



**SC Works Management Committee Meeting
Thursday, June 9, 2022 at 11:00 a.m.**

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Or call in (audio only)
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Phone Conference ID: 744 901 174#

AGENDA

- I. Welcome and Opening Remarks Mr. Warren Snead, Committee Chair
- II. Approval of Minutes from February 23, 2022* Mr. Snead
- III. Review of Committee Priorities..... Mr. Snead
- IV. PY'21 Performance..... Mr. Zach Nickerson
- V. SC Works Virtual Center Ms. Kelli Grant
- VI. Other Business/Adjourn..... Mr. Snead

*Denotes voting item

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

Members Present:

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

Members Excused:

Mr. Gregory Tinnell

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

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

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

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

WIOA State Plan Ms. Jackie Taylor

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

SC Works Customer Experience Ms. Nina Staggers

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

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

Other Business/Adjourn.....Mr. Uprichard

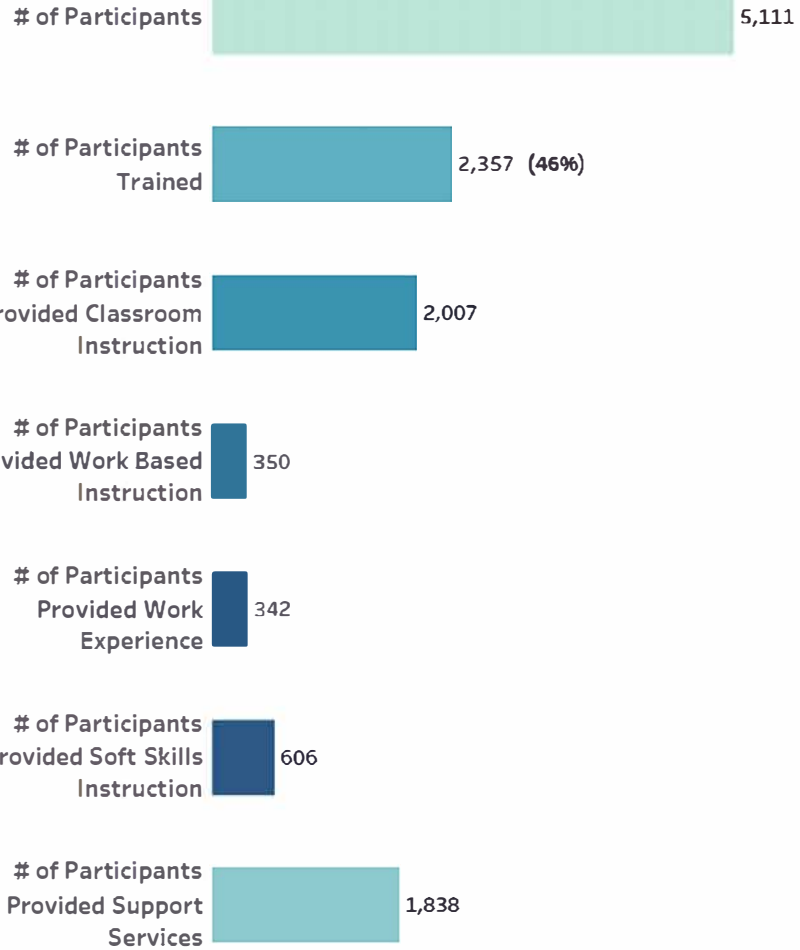
Mr. Dan Ellzey, Executive Director, Department of Employment Workforce, shared an update on employment and unemployment claims data. Mr. Uprichard reminded Committee members of the upcoming State Workforce Development Board meeting on March 29, 2022, at 11:00 a.m. The meeting adjourned at 11:36 a.m.

DRAFT

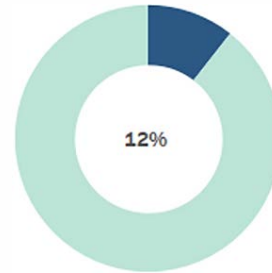
SC Works Management Committee		
Priorities	Description	Progress
Develop a virtual SC Works center	Create a virtual SC Works experience for individuals to enhance remote access to employment and training resources	<ul style="list-style-type: none"> - Vendor identified. - Virtual center in development.
Oversee certification of the SC Works Centers	Oversee review and revision to Certification Standards and certification of local centers	<ul style="list-style-type: none"> - Reviewed/revised standards. - Presented revisions to SC Works Management Committee. - Issued guidance to local areas.
Champion SC Works Secret Shopper Initiative	Support the development of a statewide secret shopper program and utilization of SWDB funds to implement the program in PY22	<ul style="list-style-type: none"> - SWDB allocated funding for initiative. - In the process of procuring a vendor for development and implementation of the program.
Oversee implementation of the SC Works Learning Management System (LMS)	Champion and support implementation of the learning management system and the availability of more training for frontline staff	<ul style="list-style-type: none"> - Identified a platform to host the learning management system.



Participant Services

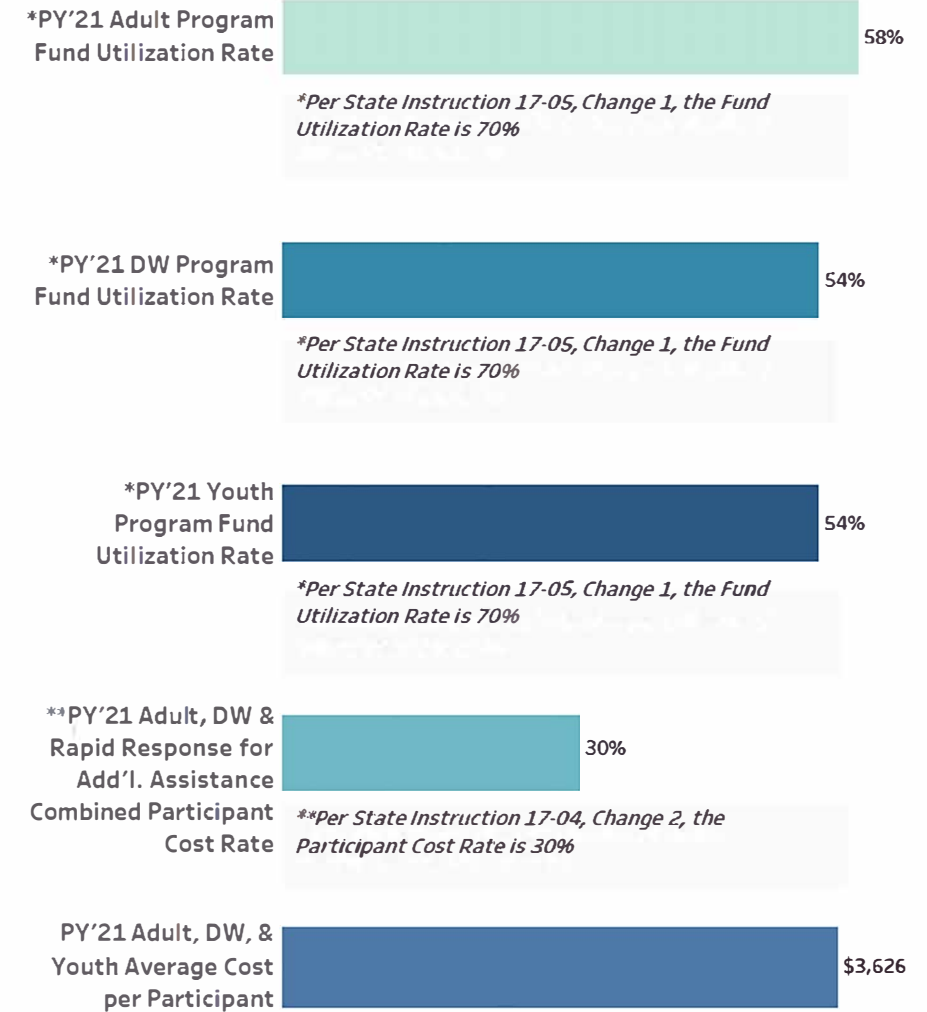


Percentage of Participants Provided Soft Skills Instruction

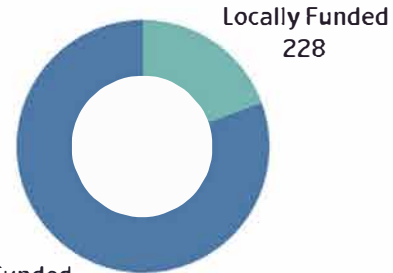


■ # of Participants Provided Soft Skills Instruction
■ # of Participants

Local Fund Utilization and Participant Cost



Incumbent Worker Training (IWT)



Individuals provided Incumbent Worker Training (IWT) are not considered participants. Statewide IWT is funded by SWDB and Rapid Response funds.

Total # of Participants Provided Work Experience is not included in DOL training counts.



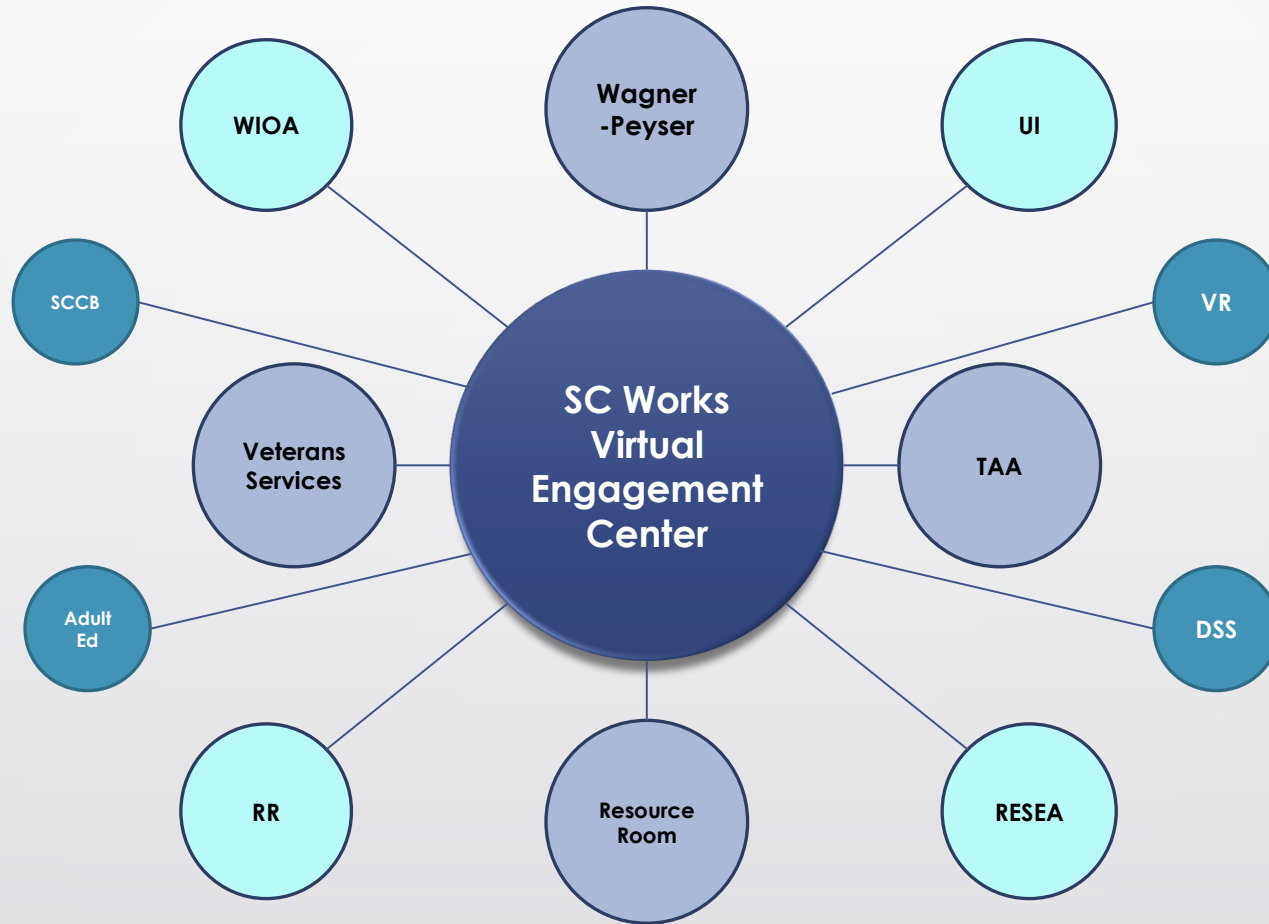


SC Works Virtual Engagement Center



Vision

- Holistic Virtual Experience
- Similar Services Received in a brick-and-mortar SC Works Center
- Not just another document repository
- Services for Job Seekers as well as Employers
- Provides access for rural communities, under-employed individuals in traditional 9-5 jobs, employers seeking services outside of their operating hours.
- Offer Chat/Instant Messaging as well as Video Conferencing
 - Staffed outside of traditional working hours
- Accessible through a personal computer or mobile device (smart phone or tablet)

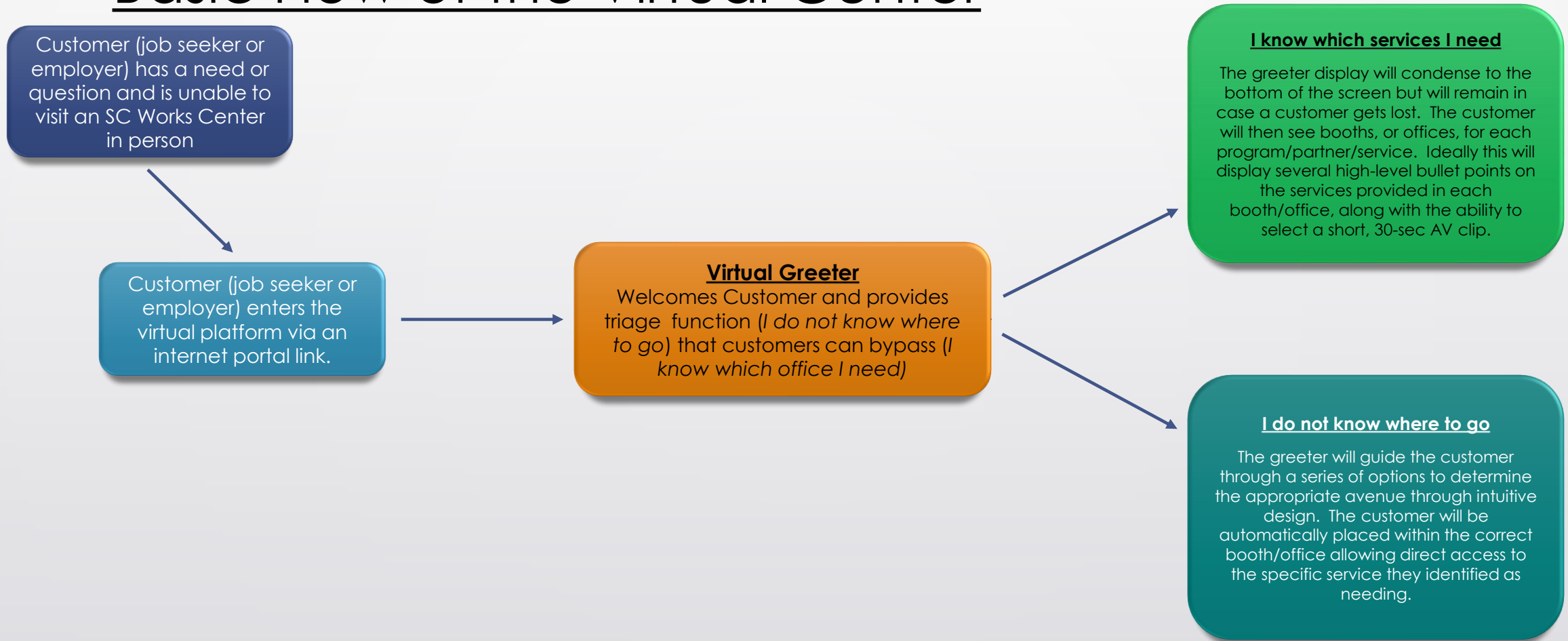


Phase 1

Phase 2

Phase 3

Basic Flow of the Virtual Center





What will a customer find in the Resource Room?

- Listing/Links to Frequently Visited Websites
- Downloadable documents and brochures on SC Works and Partner programs
- 211 Information (ideally, we could link this intuitively based on zip code)
- Tutorial videos on frequently accessed employment workshops
 - Resume writing
 - Interview skills



What will a Customer Find In Each Booth/Office?


- Detailed overview of information about that program/partner
- What we would like to see in each booth/office
 - Brochures and Videos about the program and benefits
 - How-to guides
 - Live Chat and Video conferencing feature during established 'business hours'
 - Direct link to that program's *Microsoft Bookings* page




Development Timeline

- August 31, 2022
 - SC Works Virtual Engagement Center Launches
 - Public Lobby and Booth/Office Experience will be live
 - The Platform will run 24/7 utilizing a single web address
 - Person-to-person chat feature will be live
 - Report capabilities for existing infrastructure
- December 31, 2022
 - Scheduling function for person-to-person chat feature
 - Intuitive concierge experience (bot feature)
 - Reporting on the concierge experience

Brazen



Login




SC Works Virtual Center

SC WORKS

REGISTER NOW

Exhibitor? Register Here.

A proud partner of the **americanjobcenter** network





SC Works Virtual Center

February 5, 1111
1:04 AM - 7:04 AM GMT-4:56:02

REGISTER

About

Welcome to the SC Works Virtual Center!

How It Works

Visit our Virtual Booths!

1

Enter

Enter the Virtual Center

2

Visit Booths

View information about our programs and services

3

Attend/Login

Log in and Join from any device, check out what SC Works has to offer

4

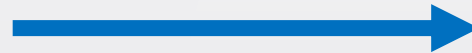
More!

Some booths you can chat or make an appointment! Visit each booth to find out more!

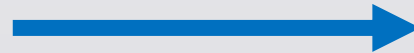
Event information



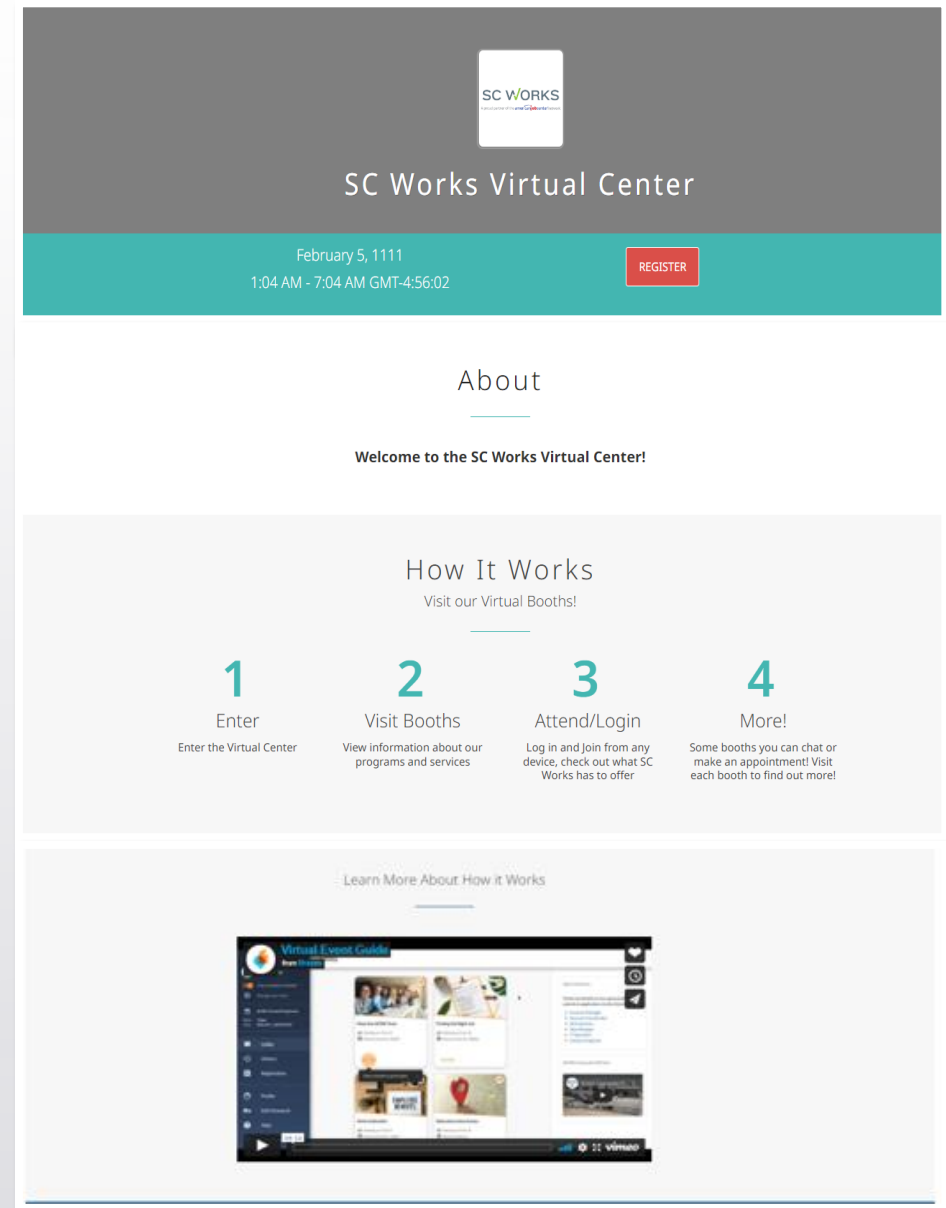
Event Steps



Training Video for Job Seekers



Example




You can scroll down the page



Virtual Lobby


Lobby



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Handouts and Materials
Helpful Handouts and Materials!

ENTER




Veteran Services
Did you serve in the military?

ENTER




Rapid Response Information
Rapid Response Information

ENTER




Unemployment Information
Unemployment Insurance Information

ENTER



TAA
Find out more about TAA!

ENTER



Training
Find out more about Training Opportunities!

ENTER

Example

Virtual 'Office'

← Handouts and Materials

Home Job Seekers Employers

SC WORKS

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Needing materials to assist you in your job search? You have come to the right place! Please click on the tabs above for helpful links to Handouts and Materials.

****Click on the tabs above for more information****

People Content

Can't chat right now? LEAVE A NOTE

Representatives (0 of 1 available)

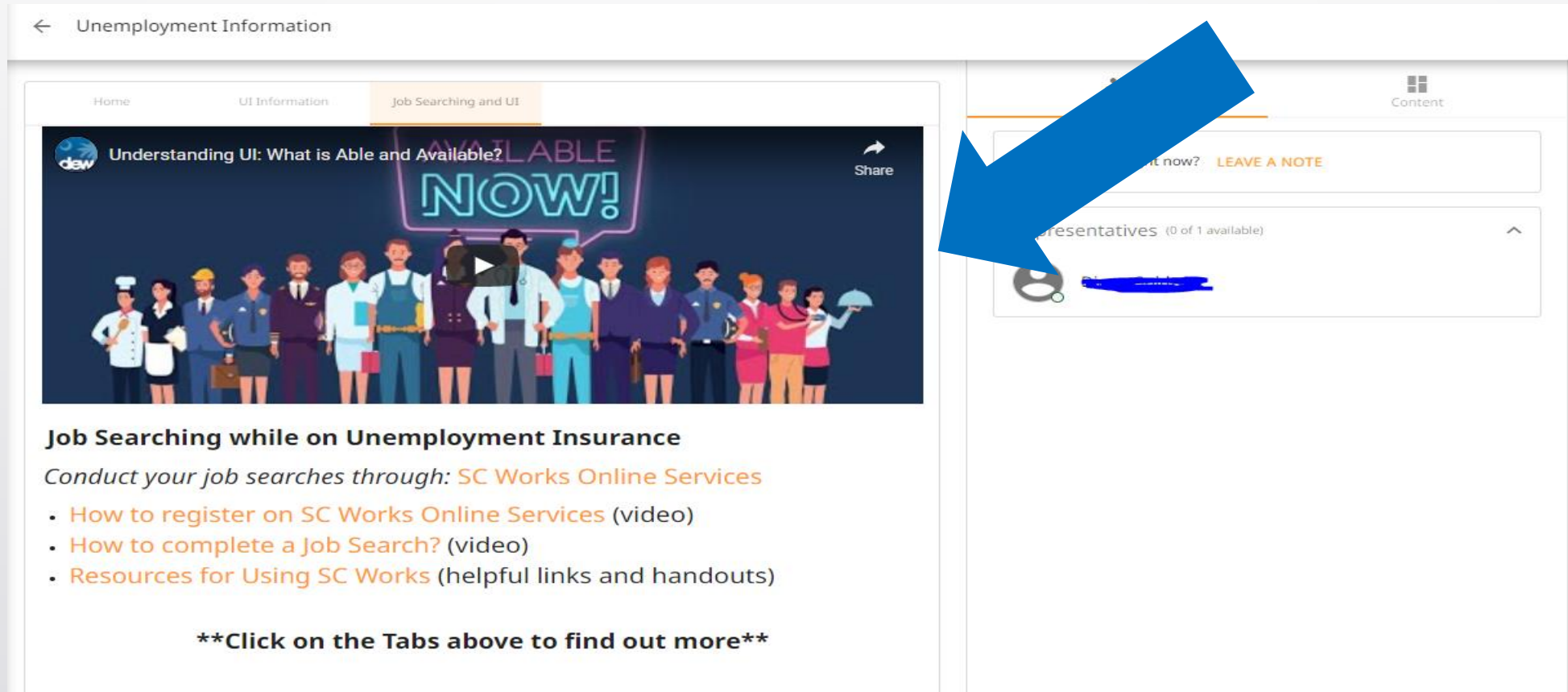
Example

Information and Links

The screenshot shows a mobile application interface for 'SC Works'. At the top, there is a navigation bar with a back arrow and the text 'Handouts and Materials'. Below this is a secondary navigation bar with three tabs: 'Home', 'Job Seekers' (which is highlighted with an orange underline), and 'Employers'. A blue arrow points to the 'Job Seekers' tab. The main content area features the 'SC WORKS' logo, where the 'W' is green and 'WORKS' is blue. Below the logo is the text 'A proud partner of the americanjobcenter® network'. A second blue arrow points to the 'Job Seekers' tab. Below the logo, there is a section titled 'Resources and Materials for Job Seekers' with a list of links: 'SC Works', 'Labor Market Information for Job Seekers', 'O*Net Online Resources', 'Find Occupations', 'My Next Move', and 'Federal Bonding'. A third blue arrow points to this list. At the bottom of this section is the text '**Click on the Tabs above to find out more**'. On the right side of the screen, there is a 'People' section with a header 'People' and a blue arrow pointing to it. Below the header is a chat button that says 'Can't chat right now? LEAVE A NOTE'. Below the chat button is a 'Representatives (0 of 1 available)' section with a profile picture icon and a blue bar.

Example

Videos About Programs or Workshop Tutorials



The screenshot shows a website interface for 'Unemployment Information'. The page has a navigation bar with 'Home', 'UI Information', and 'Job Searching and UI'. The main content area features a video player with a play button and a 'Share' icon. The video title is 'Understanding UI: What is Able and Available?' and the text 'AVAILABLE NOW!' is overlaid on the video. Below the video, the title 'Job Searching while on Unemployment Insurance' is displayed, followed by the instruction 'Conduct your job searches through: SC Works Online Services'. A list of resources is provided, including 'How to register on SC Works Online Services (video)', 'How to complete a Job Search? (video)', and 'Resources for Using SC Works (helpful links and handouts)'. A note at the bottom says '**Click on the Tabs above to find out more**'. On the right side of the page, there is a 'Content' section with a 'LEAVE A NOTE' button and a search bar. A large blue arrow points from the right side of the page towards the video player.

Unemployment Information

Home UI Information Job Searching and UI

Understanding UI: What is Able and Available? AVAILABLE NOW! Share

Job Searching while on Unemployment Insurance

Conduct your job searches through: [SC Works Online Services](#)

- [How to register on SC Works Online Services](#) (video)
- [How to complete a Job Search?](#) (video)
- [Resources for Using SC Works](#) (helpful links and handouts)

****Click on the Tabs above to find out more****

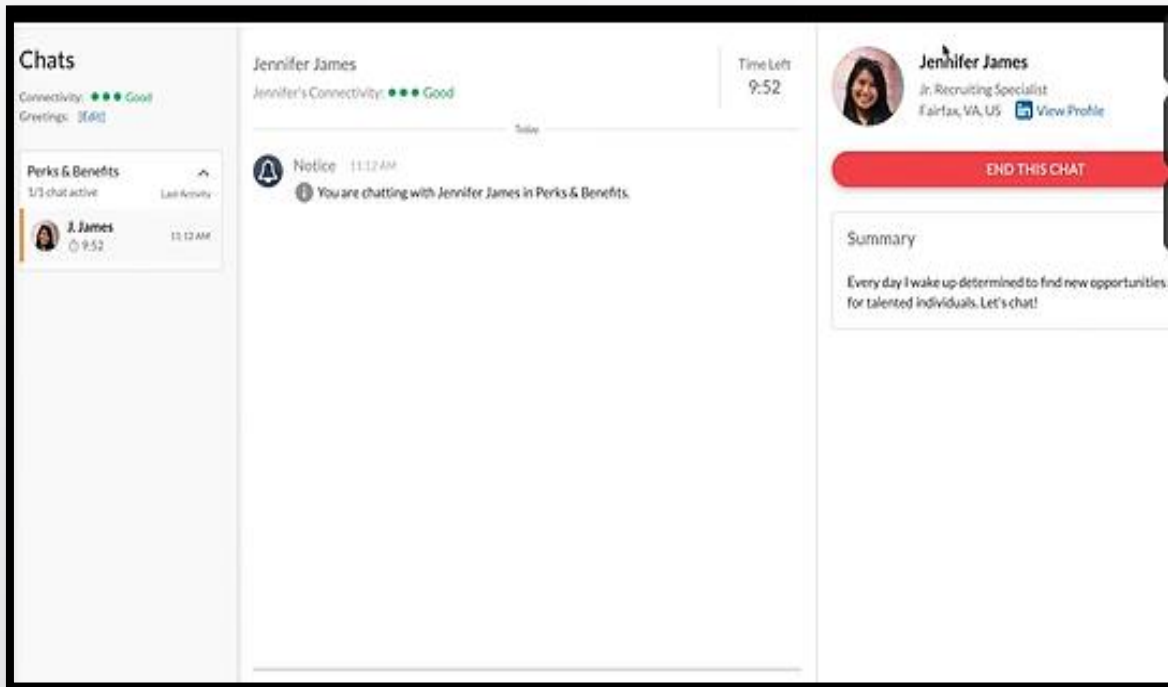
Content

LEAVE A NOTE

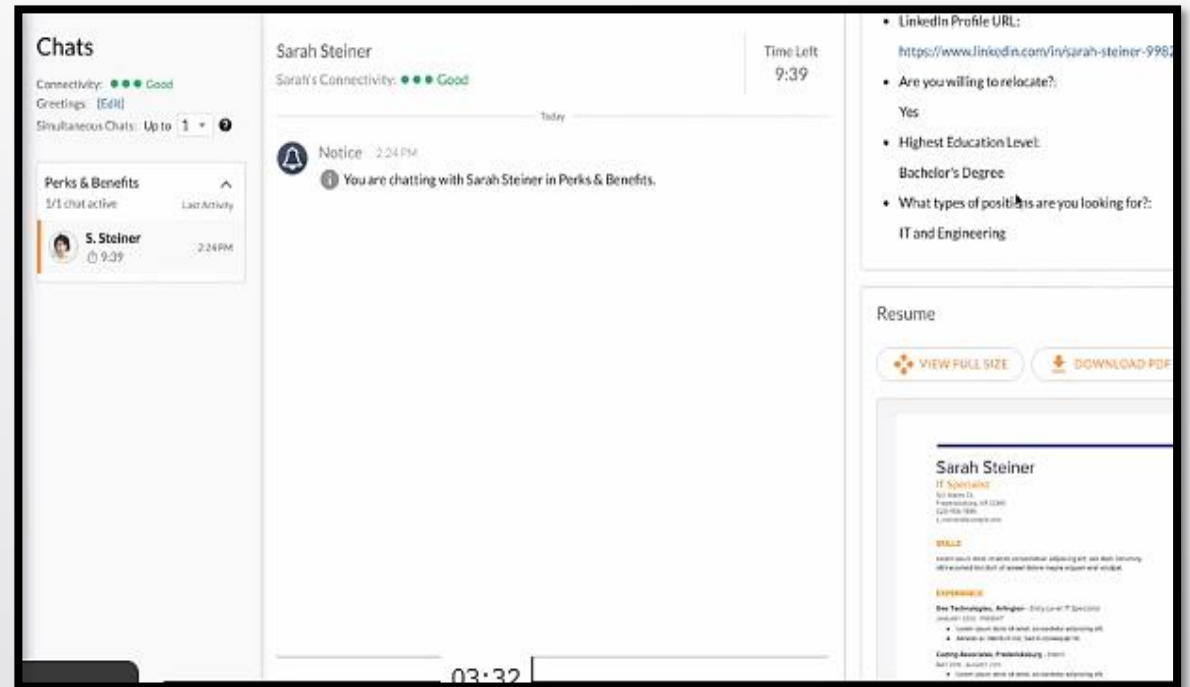
representatives (0 of 1 available)

Example

Instant Messaging Style Chat Feature Within Each Office



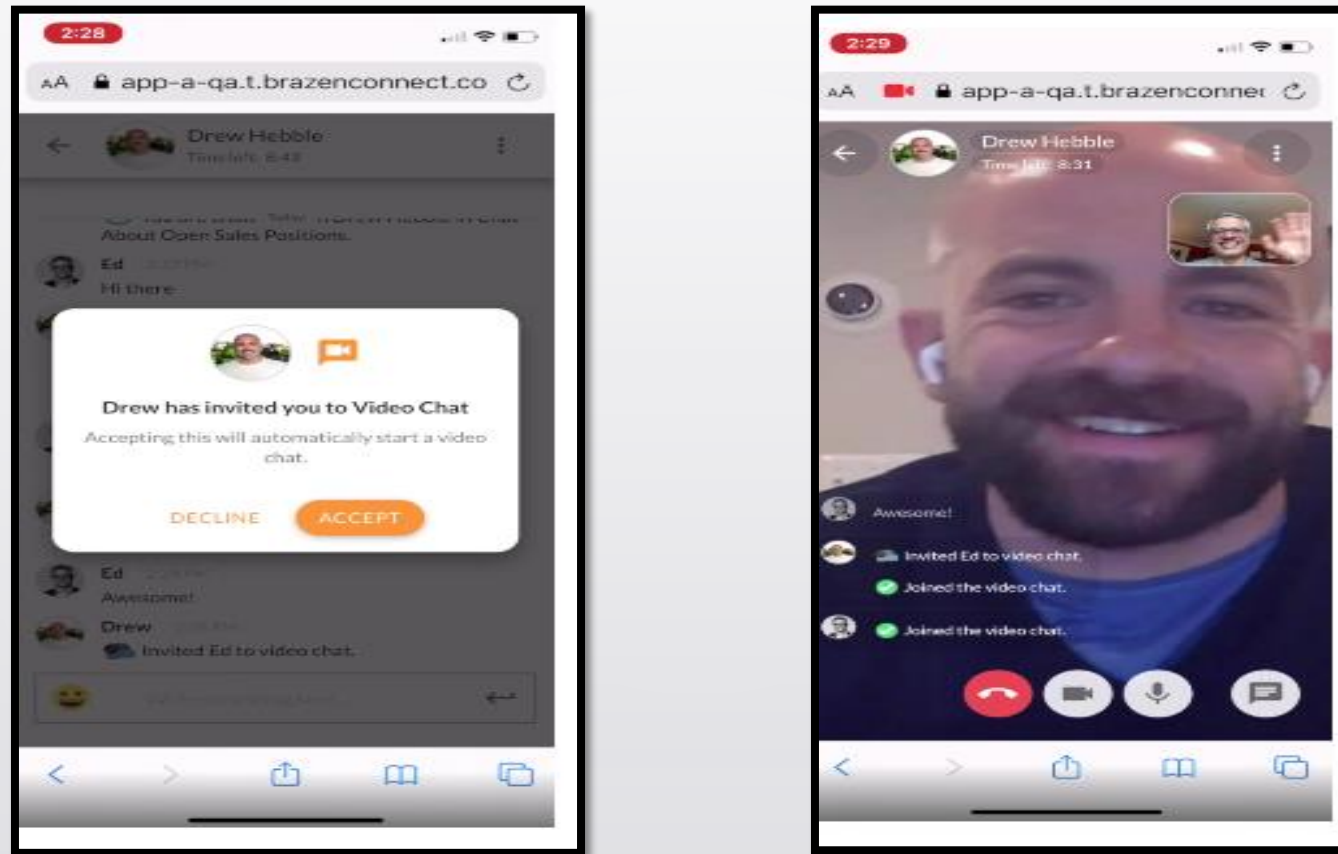
Customer



Virtual Center Staff





Example


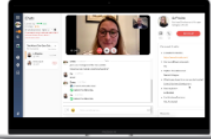




Video Chat



Example

Reports and Guides

-  **DOWNLOADS** >
-  **REPORTS** >
-  **ACTIVITY LOG** >
-  **SETTINGS** >

-  **Admin Resources**
-  **Booth Representative Resources**
-  **Booth Owner Resources**
-  **Job Seeker Resources**
-  **Technical Help and Guidance**
-  **Coming soon to Brazen!**