



**State Workforce Development Board Meeting
Thursday, March 28, 2024, at 11:00 a.m.**

C. Lem Harper Building
631 Hampton Street
Columbia, SC 29201

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AGENDA

- I. Welcome and Opening Remarks Mr. Thomas Freeland, SWDB Chair
- II. Approval of Minutes from December 12, 2023*Mr. Freeland
- III. PY'23 Interim Funding Recommendation*Ms. Nina Staggars
- IV. 2024 WIOA Combined State Plan*Ms. Staggars
- V. Director's Report Mr. William Floyd
- VI. Legislative Update Ms. Ellen Andrew-Morgan
- VII. Other Business/Adjourn.....Mr. Freeland

*Denotes voting item



**Governor’s State Workforce Development Board
December 12, 2023, State Workforce Development Board Meeting Minutes**

MEMBERS PRESENT:

Mr. Thomas Freeland
Mr. William Floyd
Ms. Valerie Richardson
Mr. Cliff Bourke, Jr.
Mr. Charles Brave, Jr.
Mr. Gregory C. Clark
Ms. Susan Cohen
Col. Craig Currey
Ms. Darline Graham
Mr. Chris Hall
Dr. Tim Hardee

Mr. Jay Holloway
Ms. Felicia Johnson
Mr. Mike King
Rep. Randy Ligon
Mr. Pat Michaels
Ms. Elaine Morgan
Mr. Michael W. Sexton
Dr. Windsor Sherrill
Mr. Warren Snead
Mr. John Uprichard

MEMBERS ABSENT:

Ms. Swati Patel
Mr. Tyler Servant
Mr. Gregory L. Tinnell
Senator Ross Turner

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 welcomed Mr. Calton McArthur and Mr. Maydad Cohen, guest presenters with Gartner Consulting, Inc.

SWDB Member Recognition.....**Mr. Freeland**
Chairman Freeland recognized Mr. Perry Shuping, who was appointed in 2020, for his service on the State Workforce Development Board. During his tenure, Mr. Shuping served on the SC Works Management Committee. He shared valuable insight about programs the SC Auto Dealers Association developed to address hiring and retention challenges among auto service and maintenance technician occupations. Mr. Shuping was also a great resource for DEW’s research into Electric Vehicle manufacturing and maintenance.

Mr. Warren Snead, the SC Works Management Committee Chairman, shared that Cooper Standard hosted Lt. Governor Pamela Everette.

Approval of Minutes from June 28, 2023***Mr. Freeland**
Mr. Chris Hall motioned to approve the June 28, 2023, meeting minutes. Mr. Warren Snead seconded the motion. The SWDB unanimously voted to approve the meeting minutes.

Request for Waiver Authority***Ms. Sheleena Rios**
Ms. Sheleena Rios, Workforce Policy and Research Manager, presented the recommendation to amend the Waiver of State Specific Requirements in accordance with State Instruction Letter (SIL) 21-05, removing the requirement that DEW must obtain approval authority from the State Workforce Development Board annually before approving or denying any waiver requests

*Denotes voting item



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submitted by Local Workforce Development Areas (LWDAs). Ms. Rios advised that DEW would continue to present waiver requests submitted by LWDAs and the final decision for each waiver to the appropriate SWDB committee.

Chairman Freeland facilitated a discussion on the recommendation to amend the waiver authority request, explaining that the Executive Committee voted unanimously to move this item to the full board for a final vote.

Mr. Charles Brave, Jr. motioned to remove the annual requirement for DEW to obtain Waiver Authority to approve or deny waiver requests received from local workforce areas. Col. Craig Currey seconded the motion, and the SWDB unanimously approved the amended Waiver of State Specific Requirements SIL, removing the annual requirement for DEW to obtain waiver authority to approve or deny waiver requests.

Shared Case Management System Feasibility Study..... Gartner Consulting, Inc.
As the administrative entity for the federally funded workforce system DEW procures and manages the case management and labor exchange system that is used across all 12 LWDAs and by partner programs for limited purposes. In Program Year (PY) 2022, the State Workforce Development Board allotted funds to procure a vendor to research the feasibility of a cross-partner, shared case management system to support a seamless customer experience supporting intake, referral, and co-enrollment.

Mr. Carlton McArthur, Managing Partner, and Mr. Maydad Cohen, Senior Managing Partner with Gartner Consulting, presented findings from the Shared Case Management System Feasibility Study, including a market scan of options for a case management system and recommended steps to successfully modernize the case management and labor exchange systems. During the study, Gartner met with DEW's WIOA partner agencies and concluded that partners support a seamless customer experience but prefer solutions that integrate with their existing systems rather than moving to a one-system approach. Gartner’s executive summary proposed that the agency's current case management system is aging and disconnected and suggested procurement of a more modern case management system to improve the user experience for job seekers and employers and to support faster, more data-driven re-employment services and opportunities. Gartner recommended that DEW begin foundational activities needed to support modernization. Next, DEW should pursue a strategic, targeted procurement that enables a wide range of vendors to ensure a thorough evaluation, migrate required data, archive the rest to increase timely implementation and deploy by functional area.

Staff will continue to update the SWDB on implementing a new DEW Customer Management System.

*Denotes voting item



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

Chairman Freeland advised members and guests that the PY'22 WIOA Annual Performance Report Narrative is available for review in the SWDB Portal and on the SC Works website. He also reminded members that the Annual Ethics Training will be on Tuesday, January 23, 2024, at 9:30 a.m. This training will be virtual via Zoom. The next SWDB meeting will be on March 28, 2024, at 11:00 a.m.

The meeting adjourned at 12:28 p.m.

DRAFT

*Denotes voting item

PY'23 Interim Funding Recommendation

Originally presented to the Executive Committee: March 5, 2024

2024 Workforce Development Symposium Sponsorship Fee - \$15,000

The SC Chamber of Commerce is hosting the 2024 Workforce Development Symposium on September 12, 2024, at the Columbia Metropolitan Convention Center. The Symposium is a great opportunity for board members to learn about issues important to South Carolina's business community. The funding requested will be paid to the SC Chamber as a sponsorship. In exchange for the sponsorship:

- DEW, the SWDB, and the SC Works system are promoted in event materials.
- DEW receives tickets to the Symposium, which are allocated to board members, and at least two additional Chamber events.
- Staff participate in the development of the agenda, including offering recommendations on topics and/or Symposium speakers.
- The SWDB presents the SC@Work Photo Contest Awards and Workforce Hero Awards during the event.
- DEW and SC Works have a vendor table to promote services to employers.

Phase II Implementation of the Shared Case Management System Project - \$69,200

In 2023, the SWDB funded a feasibility study to evaluate options for integrating case management systems across WIOA Core Program partners. The study was completed in November 2023 and resulted in a phased plan to modernize the state's case management and labor exchange systems, with an emphasis on interoperability across agencies and programs. Phase II of this effort involves developing the scope of work for the vendor/product solicitation. The funding requested will support the preparation of the scope of work and functional requirements for the case management and labor exchange solicitation and market engagement. Phase II will be completed by the end of the program year.

SOUTH CAROLINA WIOA STATE PLAN

Covering Program Years 2024-2027 (July 1, 2024 – June 30, 2027)

OVERVIEW

Under the Workforce Innovation and Opportunity Act (WIOA), the Governor of each State must submit a Unified or Combined State Plan to the Secretary of the U.S. Department of Labor that outlines a four-year strategy for the State's workforce development system. The publicly funded workforce development system is a national network of Federal, State, regional, and local agencies and organizations that provide a range of employment, education, training, and related services and supports to help all job-seekers secure good jobs while providing businesses with the skilled workers they need to compete in the global economy. States must have approved Unified or Combined State Plans in place to receive funding for core programs. WIOA reforms planning requirements, previously governed by the Workforce Investment Act of 1998 (WIA), to foster better alignment of Federal investments in job training, to integrate service delivery across programs and improve efficiency in service delivery, and to ensure that the workforce system is job-driven and matches employers with skilled individuals. One of WIOA's principal areas of reform is to require States to plan across core programs and include this planning process in the Unified or Combined State Plans. This reform promotes a shared understanding of the workforce needs within each State and fosters development of more comprehensive and integrated approaches, such as career pathways and sector strategies, for addressing the needs of businesses and workers. Successful implementation of many of these approaches called for within WIOA requires robust relationships across programs. WIOA requires States and local areas to enhance coordination and partnerships with local entities and supportive service agencies for strengthened service delivery, including through Unified or Combined State Plans.

Options for Submitting a State Plan

A State has two options for submitting a State Plan— a Unified State Plan or a Combined State Plan. At a minimum, a State must submit a Unified State Plan that meets the requirements described in this document and outlines a four-year strategy for the core programs. The six core programs are—

- the Adult program (Title I of WIOA),
- the Dislocated Worker program (Title I),
- the Youth program (Title I),
- the Adult Education and Family Literacy Act program (Title II),
- the Wagner-Peyser Act Employment Service program (authorized under the Wagner-Peyser Act, as amended by title III), and
- the Vocational Rehabilitation program (authorized under Title I of the Rehabilitation Act of 1973, as amended by Title IV).

Alternatively, a State may submit a Combined State Plan that meets the requirements described in this document and outlines a four-year strategy for WIOA's core programs plus one or more of the Combined State Plan partner programs. When a State includes a Combined State Plan partner program in its Combined State Plan, it need not submit a separate plan or application for that particular program. If included, Combined State Plan partner programs are subject to the "common planning elements" (Sections II-IV of this document) where specified, as well as the program-specific requirements for that program where such planning requirements exist separately for the program. The Combined State Plan partner programs are—

- Career and technical education programs authorized under the Carl D. Perkins Career and Technical Education Act of 2006, as amended by the Strengthening Career and Technical Education for the 21st Century Act (Perkins V) (20 U.S.C. 2301 et seq.)
- Temporary Assistance for Needy Families program (42 U.S.C. 601 et seq.)
- Employment and Training programs under the Supplemental Nutrition Assistance Program (programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4)))
- Work programs authorized under section 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(o))

- Trade Adjustment Assistance for Workers programs (Activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.))
- Jobs for Veterans State Grants Program (programs authorized under 38, U.S.C. 4100 et. seq.)
- Unemployment Insurance programs (programs authorized under State unemployment compensation laws in accordance with applicable Federal law)
- Senior Community Service Employment program (programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))
- Employment and training activities carried out by the Department of Housing and Urban Development
- Community Services Block Grant (Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.))

How State Plan Requirements Are Organized

The major content areas of the Unified or Combined State Plan include strategic and operational planning elements. WIOA separates the strategic and operational elements to facilitate cross-program strategic planning.

- The **Strategic Planning Elements** section includes analyses of the State's economic conditions, workforce characteristics, and workforce development activities. These analyses drive the required vision and goals for the State's workforce development system and alignment strategies for workforce development programs to support economic growth.
- The **Operational Planning Elements** section identifies the State's efforts to support the State's strategic vision and goals as identified in the Strategic Planning Elements section. This section ensures that the State has the necessary infrastructure, policies, and activities to meet its strategic goals, implement its alignment strategy, and support ongoing program development and coordination. Operational planning elements include:
 - State Strategy Implementation,
 - State Operating Systems and Policies,
 - Assurances,
 - Program-Specific Requirements for the Core Programs, and
 - Program-Specific Requirements for the Combined State Plan partner programs. (These requirements are available in a separate supplemental document, Supplement to the Workforce Innovation and Opportunity Act (WIOA) Unified and Combined State Plan Requirements. The Departments are not seeking comments on these particular requirements).

When responding to Unified or Combined State Plan requirements, States must identify specific strategies for coordinating programs and services for target populations. States must develop strategies that look beyond strategies for the general population and develop approaches that also address the needs of target populations.

I. WIOA STATE PLAN TYPE AND EXECUTIVE SUMMARY

a. WIOA State Plan Type

Unified or Combined State Plan. Select whether the State is submitting a Unified or Combined State Plan. At a minimum, a State must submit a Unified State Plan that covers the six core programs. Unified or Combined State Plan. Select whether the State is submitting a Unified or Combined State Plan. At a minimum, a State must submit a Unified State Plan that covers the six core programs.

Unified State Plan. This plan includes the Adult, Dislocated Worker, Youth, Wagner-Peyser Act, Adult Education and Family Literacy Act, and Vocational Rehabilitation programs.

Combined State Plan. This plan includes the Adult, Dislocated Worker, Youth, Wagner-Peyser Act, Adult Education and Family Literacy Act, and Vocational Rehabilitation programs, as well as one or more of the optional Combined State Plan partner programs identified below.

South Carolina is submitting a Combined State Plan covering the following additional programs:

- Temporary Assistance for Needy Families program (42 U.S.C. 601 et seq.)
- Employment and Training programs under the Supplemental Nutrition Assistance Program (programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4)))
- Trade Adjustment Assistance for Workers programs (activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.))
- Jobs for Veterans State Grants Program (programs authorized under 38, U.S.C. 4100 et. seq.)
- Senior Community Service Employment program (programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))

Objectives/Strategies

Action Items

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.

Strategy 1.1 Implement a case management system that integrates data across the WIOA core partner programs.

1.1.1 Implement recommendations from Shared Case Management System Feasibility Study.

Strategy 1.2 Develop and implement cross-partner staff training to enhance service delivery to job seekers and businesses.

1.2.1 Relaunch of SC Works Partner Series.
1.2.2 Utilize LMS to provide staff training.

Objectives/Strategies

Action Items

Objective 2: Prepare job seekers for high wage, high growth, high demand, high mobility/retention (4H) occupations through relevant training and skills acquisition, and match job seekers to open employer positions.

Strategy 2.1 Increase the percentage of participants that obtain high-value credentials.

- 2.1.1 Complete statewide supply gap analysis.
- 2.1.2 Define “high-value credential”.
- 2.1.3 Expand network of training providers to ensure inclusion of programs that lead to or result in a high-value credential.

Strategy 2.2 Increase access to education and training necessary for individuals to use Broadband to advance their personal goals and increase South Carolina’s technology workforce competitiveness.

- 2.2.1 Improve communication and coordination with the Digital Opportunity Department.
- 2.2.2 Continue expansion of Connection Points and promote utilization of Connection Points to provide digital literacy education and training.
- 2.2.3 Provide digital literacy instruction and assessments to certify that individuals have core digital literacy competencies for life and the workplace.

Strategy 2.3 Improve strategic outreach and service delivery to employers to effectively match job seekers with employers.

- 2.3.1 Distribute and implement SC Works customer satisfaction guidance.
- 2.3.2 Utilize statewide employer survey to glean information about pain points and how the system can help.
- 2.3.3 Develop joint guidance on the delivery of local business services to include continued utilization of Integrated Business Services Teams and sector partnerships.
- 2.3.4 Implementation of the Senior Business Consultant model that will manage service delivery to key account and foster regional collaboration.

Objectives/Strategies

Action Items

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, mobility/retention jobs.

Strategy 3.1 Increase awareness of resources to mitigate obstacles to employment.

3.1.1 Relaunch SC Works Partner Series to train staff on resources to mitigate or remove obstacles to employment.

3.1.2 Collect and distribute a catalog of promising practice and models for removing obstacles, primarily related to transportation, childcare, and housing.

Strategy 3.2 Implement a multifaceted rural outreach strategy to ensure that rural areas of South Carolina have access to employment and training resources.

3.2.1 Implement Rural Outreach Team.