



**Executive Committee Meeting
Thursday, June 6, 2024, at 11:00 a.m.**

Join on your computer or mobile app
[Click here to join the meeting](#)

Or call in (audio only)
+1 803-400-6195
Phone Conference ID: 812 028 462#

AGENDA

- I. Welcome and Opening Remarks Mr. Thomas Freeland, SWDB Chair
- II. Approval of Meeting Minutes for March 5, 2024*Mr. Freeland
- III. SC Works Certification Standards* Mr. Adam Paige
- IV. High-Performance Board Incentive*Ms. Pamela Jones
- V. SWDB Satisfaction Survey.....Ms. Pamela Jones
- VI. Committee Activity Reports Committee Chairs
- VII. Other Business/Adjourn.....Mr. Freeland

*Denotes voting item

**Governor’s State Workforce Development Board
March 5, 2024, Executive Committee Meeting Minutes**

MEMBERS PRESENT:

Mr. Thomas Freeland*
Ms. Valerie Richardson*
Mr. Charles Brave, Jr.
Mr. William Floyd
Mr. Pat Michaels
Dr. Windsor Sherrill
Mr. Warren Snead

MEMBERS ABSENT:

Mr. John Uprichard

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

Approval of Meeting Minutes for November 14, 2023* Mr. Freeland
Mr. Warren Snead motioned to approve the November 14, 2023, meeting minutes. Ms. Valerie Richardson seconded the motion. The Committee unanimously approved the meeting minutes.

PY’23 Interim Funding Recommendations* 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.

Discussion: Ms. Staggers explained that the sponsorship fee increased from previous years due to the venue location and inflation rates, which increased the cost of food and beverage services.

- *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 labor exchange solicitation and support for market engagement. Phase II is completed by the end of the program year.

Discussion: Gartner Consulting was required to go through state procurement for Phase II. As the selected vendor, they will help identify potential vendors capable of developing the Shared Case Management System. Phase III will go through procurement for the vendor to develop the system. Florida has an integrated case management model similar to the system SC is upgrading to.

*Denotes voting item

**Governor’s State Workforce Development Board
March 5, 2024, Executive Committee Meeting Minutes**

Mr. Charles Brave, Jr. motioned to accept the PY’23 interim funding recommendations. Dr. Windsor Sherrill seconded the motion, and the committee unanimously approved the funding recommendation, advancing it to the State Workforce Development Board for final approval.

2024 WIOA State Plan.....Ms. Stagers
The Workforce Innovation Opportunity Act (WIOA) requires each state to submit a strategic plan for the workforce system across partners every four years. Ms. Stagers provided an overview of the 2024-2027 WIOA Combined State Plan, outlining the plan’s vision, goals, and strategies.

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

The State Plan Four identified four objectives and strategies aligned with the themes: 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 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 through relevant training and skills acquisition and match jobseekers to open employer positions.
- Objective 3: Improve education and workforce infrastructure network to decrease barriers to work in order to increase attraction “recruitment” and retention necessary to maintain economic development competitiveness critical to the growth of high-wage, growth, demand, and mobility/retention jobs.
- 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.

During the State Workforce Development Board meeting on March 28, 2024, comments received during the Public Comment Period, closing on March 8, 2024, will be shared, and SWDB members will vote to approve the 2024-2027 WIOA Combined State Plan. Upon approval, the plan will be submitted to the United States Departments of Labor and Education by April 5, 2024. Implementation of the DOL-approved State Plan will begin in July 2024.

Committee Activity Reports..... Committee Chairs
Board Development Committee – Mr. Pat Michaels

During the 3rd quarter Board Development Committee meeting, the Committee reviewed the priorities and promising practices developed from the SWDB Survey conducted during the program year 2021. The SWDB survey will be expanded to hear from Local Workforce Development Board members, adding targeted questions about their interest in joint-training

*Denotes voting item

**Governor’s State Workforce Development Board
March 5, 2024, Executive Committee Meeting Minutes**

opportunities and areas of focus. The Committee will vote on the final SWDB Survey questions during the Q4 meeting.

Ms. Pamela Jones shared the results from the High-Performance Board Incentive Survey, which was sent to local administrators to gather input on how they define a “high-performance workforce board” and to determine criteria they believed were relevant for local board assessment. Using the responses and Committee discussion, the High-Performance Incentive Application will be crafted for committee members to review before the Q4 meeting. The Committee voted unanimously to create a High-Performance Board Incentive for PY’2024-2025.

Committee on Workforce Innovation – Dr. Windsor Sherrill

Mr. Adam Paige updated the Innovation Committee on the virtual reality priority, sharing the identified opportunity to expand the utilization of virtual reality for training and career exploration through the EmpowerU Initiative in partnership with the Department of Juvenile Justice and the Upstate Workforce Board.

Mr. Charles Myers presented the Rural Initiative Plan to make DEW and SC Works services available to every job seeker and employer. Utilizing a regional approach, the Rural Initiatives team, focusing on Tier 3 and 4 counties, will foster collaboration with rural stakeholders by implementing regional collaboration meetings, SC@Work: Connections, small business outreach, and promotion of virtual services. A second Career Coach is also in procurement.

SC Works Management Committee – Mr. Warren Snead

Mr. Adam Paige presented on the SC Professional Skills Credential, sharing that the number of credentials earned continues to increase. The WIN Career Readiness Initiative was launched in October 2023 to increase employer interest in recognizing the credential as a value-added asset for job applicants. DEW has been in conversation with readySC to discuss incorporating the SC Professional Skills credential into the pre-hire process. Mr. Paige also previewed the South Carolina Career Readiness Program page on scworks.org.

Mr. Adam Wagoner, Director of Business and Federal Programs, presented the Business Service Model, restructuring business service delivery to a more regionalized approach to maximize impact and efficiency. Each of the four workforce regions will have a Senior Business Service Consultant who will be the direct point-of-contact for DEW Business Services, streamlining operations to serve our customers, employers, and job seekers.

Every two years, WIOA requires the State Workforce Development Board to review and update the SC Works Certification Standards used in assessing the one-stop centers and one-stop delivery system in three standard categories, Management, Job Seeker Services, and Business Services, once every three years. Staff are reviewing the SC Works Certification Standards and will present recommended revisions to the Board in the 4th Quarter.

Other Business/Adjourn.....Mr. Freeland

Mr. Freeland reminded members and guests that the public comment period for the 2024-2027 WIOA Combined State Plan closes at 11:59 p.m. Friday, March 8, 2024.

*Denotes voting item

**Governor's State Workforce Development Board
March 5, 2024, Executive Committee Meeting Minutes**

He also reminded members that the next full board meeting is scheduled for March 28, 2024, at 11:00 a.m. and will be held in the C. Lem Harper Building. Immediately following the meeting, members tour the Midlands SC Works Center. Members were asked to email swdb@dew.sc.gov to register for the tour.

Director William Floyd updated the Committee on the SC@Works Connections series.

The meeting was adjourned at 12:06 p.m.

DRAFT

*Denotes voting item

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 LWDA’s 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.



SWDB Satisfaction and Board Development Survey Program Year 2023 (DRAFT)

The Board Development Committee is tasked with preparing, assisting, and equipping the State Workforce Development Board (SWDB) to govern the public workforce system. A key priority of the Committee is to survey current members of the Board to assess their level of satisfaction with the operation and management of the Board, as well as identify areas for development through training, recognition, and other suggested practices.

Members of Local Workforce Development Boards are asked to complete the survey to identify joint training opportunities, determine the technical assistance needed, and suggest other practices to increase engagement between the two boards.

Please take 5 minutes to respond to the following survey questions. The survey will close on June 21, 2024, at 11:59 p.m.

* Required

SWDB Satisfaction and Board Development Survey

1. To what degree are you involved with workforce development in South Carolina? *

- I am a member of a Local Workforce Development Board.
- I am a member of the State Workforce Development Board.

Local Workforce Development Board

2. Please select which LWDB region you represent. *

- 01 - Worklink
- 02 - Upper Savannah
- 03 - Upstate
- 04 - Greenville
- 05 - Midlands
- 06 - Trident
- 07 - Pee Dee
- 08 - Lower Savannah
- 09 - Catawba
- 10 - Santee-Lynches
- 11 - Waccamaw
- 12 - Lowcountry

3. How long have you been a member of the LWDB? *

- Less than 6 months
- 6 - 12 months
- 1 - 2 Years
- 2 - 5 Years
- More than 5 Years

4. On the LWDB, I represent the following membership category: *

- Business
- Labor Associations
- Community-based organization or nonprofit
- Government
- Elected Official
- Education
- Economic and Community Development
- Other

5. If you selected 'Other' in response to question 4, please describe the category of membership you represent.

6. Role, Purpose and Priorities of the SWDB *

On a scale of 1-5, with 1 being strongly disagree and 5 being strongly agree, please rate the following:

	1: Strongly Disagree	2: Disagree	3: Neutral	4: Agree	5: Strongly Agree
I understand the role and priorities of the SWDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the relationship between the SWDB, DEW, LWDBs and the broader workforce system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A high level of engagement between LWDBs and the SWDB is necessary to achieve a high-quality, customer-driven workforce system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. In your opinion, rate the current level of collaboration between your LWDB and the SWDB. *

On a scale of 1 to 5, with 1 being "no collaboration" and 5 being "high level of collaboration".



8. In your opinion, rate the current level of effectiveness of communication between your LWDB and the SWDB. *

On a scale of 1 to 5, with 1 being "ineffective" and 5 being "highly effective".



9. In your opinion, rate the current level of engagement between your LWDB and the SWDB. *

On a scale of 1 to 5, with 1 being "no engagement" and 5 being "high level of engagement".



10. How might we improve collaboration, communication, and engagement between the LWDB and SWDB? *

- Joint training and professional development opportunities
- Joint strategic planning
- Joint LWDB/SWDB meetings
- Recognition of high-performing LWDBs
- Other

11. If you selected 'Other' in response to question 10, please provide additional strategies to improve collaboration, communication and engagement.

12. In what areas are you interested in joint training opportunities? *

Instructions: Check all that apply

- Role and responsibility of the LWDBs and the SWDB
- SC Works System
- State and federal legislative process
- Education/career pathways
- Diversity, Equity, and Inclusion
- Ethics
- Other

13. If you selected 'Other' in response to question 12, please provide additional joint training opportunities.

14. How can the SWDB help LWDB create a high quality customer driven workforce system? *

- Providing clear understanding of the roles and responsibilities
- Providing clear understanding of SC's mission and vision for Education and workforce
- Providing a clear understanding of strategies described in the State Plan
- Providing ongoing training and professional development
- Other

15. In your opinion, rate the current level of effectiveness of the SWDB. *

On a scale of 1 to 5, with 1 being "ineffective" and 5 being "highly effective".



16. Please share any other ideas, areas of concern, or general comments: *

State Workforce Development Board

17. On the SWDB, I represent the following membership category: *

- Business
- Labor Associations
- Community-based organization or nonprofit
- Government
- Elected Official
- Education
- Economic and Community Development
- Other

18. If you selected 'Other' in response to question 2, please describe the category of membership you represent.

19. How long have you been a member of the SWDB? *

- Less than 6 months
- 6 - 12 months
- 1 - 2 Years
- 2 - 5 Years
- More than 5 Years

20. Role, Purpose and Priorities of the SWDB *

On a scale of 1-5, with 1 being strongly disagree and 5 being strongly agree, please rate the following:

	1: Strongly Disagree	2: Disagree	3: Neutral	4: Agree	5: Strongly Agree
I understand the role and priorities of the SWDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the purpose and functions of the committee on which I serve.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The committee structure is appropriate for the purpose of the SWDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the relationship between the SWDB, DEW and the broader workforce system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Participation and Engagement *

On a scale of 1-5, with 1 being strongly disagree and 5 being strongly agree, please rate the following:

	1. Strongly Disagree	2. Disagree	3. Neutral	4. Agree	5. Strongly Agree
In the past year, I attended a majority of committee and SWDB meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the past year, I contributed to the work of my committee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is at least one other SWDB member I would feel comfortable calling to discuss a question or concern.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. During the past year, I participated in one or more of the following events/activities:

Instructions: Check all that apply

- State or local Chamber of Commerce events
- Industry partnership meetings
- Business roundtables
- Local Workforce Development Board meeting(s)
- Other

23. What support do you need to be a more effective and engaged SWDB member?

Instructions: Check all that apply

- Clear understanding of my role and responsibilities.
- Clear understanding of Board objectives and priorities.
- Ongoing and regular training/professional development.
- Connection to a mentor.
- No response
- Other

24. If you selected 'Other' in response to question 8, please provide additional strategies you need to be a more effective and engaged SWDB member?

25. Operation/Management of the SWDB *

On a scale of 1-5, with 1 being strongly disagree and 5 being strongly agree, please rate the following:

	1. Strongly Disagree	2. Disagree	3. Neutral	4. Agree	5. Strongly Agree
SWDB staff communicate timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-meeting materials provide appropriate preparation to support informed decision-making.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings are organized and ran efficiently.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. In what ways can the overall operation/management of the SWDB be improved? *

27. Are there suggestions you have to improve board and/or committee meetings?

Please make suggestions for agenda items: presenters, topics, program success, etc.

28. In what areas are you interested in receiving training/professional development as it relates to your membership on the SWDB? *

Instructions: Check all that apply

- Role and responsibilities of the Board
- SC Works System
- State and federal legislative process
- Education/Career Pathways
- Robert's Rule of Order
- Diversity, Inclusion, and Equity
- Other

29. Please suggest training/professional development opportunities not listed.

30. In your opinion, what is the best way to recognize the contributions and achievements of board members? *

Instructions: Check all that apply

- Acknowledge board member achievement(s) as part of committee or board meetings
- Present outgoing members with Certificate of Appreciation
- Nomination/award for high-performing board members
- Other

31. If you serve on other boards, please share practices you have observed or implemented concerning board member engagement, recognition, operations, onboarding and professional development, which could benefit the SWDB.

32. Please share any other ideas, areas of concern, or general comments:

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

South Carolina

WORKFORCE

Development Board



EXECUTIVE COMMITTEE MEETING

JUNE 6, 2024

AGENDA

- I. WELCOME AND OPENING REMARKS
- II. APPROVAL OF MINUTES FROM MARCH 5, 2024*
- III. SC WORKS CERTIFICATION STANDARDS*
- IV. HIGH-PERFORMANCE BOARD INCENTIVE*
- V. SWDB SATISFACTION SURVEY
- VI. COMMITTEE ACTIVITY REPORTS
- VII. OTHER BUSINESS/ADJOURN



APPROVAL OF MEETING MINUTES*

APPROVAL OF MEETING MINUTES FROM MARCH 5, 2024*

MEMBERS PRESENT:

Mr. Thomas Freeland*
Ms. Valerie Richardson*
Mr. Charles Brave, Jr.
Mr. William Floyd
Mr. Pat Michaels
Dr. Windsor Sherrill
Mr. Warren Snead

MEMBERS ABSENT:

Mr. John Uprichard

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

Approval of Meeting Minutes for November 14, 2023* Mr. Freeland
Mr. Warren Snead motioned to approve the November 14, 2023, meeting minutes. Ms. Valerie Richardson seconded the motion. The Committee unanimously approved the meeting minutes.

PY'23 Interim Funding Recommendations*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.

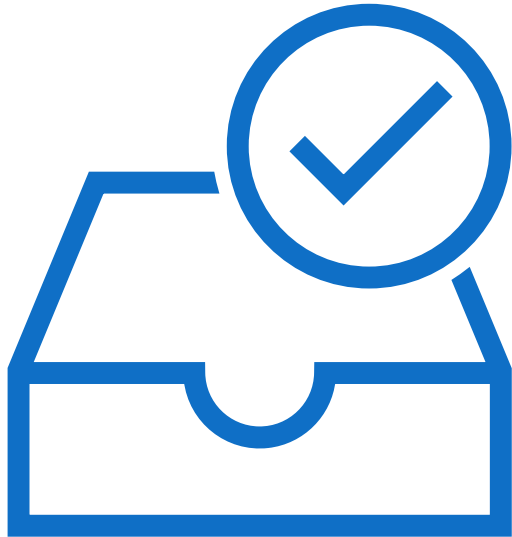
Discussion: Ms. Staggers explained that the sponsorship fee increased from previous years due to the venue location and inflation rates, which increased the cost of food and beverage services.

- *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 labor exchange solicitation and support for market engagement. Phase II is completed by the end of the program year.

Discussion: Gartner Consulting was required to go through state procurement for Phase II. As the selected vendor, they will help identify potential vendors capable of developing the Shared Case Management System. Phase III will go through procurement for the vendor to develop the system. Florida has an integrated case management model similar to the system SC is upgrading to.



SC WORKS CERTIFICATIONS STANDARDS*



HIGH-PERFORMANCE BOARD INCENTIVE*

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

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.

Initiative focuses on creating talent pipelines in high-growth, high-demand industries.

Initiative targets priority populations and/or underserved communities.

Initiative met or exceeded target outcomes or is on track to do so.

The lead entity is a LWDB or a LWDB's service provider.

The LWDB is willing to assist other LWDBs or entities with implementing the promising practice.

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

NEXT STEPS

- June 5, 2024 - Executive Committee to vote to forward to the full SWDB
- June 25, 2024 – Full SWDB Approval
- June 26, 2024 – High-Performance Incentive Award Memo sent to LWDBs



SWDB SATISFACTION AND LWDB SURVEY



SWDB Satisfaction and Board Development Survey Program Year 2023

The Board Development Committee is tasked with preparing, assisting, and equipping the State Workforce Development Board (SWDB) to govern the public workforce system. A key priority of the Committee is to survey current members of the Board to assess their level of satisfaction with the operation and management of the Board, as well as identify areas for development through training, recognition, and other suggested practices.

Members of Local Workforce Development Boards are asked to complete the survey to identify joint training opportunities, determine the technical assistance needed, and suggest other practices to increase engagement between the two boards.

Please take 5 minutes to respond to the following survey questions. The survey will close on June 21, 2024, at 11:59 p.m.

* Required

SWDB Satisfaction and Board Development Survey

1. To what degree are you involved with workforce development in South Carolina? *

- I am a member of the State Workforce Development Board.
- I am a member of a Local Workforce Development Board.

Next

Page 1 of 3

SWDB SATISFACTION AND LWDB SURVEY





COMMITTEE ACTIVITY REPORTS



South Carolina

THANK YOU!

development

Board

VORFORCE

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 1 st – April 8 th , 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
<p>COMMENT #3: Who does/where is the Career Services Provider training offered?</p>	<p>Management Standards</p>	<p>No revisions made</p>
<p>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.</p>	<p>Management Standards</p>	<p>No revisions made</p>

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 LWDA's.
- **Local Workforce Development Boards are required to certify SC Works centers by June 30, 2025.**

Thank You

Any Questions?