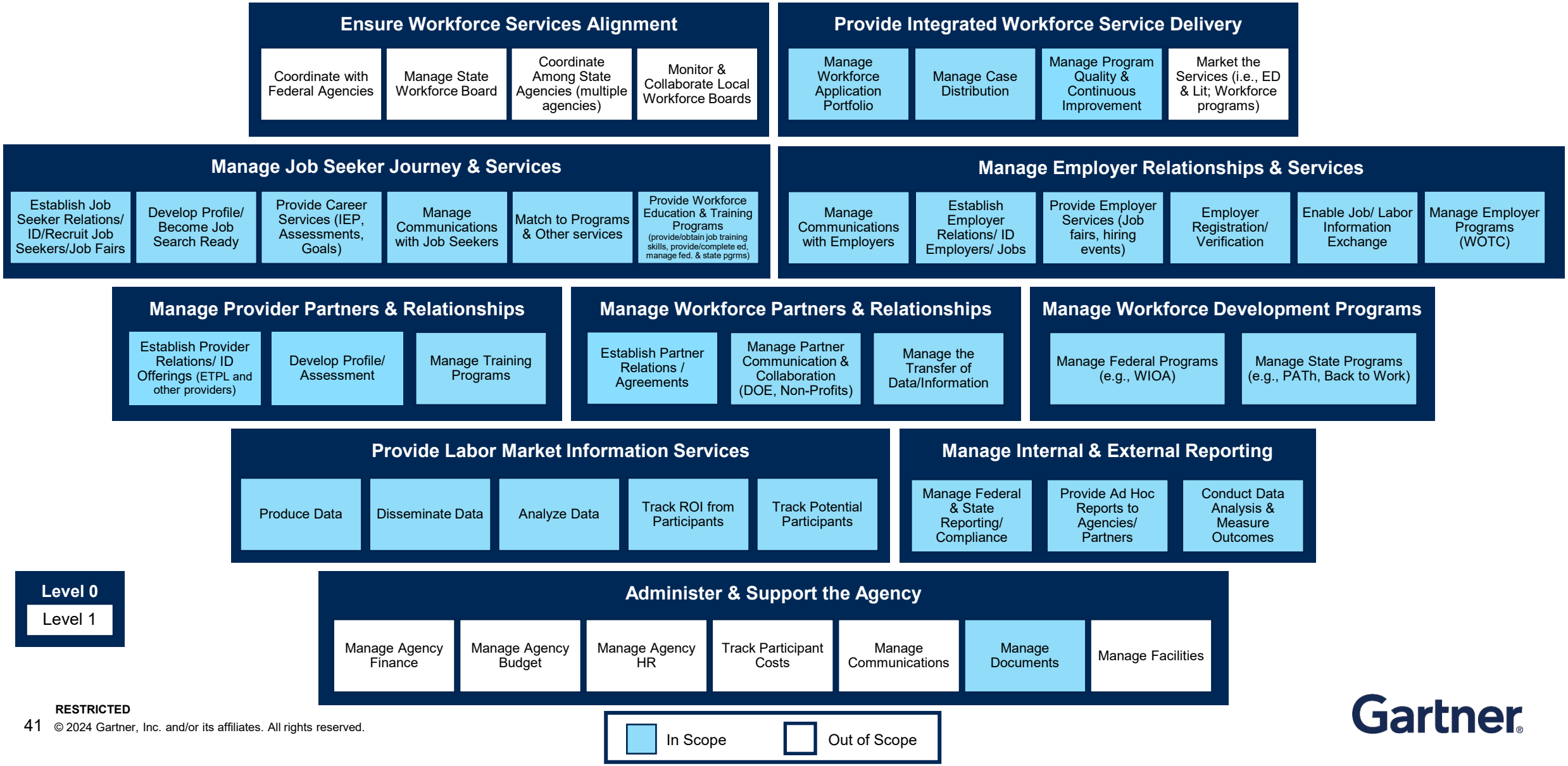
CM/LX Business Capability Model: Procurement Scope



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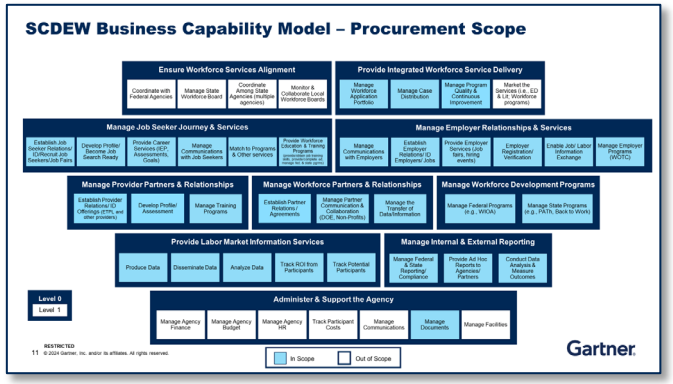
Gartner Used an Iterative Approach to Develop the Requirements

Business Capability Model



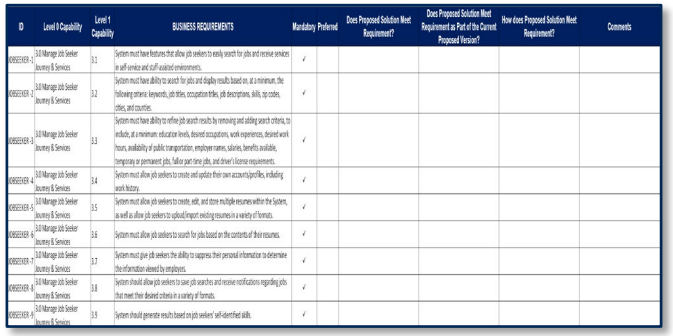
Who: SCDEW & Gartner

What: Identify high-level solution scope and categories of focus for requirements

When: As part of defining requirements gathering approach

Why: Provides simple, illustrative view of the future state solution's scope; helps Gartner plan workshops

Requirements



ID	Level 0 Capability	Level 1 Capability	BUSINESS REQUIREMENTS	Mandatory	Preferred	Does Proposed Solution Meet Requirement?	Does Proposed Solution Meet Requirement as Part of the Current Proposed Version?	How does Proposed Solution Meet Requirement?	Comments
OBSEEKER-1	3.0 Manage Job Seeker Journey & Services	3.1	System must have features that allow job seekers to easily search for jobs and receive services in self-service and staff-assisted environments.	✓					
OBSEEKER-2	3.0 Manage Job Seeker Journey & Services	3.2	System must have ability to search for jobs and display results based on, at a minimum, the following criteria: keywords, job titles, occupation titles, job descriptions, skills, zip codes, cities, and countries.	✓					
OBSEEKER-3	3.0 Manage Job Seeker Journey & Services	3.3	System must have ability to refine job search results by removing and adding search criteria, to include, at a minimum: education levels, desired occupations, work experiences, desired work hours, availability of public transportation, employer names, salaries, benefits available, temporary or permanent jobs, fullor part-time jobs, and driver's license requirements.	✓					
OBSEEKER-4	3.0 Manage Job Seeker Journey & Services	3.4	System must allow job seekers to create and update their own accounts/profiles, including work history.	✓					
OBSEEKER-5	3.0 Manage Job Seeker Journey & Services	3.5	System must allow job seekers to create, edit, and store multiple resumes within the System, as well as allow job seekers to upload/import existing resumes in a variety of formats.	✓					
OBSEEKER-6	3.0 Manage Job Seeker Journey & Services	3.6	System must allow job seekers to search for jobs based on the contents of their resumes.	✓					
OBSEEKER-7	3.0 Manage Job Seeker Journey & Services	3.7	System must give job seekers the ability to suppress their personal information to determine the information viewed by employers.	✓					
OBSEEKER-8	3.0 Manage Job Seeker Journey & Services	3.8	System should allow job seekers to save job searches and receive notifications regarding jobs that meet their desired criteria in a variety of formats.	✓					
OBSEEKER-9	3.0 Manage Job Seeker Journey & Services	3.9	System should generate results based on job seekers' self-identified skills.	✓					

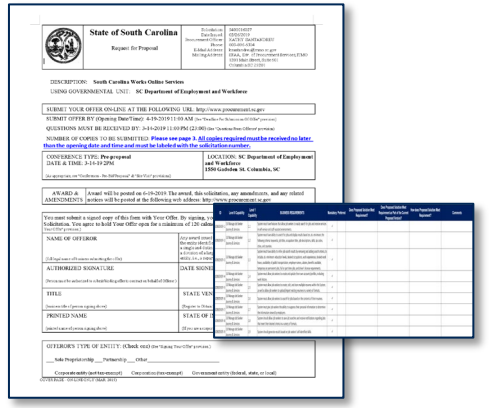
Who: SCDEW & Gartner (and potentially designated stakeholders)

What: Formal requirements statements captured in a Requirements Traceability Matrix

When: After requirements gathering sessions

Why: To serve as a tool during procurement to document and prioritize requirements, and obtain responses from vendors for evaluation

RFP



Who: SCDEW & Gartner

What: Incorporate the RTM into the RFP to capture vendor responses

When: As part of RFP development

Why: To hold vendors accountable to the business requirements of the solution

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Next Steps

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Next Steps

Successful implementation of a modernized CM and LX solution requires careful planning, selection, and contracting

1. **Today:** Present Phase 2 progress towards achieving SCDEW's CM/LX modernization objectives to the State Workforce Development Board

2. **Q3 CY'24:** Socialize and validate the modernization roadmap with internal stakeholders to ensure alignment and support

3. **Q4 CY'24:** Finalize procurement approach and begin modernization readiness activities including an EPMO Capability Needs Assessment and developing an Organizational Change Management (OCM) Strategy and Plan

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By Following Gartner's Recommended Approach:

SCDEW will be able to successfully implement a new CM/LX solution, realize associated benefits and mitigate critical risks of a large-scale modernization effort

Recommendation 1

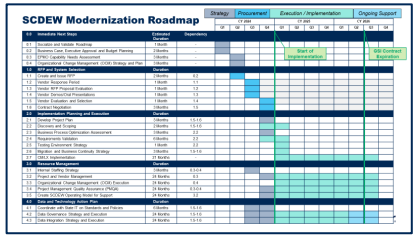
Recommendation 2*

Recommendation 3

Recommendation 4

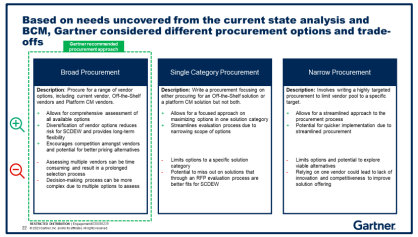
Sequence Activities for Business Transformation

Utilize the modernization roadmap to begin foundational activities needed to support SCDEW in CM and LX modernization.



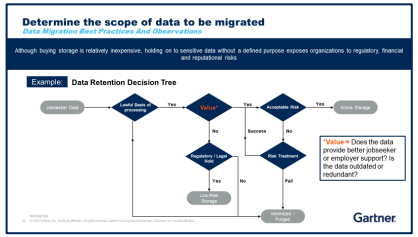
Pursue a Strategic, Targeted Procurement

This procurement strategy allows SCDEW to consider a wide range of vendors to enable a thorough evaluation.



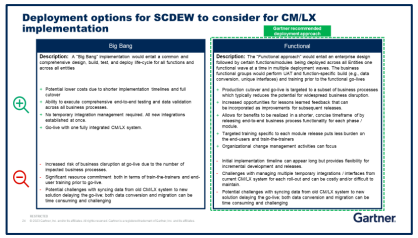
Migrate Required Data, Archive the Rest

Migrating required data only while allowing access to other data as needed increases SCDEW's chances for a timely implementation with valuable data.



Deploy New Solution by Functional Area

A functional deployment approach aligns with SCDEW's strategic goals and will help lay the foundation for a successful implementation process.



* Current Focus

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Appendix

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The following actions will be critical for a successful system modernization, irrespective of which option SCDEW selects

Immediate Next Steps

- Socialize and validate roadmap with internal stakeholders to ensure alignment
- Develop and present business case for modernization for executive approval by the State Workforce Development Board
- Conduct an Enterprise Project Management Office (EPMO) capability needs assessment to determine strengths and gaps
- Develop an Organizational Change Management (OCM) strategy for modernization effort

RFP & System Selection

- Create and issue RFP for CM/LX solution
- Allow vendors allotted period to respond to RFP
- Prepare necessary evaluation criteria and scoring events to evaluate vendors
- Invite down-selected (shortlisted) group of vendors for Demos/ Orals
- Evaluate and select vendor
- Negotiate final terms, conditions, service-level agreements and pricing with selected vendor
- Establish terms with existing vendor for uninterrupted operations and maintenance, if necessary

Implementation & Execution

- Develop comprehensive project plan that covers key activities in modernization
- Perform discovery and scoping validation to confirm SCDEW's needs and define project scope
- Conduct business process optimization assessment
- Engage stakeholders and SMEs to ensure requirements are accurate and to validate alignment
- Develop testing, integration and environment strategy
- Develop plan to migrate data from current CM system to new CM system
- Implement CM and LX solution with selected vendor

Resource Management

- Outline an internal staffing strategy on how SCDEW will manage project resources
- Perform project and vendor management to ensure alignment in major areas of project
- Prepare employees within agency thru organizational change management
- Perform project QA to ensure all aspects of project meet standards
- Create an Operating Model for how SCDEW will provide ongoing support for new CM/LX system

Data & Technology Action Plan

- Coordinate with IT to ensure the CM/LX solution meets all State's IT standards and policies
- Prepare and execute on data governance to ensure data management and data quality are maintained during the project and beyond
- Prepare and execute an integration strategy on how SCDEW will integrate and migrate data from various sources into new CM/LX solution

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SCDEW Modernization Roadmap

Strategy | Procurement | Execution / Implementation | Ongoing Support

Start of Implementation

GSI Contract Expiration

				CY 2024		CY 2025				CY 2026				CY 2027		
				Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
0.0	**Immediate Next Steps**	**Estimated Duration**	**Dependency**													
0.1	Socialize and Validate Roadmap	1 Month	-													
0.2	Business Case, Executive Approval and Budget Planning	2 Months	-													
0.3	EPMO Capability Needs Assessment	3 Months	-													
0.4	Organizational Change Management (OCM) Strategy and Plan	3 Months	-													
1.0	**RFP and System Selection**	**Duration**														
1.1	Create and Issue RFP	2 Months	0.2													
1.2	Vendor Response Period	2 Months	1.1													
1.3	SFAA Responsiveness Review	1 Month	1.2													
1.4	Vendor RFP Proposal Evaluation	1 Month	1.3													
1.5	Vendor Demos/Oral Presentations	1 Month	1.4													
1.6	Vendor Evaluation and Selection	1 Month	1.5													
1.7	Negotiation	3 Months	1.6													
2.0	**Implementation Planning and Execution**	**Duration**														
2.1	Develop Project Plan	3 Months	1.6-1.7													
2.2	Discovery and Scoping	2 Months	1.6-1.7													
2.3	Business Process Optimization Assessment	3 Months	2.2													
2.4	Requirements Validation	6 Months	2.2													
2.5	Testing Environment Strategy	1 Month	2.2													
2.6	Migration and Business Continuity Strategy	3 Months	1.6-1.7													
2.7	CM/LX Implementation	21 Months	-													
3.0	**Resource Management**	**Duration**														
3.1	Internal Staffing Strategy	3 Months	0.3-0.4													
3.2	Project and Vendor Management	24 Months	0.3													
3.3	Organizational Change Management (OCM) Execution	24 Months	0.4													
3.4	Project Management Quality Assurance (PMQA)	24 Months	0.3-0.4													
3.5	Create SCDEW Operating Model for Support	24 Months	3.2													
4.0	**Data and Technology Action Plan**	**Duration**														
4.1	Coordinate with State IT on Standards and Policies	6 Months	1.6-1.7													
4.2	Data Governance Strategy and Execution	24 Months	1.6-1.7													
4.3	Data Integration Strategy and Execution	24 Months	1.6-1.7													

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Estimated costs and implementation timeframe for CM and LX solutions

	Off-the-Shelf	Accelerated Platform	Platform CM	Custom Build
Description	Solution that is built for workforce development, is 70%-80% set out of the box to work and remainder is configured to meet agency unique needs.	Solution is workforce specific built on an industry standard case management platform.	Solution starts with an industry standard case management solution which needs to be configured to meet workforce development needs.	Solution is built from the ground up and is completely custom with assistance from third party provider.
Primary Vendors	America's Job Link, Geographic Solutions, Monster Government Solutions, Pairin	Launchpad	Microsoft, Salesforce, ServiceNow	Deloitte, EY, GovWebworks
Implementation Duration Range*	12-24 months	12-24 months	18-24 months	24 months+
Cost Range	$8-10 Million	$15-20 Million	$15-20 Million	**$20 Million+

* Implementation timelines are contingent upon, among other key factors, selected data migration strategy.
** Total cost of custom solutions may vary significantly depending on choice of platform and other key considerations.

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Gartner Team Introduction

Maydad Cohen

Subject Matter Expert

- Senior Managing Partner with Gartner Consulting, focusing on the State and Local Government (SLG) industry.
- UI and Workforce Development SME.
- 20 years of experience helping Public Sector clients with strategy, oversight, and management for large transformational programs.
- Joined Gartner in 2019 and works out of the Gartner offices in Boston, MA.

Carlton McArthur

Managing Partner

- Managing Partner with Gartner Consulting, focusing on the SLG industry.
- Lead Client Partner for the states of SC, NC, and MD
- 25 years of consulting experience and is an expert in IT service delivery transformation, process optimization, and organizational change management.
- Joined Gartner in 2019 and works out of the Gartner offices in Arlington, VA.

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Gartner delivers actionable, objective insight that drives smarter decisions and stronger performance on an organization's mission-critical priorities

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*SEC-reported data as of 31 December 2022. Other data collected between then and 21 March 2023.

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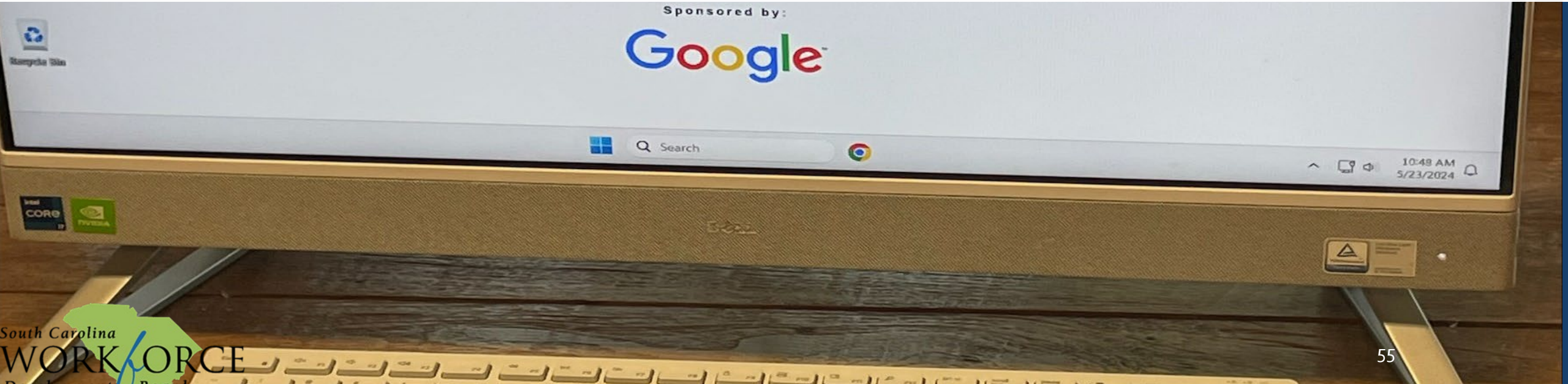

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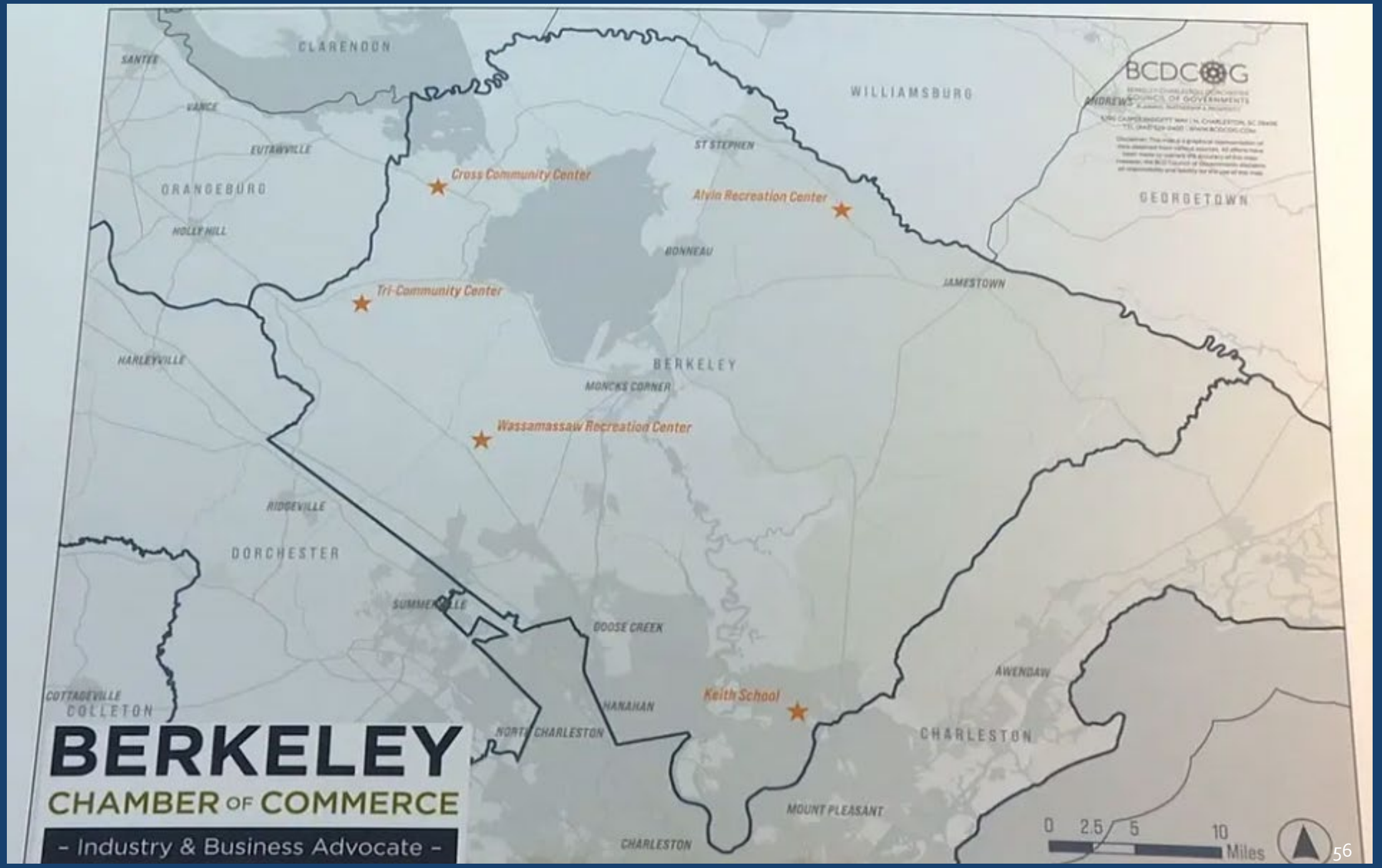
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GEORGETOWN
JAMESTOWN
Tri-Community Center
HARLEYVILLE
BERKELEY
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DORCHESTER
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2024 TIRE CONFERENCE

South Carolina WORKFORCE Development Board

TRAINING THE WORKFORCE OF TOMORROW AND INVESTING IN THE PEOPLE OF SC

- South Carolina Current Employment
- State Workforce Development Board
- SC Works One-Stop System

MR. WARREN SNEAD
COOPER STANDARD: EXPLORE SC@WORK

South Carolina WORKFORCE Development Board

2024
Ford Explorer Glass Run
Made at Cooper Standard (Spartanburg)
by Director William Floyd
on May 24, 2024
CooperStandard
Ford
MADE IN USA

THANK YOU!