



**SC Works Management Committee Meeting
Thursday, May 11, 2023 at 11:00 a.m.**

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Phone Conference ID: 287 866 717#

AGENDA

- I. Welcome and Opening Remarks Mr. Warren Snead, Committee Chair
- II. Approval of Minutes from February 9, 2023* Mr. Snead
- III. Program Year 2022 Local Performance Mr. Zach Nickerson
- IV. Participant Cost Rate Policy Recommendation* Mr. Nickerson
- V. SC Works Secret Shopper Initiative Ms. Naana Amonoo-Neizer
- VI. Other Business/Adjourn..... Mr. Snead

*Denotes voting item

**Governor’s State Workforce Development Board
February 9, 2023 SC Works Management Committee Meeting Minutes**

| Members Present: | Members Absent: |
|--------------------------|------------------------|
| Mr. Warren Snead* | Mr. Perry Shuping |
| Mr. Dan Ellzey* | Mr. John Uprichard* |
| Mr. Gregory Cannon Clark | |
| Ms. Darline Graham | |
| Mr. Mike King | |
| Mr. Gregory Tinnell | |

Welcome and Opening Remarks Mr. Warren Snead, Committee Chair

Mr. Warren Snead, Committee Chair, called the meeting to order at 11:00 a.m. A quorum was present.

Approval of Minutes from November 10, 2022, Committee Meeting*Mr. Snead

Mr. Gregory Clark motioned to approve the November 10, 2022, meeting minutes. Mr. Gregory Tinnell seconded the motion, and the Committee unanimously approved the minutes.

Committee Priorities..... Ms. Nina Staggers

Ms. Nina Staggers provided an update on the Committee’s Program Year (PY) 2022 priorities.

- *Soft Skills Instruction*
 - The SC Soft Skills Certificate Initiative was developed as a strategy to prepare the workforce and support the needs of employers. An analysis conducted during PY’20 determined the six essential soft skills are Communication, Digital Literacy, Problem Solving, Professionalism, Teamwork, and Time Management.
 - The SC Soft Skills Certificate will be awarded to individuals who take and pass the WIN Essential Soft Skills and Digital Literacy assessments.
 - The initiative was placed on hold in December 2021; with the selection of WIN as the state’s career readiness vendor, the Soft Skills Certificate initiative is ready to restart at the end of the PY’22.
- *Regionalism*
 - With the continued reduction in WIOA funds and enhanced capacities through technology, local areas are exploring cost-sharing opportunities to serve both job seekers and employers effectively and efficiently. Staff will develop and distribute a memo to the workforce system, summarizing the concept of regionalism and providing examples cost-sharing strategies.
- *Virtual Engagement Center (VEC)*
 - The Virtual Engagement Center was created to offer a virtual solution for job seekers and employers who cannot access a brick-and-mortar SC Works Center in person. The VEC will be open five days a week for hours equivalent to SC Works Comprehensive Centers.

*Denotes voting item

**Governor’s State Workforce Development Board
February 9, 2023 SC Works Management Committee Meeting Minutes**

- Funding to staff the VEC was recently approved by the Executive Committee. Staff will provide online communication with customers through a “live chat” function to answer questions and send information requested in real-time.
- The VEC is in the final stages of testing and will launch in Spring 2023.
- *SC Works/Staff Training – Learning Management System*
 - The Learning Management System (LMS) will provide a centralized location for training content and a way for staff and managers to track the completion of required training. The current system does not offer this function.
 - The Executive Committee approved funding to procure a learning management system. Procurement will occur during the current program year, with the implementation of the system occurring in PY’23.

Local Area Performance Ms. Melissa Rodgers

Ms. Melissa Rodgers, Workforce Services Coordinator, provided an update on the status of the notices sent on December 31, 2022, to the six LWDAs that did not meet fiscal or programmatic performance measures in PY’21. Corrective Action Plan (CAP) submissions are due on February 13, 2023. At the time of the meeting, three of the six areas had submitted CAPs.

Ms. Stagers explained that, although specific to each area, the overarching reason for failure to meet performance standards is a decline in the number of individuals served. A decrease in participants makes it more challenging to utilize funding specifically for participant costs, preventing the 70% fund utilization rate from being met. The availability of alternative funding sources for the local workforce may also affect the ability of the area to meet performance objectives.

Other Business/Adjourn Mr. Snead

Mr. Snead reminded members to contact staff via SWDB@dew.sc.gov concerning any issues accessing the Board portal. The next full board meeting is scheduled for March 29, 2023, at 11:00 a.m.

Mr. Dan Ellzey, Executive Director of the Department of Employment and Workforce provided concluding remarks. As the state with the fourth lowest labor force participation rate, South Carolina will need to focus on workforce development, labor force monitoring, and coming up with new ways to add to its workforce. Mr. Ellzey officially retired on February 28, 2023.

The meeting adjourned at 11:30 a.m.

*Denotes voting item

PCR Recommendation

Background

On September 28, 2017 the State Workforce Development Board voted unanimously to approve the Workforce Innovation and Opportunity Act (WIOA) Participant Cost Rate (PCR) Policy, with an effective date of July 1, 2018. The PCR requires Local Workforce Development Areas (LWDAs) to spend 30% of their combined local Adult and Dislocated Worker program expenditures, including Rapid Response for additional assistance funds, on participant costs.

The current PCR calculation includes expenditures for all types of training (classroom, on-the-job training (OJT), apprenticeship, locally-funded incumbent worker training (IWT), customized training, etc.), basic skills upgrading and General Educational Development Test (GED) preparation, supportive services necessary (and not otherwise available) to enable an individual to participate in WIOA activities (such as transportation, child care, books, supplies, uniforms, tools, and fees), assessments, testing, and WBL wages and/or stipends. The salaries, fringe and indirect costs of staff who provide direct services to participants are not included in the calculation.

The original intent of the policy was to set a benchmark for participant expenditures to more effectively focus federal resources on talent development and meeting employer needs. The current PCR calculation encourages local areas to focus expenditures on participant training and supportive services.

Issues

There are two key factors at play making it difficult for local areas to achieve the 30% PCR:

- WIOA is a secondary resource for training and supportive services
- Declining WIOA funds and increasing infrastructure costs

Issue #1: WIOA is a Secondary Resource for Training and Supportive Services

WIOA requires all other resources to be utilized prior to the utilization of WIOA funds for training and supportive services costs. Training and Employment Guidance Letter (TEGL) 19-16 states that training may be provided under WIOA if the individual is unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds or Federal Pell Grants established under Title IV of the Higher Education Act of 1965, or requires WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants. Additionally, the TEGL provides that supportive services may be made available to any adult or dislocated worker participating in Title I career services or training activities that is unable to obtain supportive services through other programs providing such services.

The abundance of other resources available to pay for training and supportive services among the partners of the Workforce System and additional grant funding opportunities, makes it difficult for local areas to expend their dollars on training and supportive services. For example, the *U.S. Department of Labor Overview of Forecasted FY 2023 Competitive Funding Opportunities* highlights grant opportunities available to the workforce system in the amount of 603 million dollars.

Issue #2: Declining WIOA funds and Increasing Infrastructure Costs

Declining WIOA formula dollars and increasing infrastructure costs are negatively impacting local areas' ability to meet the 30% PCR. The total amount of WIOA funds allotted to the local areas has decreased by \$21,777,387, since Program Year (PY) 2010. In PY'22 local areas received \$22,960,677, compared to \$44,738,064 received in PY'10. At a time when local areas need to diversify their funding strategy, the PCR discourages areas from applying for additional grants that might help the area, but would negatively impact their ability to meet the PCR.

Areas that have received additional grants struggle with the PCR requirement. For example, the Pee Dee LWDA has expressed concerns with the PCR calculation and how receiving the H-1B Rural Healthcare Grant and the CAREER NDWG has impacted their ability to meet the PCR requirement on two fronts:

1. The aforementioned grants require case management support. As mentioned above, the current PCR calculation does not include salary, fringe, and indirect costs for case management staff; therefore, in this scenario, spending WIOA formula dollars on case management negatively impacts PCR.
2. The grants provide competing funds for training and supportive services for eligible participants. By receiving this grant, in alignment with TEGL 19-16, the Pee Dee LWDA is required to use the aforementioned grant dollars on participant costs in lieu of using their WIOA formula dollars. The additional grant dollars are not included in the PCR calculation and negatively impact the local area's ability to meet the State's financial performance indicator. However, if the PCR calculation included staff costs for direct services, the LWDA could charge staff costs to the WIOA grant and participant costs to discretionary grant, achieving requirements for both funding streams.

Recommendation

Revise PCR calculation to include staff working directly with participants

The Department of Labor is currently implementing the Yes, WIOA Can! Initiative. As part of the initiative, DOL has requested that states re-evaluate restrictions that may negatively affect implementation of the WIOA Title I programs in effective and innovative ways.

The recommendation is to revise the PCR calculation to include salaries, fringe and indirect costs of staff working directly with participants (i.e. staff providing/conducting eligibility certification, case management, workshops and assessments).

By including the salaries, fringe benefits and indirect costs of staff working directly with participants, the calculation will still evaluate expenses on participants but will also include the staffing resources that are necessary for the delivery of participant services. Local areas will be encouraged to use their WIOA Title I formula dollars to staff appropriately for direct services to participants, apply for additional grants being made available to the workforce system, and more effectively partner with entities that provide supportive services and/or training that aligns with participants' needs. This simple change will eliminate the unnecessary competition of funding that is negatively impacting the workforce system.

Maintain rate at 30%

Due to the year over year decreases in WIOA funds, it is recommended that the 30% rate stay the same, but that the rate be reevaluated in PY'24.



PY'22 thru 2nd Quarter Local Fiscal & Programmatic Performance Update

PY'22 WIOA Title I Allocation

| Fund Stream | | Adult | Youth | Dislocated Worker | Total |
|-------------------------------------|----------------------------|-------------|-------------|-------------------|--------------|
| Total allotment received | | \$8,493,087 | \$8,818,543 | \$11,779,701 | \$29,091,331 |
| | | | | | |
| State | Statewide Activities (10%) | \$849,309 | \$881,854 | \$1,177,970 | \$2,909,133 |
| | State Administration (5%) | \$424,654 | \$440,927 | \$588,985 | \$1,454,566 |
| | State Rapid Response (15%) | | | \$1,766,955 | \$1,766,955 |
| | State Totals | \$1,273,963 | \$1,322,781 | \$3,533,910 | \$6,130,654 |
| | | | | | |
| Percentage allocated to Local Areas | | 85% | 85% | 70% | Total |
| Total allocated to Local Areas | | \$7,219,124 | \$7,495,762 | \$8,245,791 | \$22,960,677 |

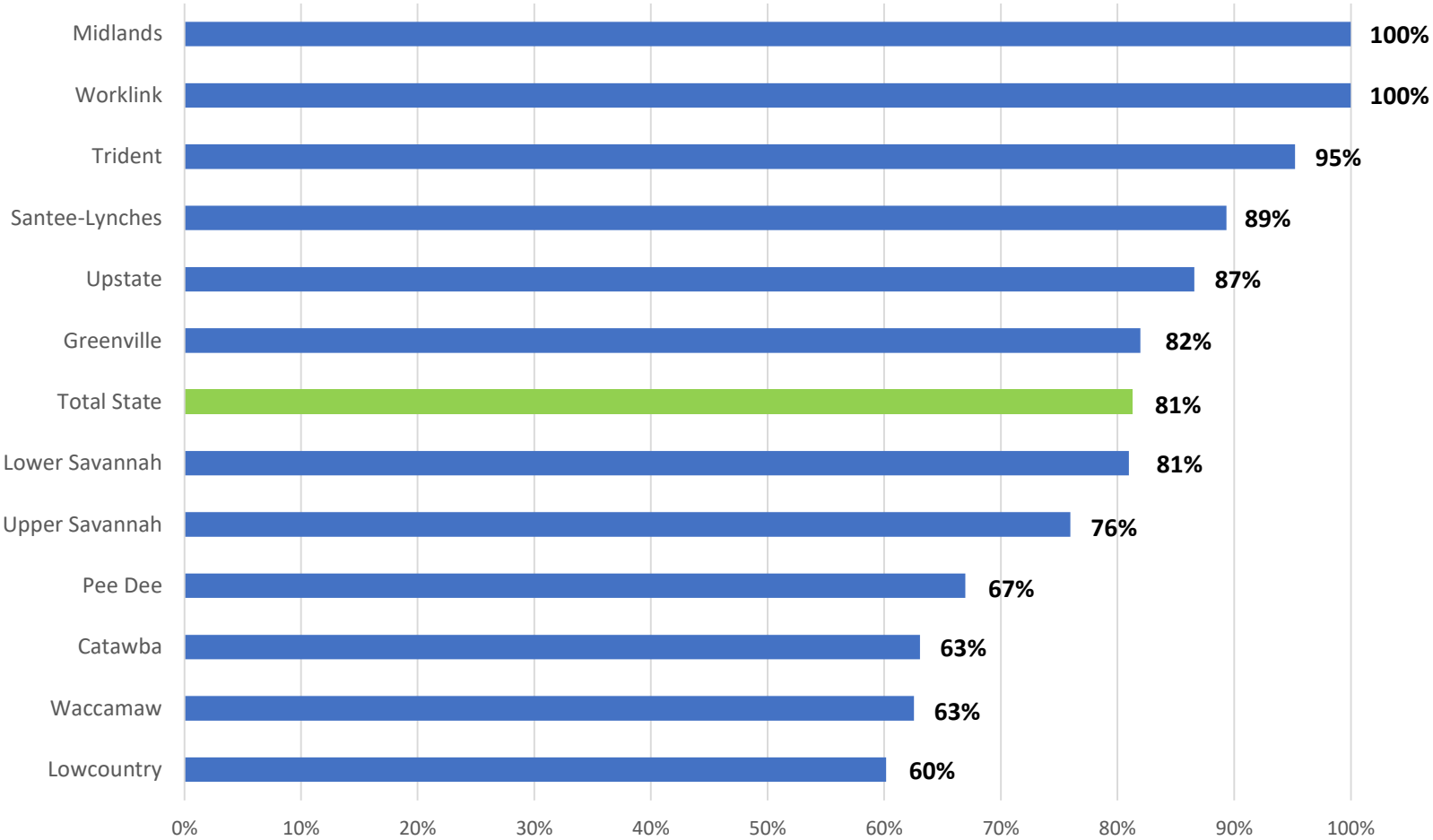
**PY'22 WIOA Title I
 Allocation**

| | | | | | |
|------------------------|-------------------------------------|-------------|-------------|--------------|--------------|
| Local Area Allocations | Percentage allocated to Local Areas | 85% | 85% | 70% | Total |
| | Total allocated to Local Areas | \$7,219,124 | \$7,495,762 | \$8,245,791 | \$22,960,677 |
| | | | | | |
| | Trident | \$821,971 | \$847,258 | \$994,827 | \$2,664,056 |
| | Greenville | \$574,155 | \$595,262 | \$754,447 | \$1,923,864 |
| | Upper Savannah | \$355,701 | \$353,242 | \$593,257 | \$1,302,200 |
| | Upstate | \$578,683 | \$603,859 | \$756,466 | \$1,939,008 |
| | Midlands | \$946,571 | \$1,047,417 | \$1,170,325 | \$3,164,313 |
| | Worklink | \$439,601 | \$493,357 | \$491,686 | \$1,424,644 |
| | Lower Savannah | \$745,731 | \$756,486 | \$659,604 | \$2,161,821 |
| | Pee Dee | \$655,065 | \$665,587 | \$724,078 | \$2,044,730 |
| | Catawba | \$568,478 | \$573,375 | \$536,712 | \$1,678,565 |
| | Santee Lynches | \$378,909 | \$377,094 | \$406,687 | \$1,162,690 |
| | Lowcountry | \$286,866 | \$310,556 | \$332,690 | \$930,112 |
| | Waccamaw | \$867,393 | \$872,269 | \$825,012 | \$2,564,674 |
| Local Area Totals | \$7,219,124 | \$7,495,762 | \$8,245,791 | \$22,960,677 | |

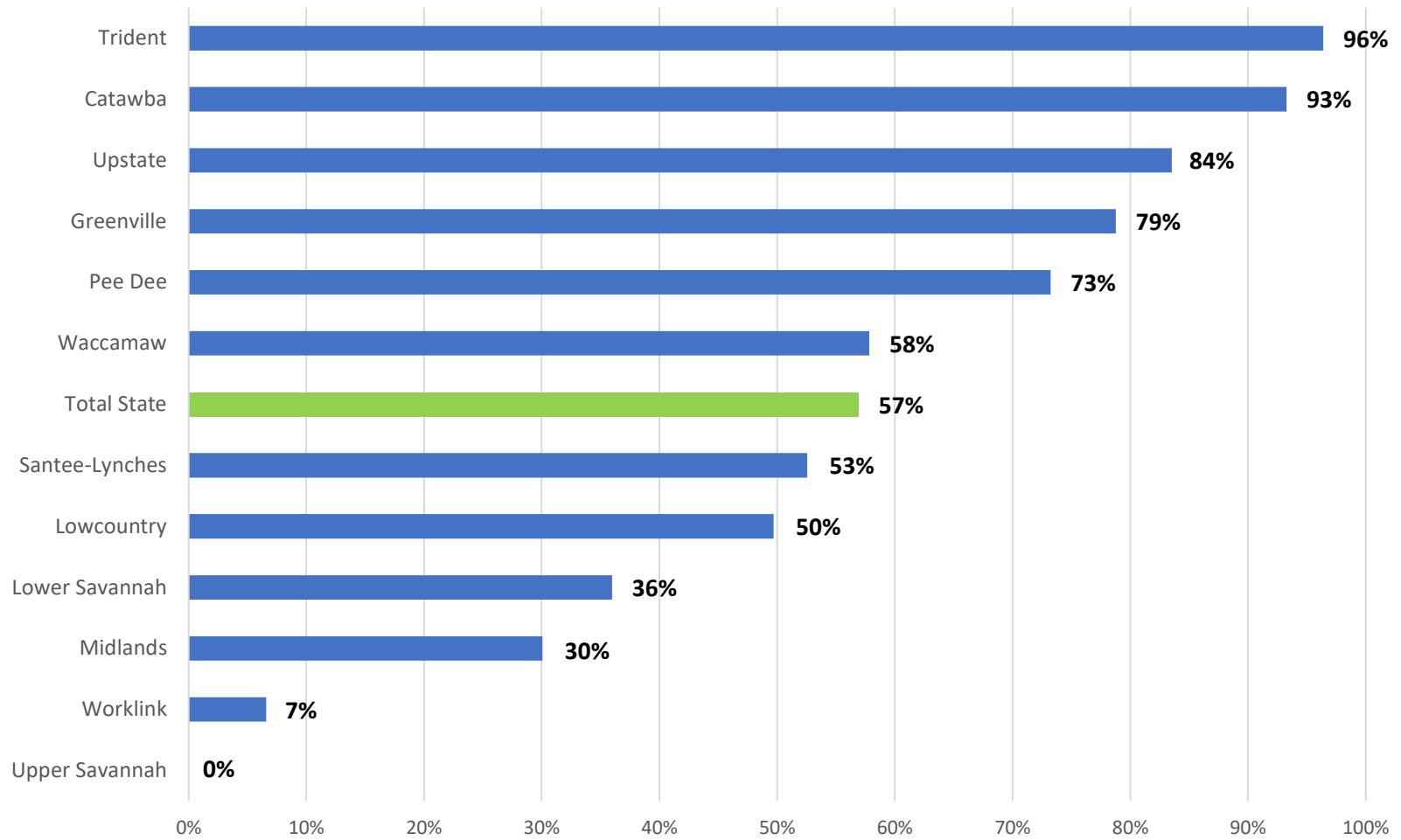
State-specific Fiscal Performance Measures

Obligation Rate – each area must obligate at least 80% of the program funds allocated in the current year for each fund stream. To be on track with this requirement local areas should a rate of 40% thru 2nd quarter.

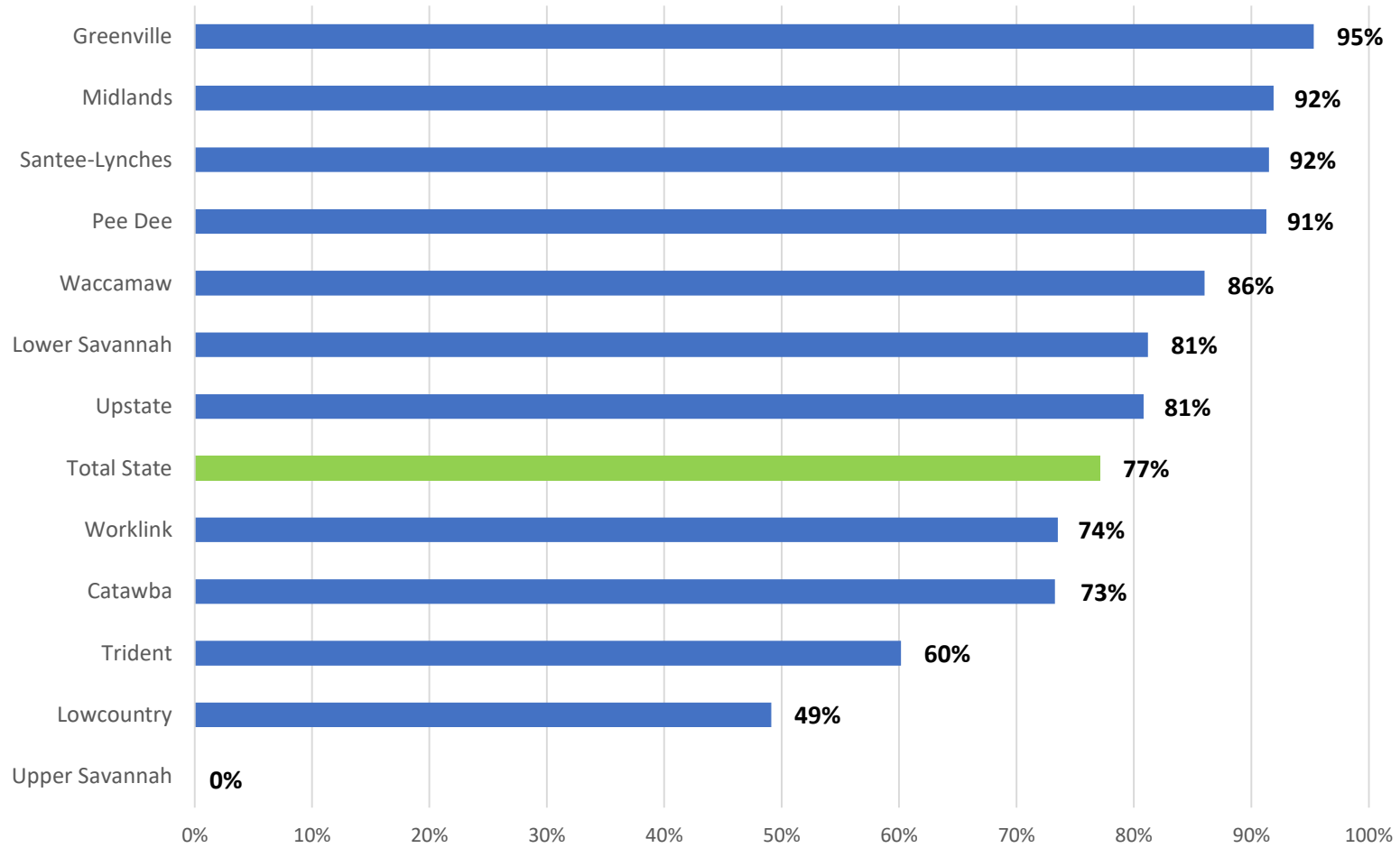
LWDA PY22 Adult Program Fund Obligation Rate thru 12/31/2022



LWDA PY22 Dislocated Worker Program Fund Obligation Rate thru 12/31/2022



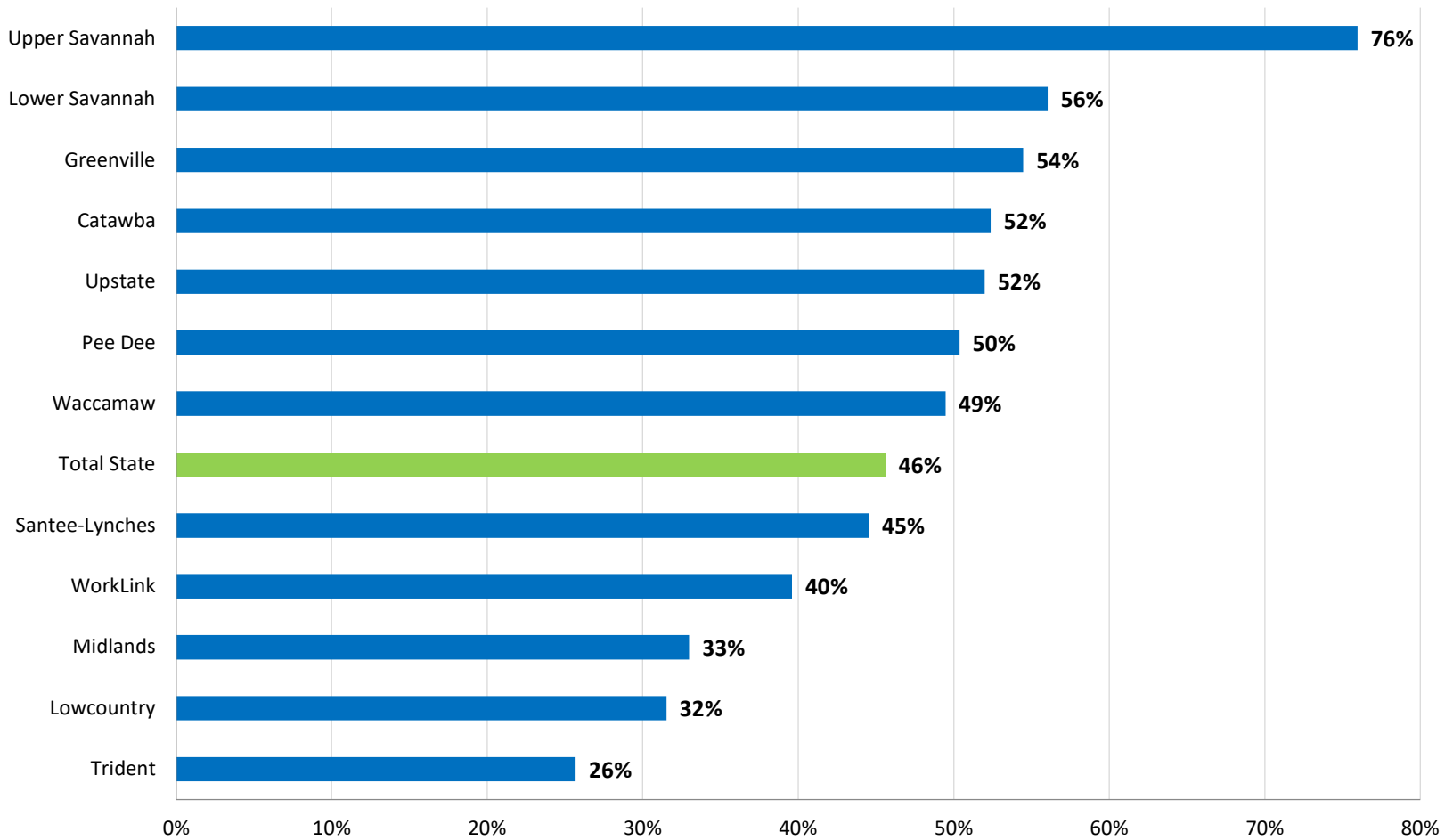
LWDA PY22 Youth Program Fund Obligation Rate thru 12/31/2022



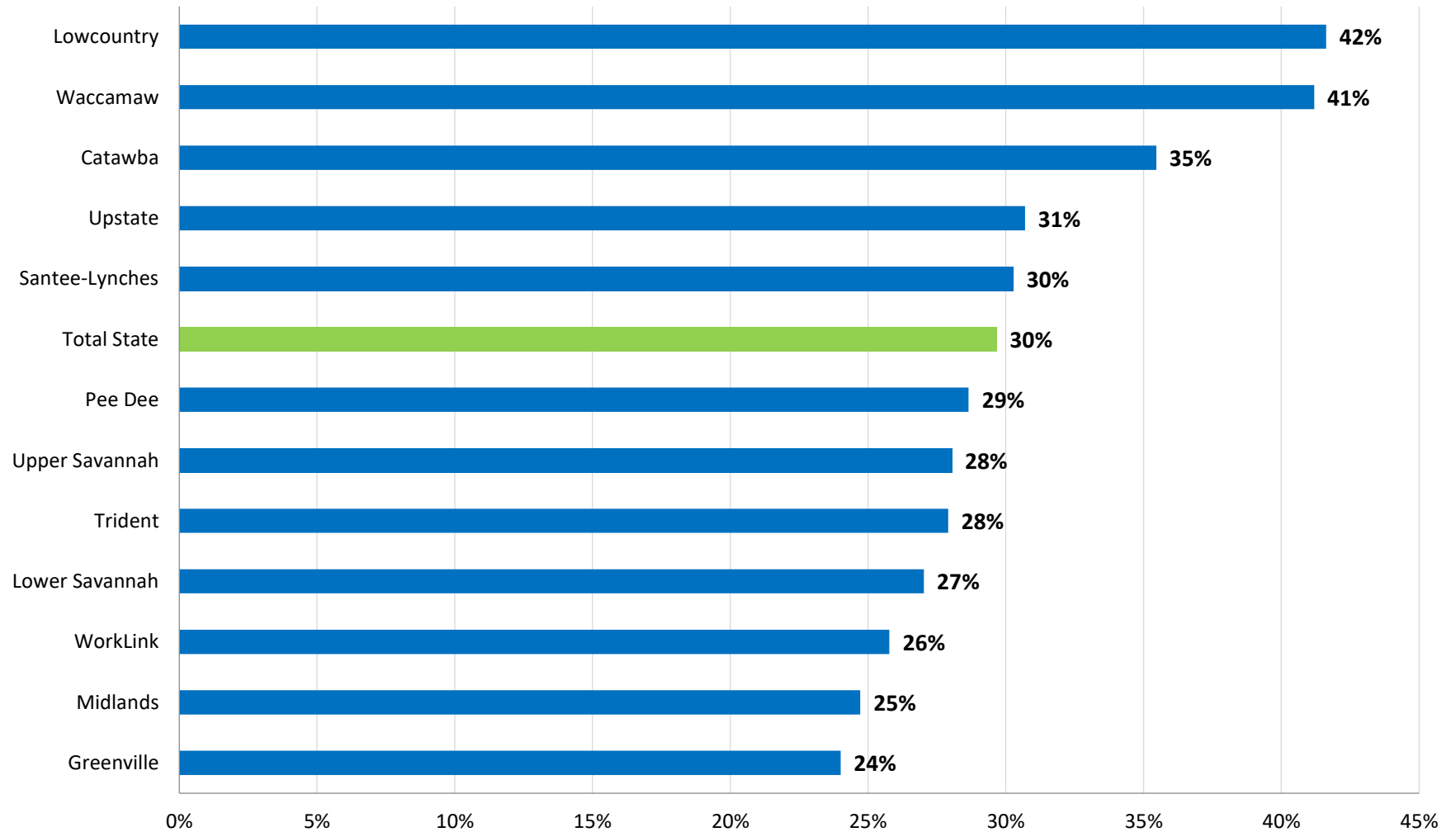
State-specific Fiscal Performance Measures

Fund Utilization Rate – local areas must expend at least 70% of total funds available, including current year and carry-in program and administration funds, for each fund stream. To be on track with this requirement local areas should have a rate of 35% thru 2nd quarter.

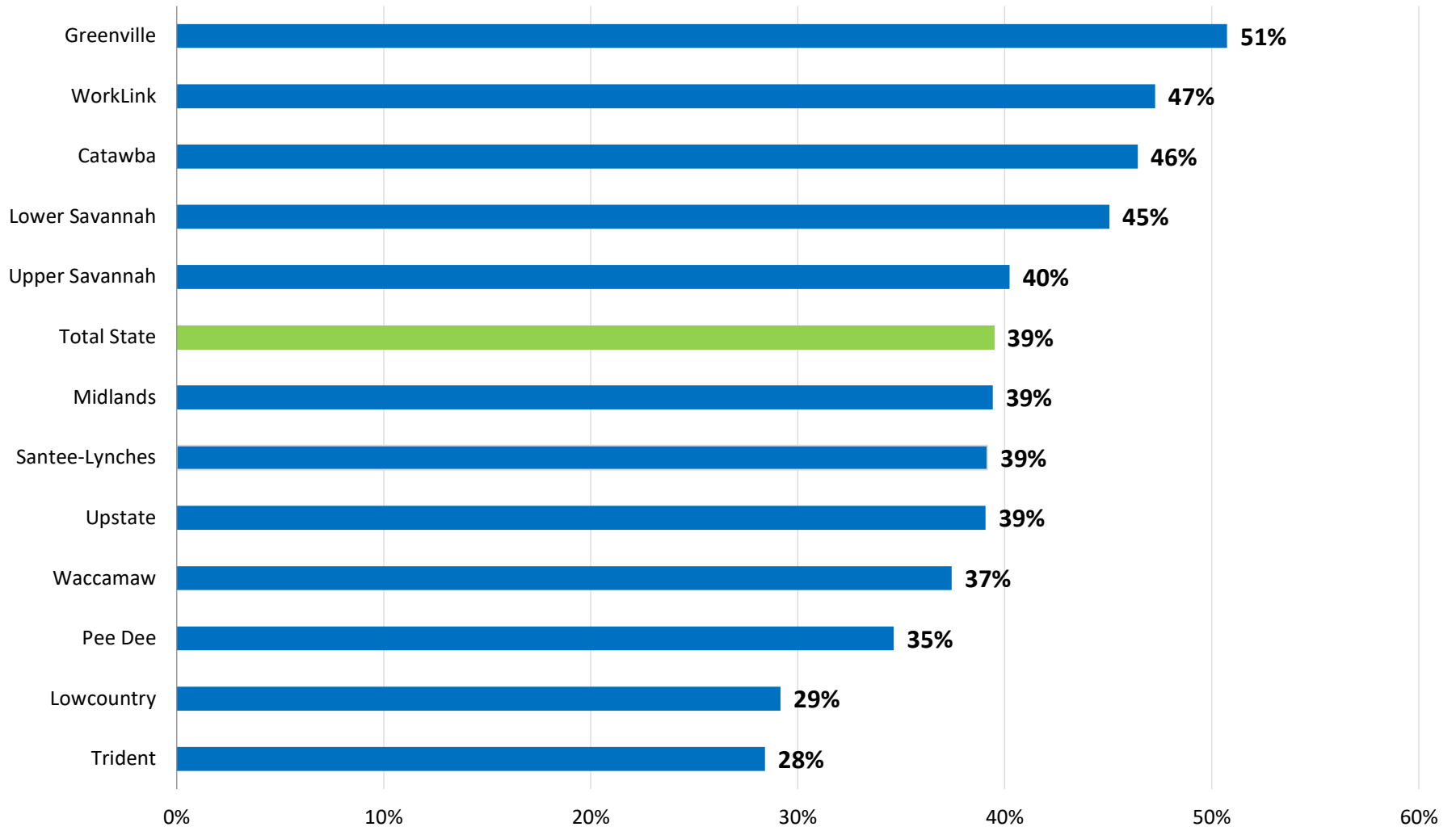
**LWDA PY22 Adult Program
Fund Utilization Rate thru 12/31/2022
(Includes Admin.)**



**LWDA PY22 Dislocated Worker Program
Fund Utilization Rate thru 12/31/2022
(Includes Admin.)**



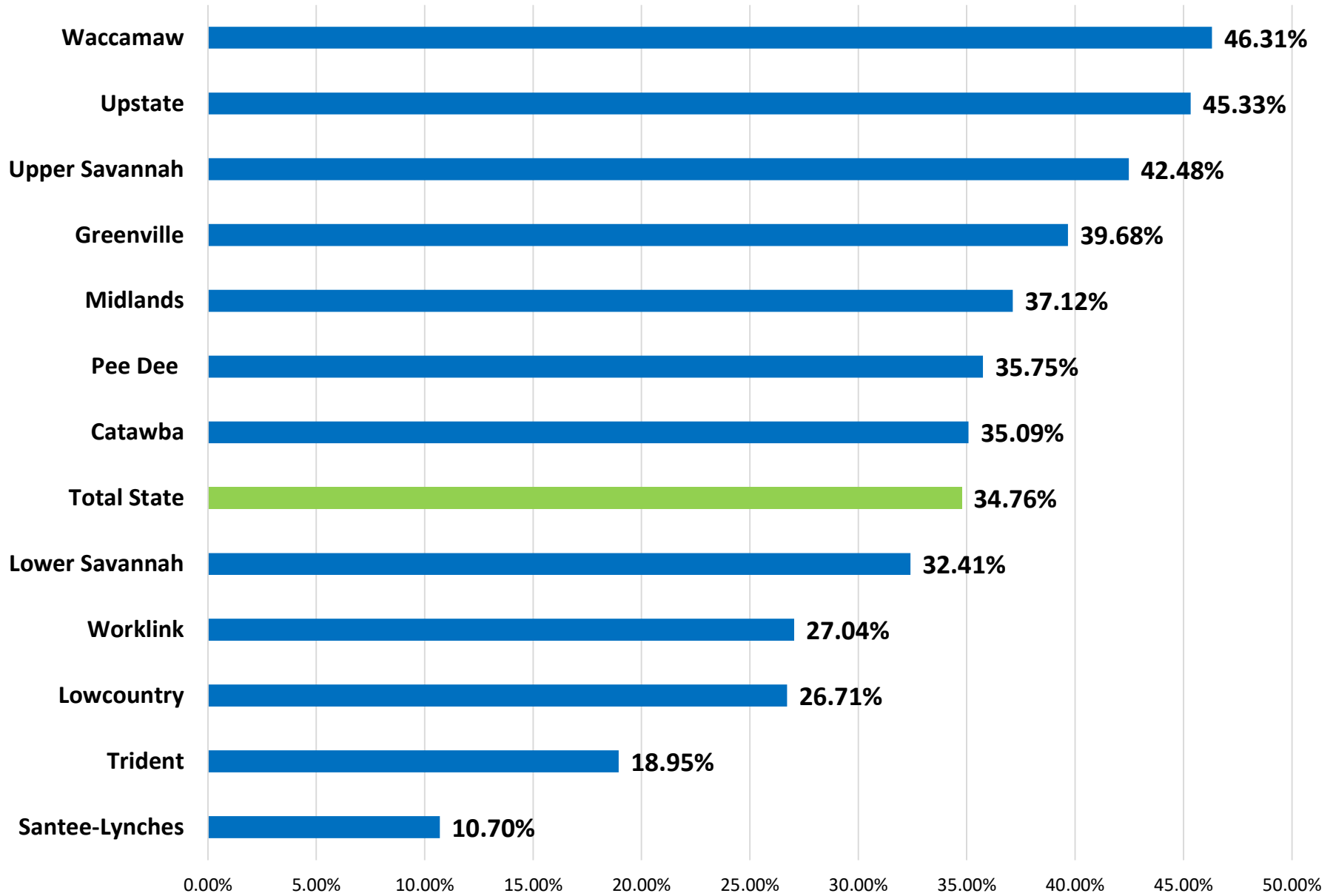
**LWDA PY22 Youth Program
Fund Utilization Rate thru 12/31/2022
(Includes Admin.)**



State-specific Fiscal Performance Measures

Participant Cost Rate – at least 30% of each area's combined Adult, Dislocated Worker, and Rapid Response Grant program expenditures, must be spent on participant cost. The rate is calculated using both current year and carry-in funds. To be on track with this requirement local areas should have a rate of 30% thru 2nd quarter.

Participant Cost Rate as of 12/31/2022



Primary Indicators of Performance

- Employment Rate 2nd Quarter after Exit
 - (Education/Employment for Youth)
- Employment Rate 4th Quarter after Exit
 - (Education/Employment for Youth)
- Median Earnings 2nd Quarter after Exit
- Credential Attainment Rate
 - (of those who received training or education during the reporting period)
- Measurable Skill Gains

Assessment of Programmatic Performance Results

1
90%

| Statewide | | | | | | | | | | |
|------------------------|-----------------------|----------------------|-------------------------|-----------------------|-------------------|----------------------|-----------------------|----------------------|-------------------------|-------------------------|
| Indicator/Program | Title I Adult Goal | Title I Adult Actual | Title I Adult % of Goal | Title I DW Goal | Title I DW Actual | Title I DW % of Goal | Title I Youth Goal | Title I Youth Actual | Title I Youth % of Goal | Overall Indicator Score |
| Employment Rate Q2 | 77.8 | 81.7 | 105.0% | 81.1 | 80.0 | 98.6% | 77.6 | 85.9 | 110.7% | 104.8% |
| Employment Rate Q4 | 74.0 | 79.1 | 106.9% | 80.4 | 83.9 | 104.4% | 74.5 | 83.8 | 112.5% | 107.9% |
| Median Earnings | \$6,193 | \$7,061 | 114.0% | \$7,935 | \$9,360 | 118.0% | \$3,622 | \$4,895 | 135.1% | 122.4% |
| Credential Rate | 65.0 | 69.2 | 106.5% | 65.6 | 72.6 | 110.7% | 69.1 | 64.0 | 92.6% | 103.3% |
| Measurable Skill Gains | 55.2 | 66.9 | 121.2% | 57.1 | 61.8 | 108.2% | 52.8 | 62.0 | 117.4% | 115.6% |
| | Overall Program Score | | 110.7% | Overall Program Score | | 108.0% | Overall Program Score | | 113.7% | |

2
90%

| | |
|------|---|
| Pass | <ul style="list-style-type: none"> An Overall Program Score (across all indicators) is at least 90.0% An Overall Indicator Score (across A/DW/Y programs) is at least 90.0% Have an Individual Indicator Score of at least 50.0% |
| Fail | <ul style="list-style-type: none"> An Overall Program Score (across all indicators) that did not meet at least 90.0% An Overall Indicator Score (across A/DW/Y programs) that did not meet at least 90.0% Have an Individual Indicator Score that did not meet 50.0% |

3
50%

PY'22 - 2nd Quarter (Rolling-4) Statewide Adult/DW/Youth Programmatic Performance Summary

| Statewide | | | | | | | | | | |
|------------------------|-----------------------|---|-------------------------|-----------------------|-------------------|----------------------|-----------------------|----------------------|-------------------------|-------------------------|
| Indicator/Program | Title I Adult Goal | Title I Adult Actual | Title I Adult % of Goal | Title I DW Goal | Title I DW Actual | Title I DW % of Goal | Title I Youth Goal | Title I Youth Actual | Title I Youth % of Goal | Overall Indicator Score |
| Employment Rate Q2 | 77.8 | 81.7 | 105.0% | 81.1 | 80.0 | 98.6% | 77.6 | 85.9 | 110.7% | 104.8% |
| Employment Rate Q4 | 74.0 | 79.1 | 106.9% | 80.4 | 83.9 | 104.4% | 74.5 | 83.8 | 112.5% | 107.9% |
| Median Earnings | \$6,193 | \$7,061 | 114.0% | \$7,935 | \$9,360 | 118.0% | \$3,622 | \$4,895 | 135.1% | 122.4% |
| Credential Rate | 65.0 | 69.2 | 106.5% | 65.6 | 72.6 | 110.7% | 69.1 | 64.0 | 92.6% | 103.3% |
| Measurable Skill Gains | 55.2 | 66.9 | 121.2% | 57.1 | 61.8 | 108.2% | 52.8 | 62.0 | 117.4% | 115.6% |
| | Overall Program Score | | 110.7% | Overall Program Score | | 108.0% | Overall Program Score | | 113.7% | |
| Pass | | <ul style="list-style-type: none"> • An Overall Program Score (across all indicators) is at least 90.0% • An Overall Indicator Score (across A/DW/Y programs) is at least 90.0% • Have an Individual Indicator Score of at least 50.0% | | | | | | | | |
| Fail | | <ul style="list-style-type: none"> • An Overall Program Score (across all indicators) that did not meet at least 90.0% • An Overall Indicator Score (across A/DW/Y programs) that did not meet at least 90.0% • Have an Individual Indicator Score that did not meet 50.0% | | | | | | | | |

PY'22 - 2nd Quarter (Rolling-4) Local Area Adult/DW/Youth Programmatic Performance Summary (Quick Reference)

| <i>WorkLink</i> | | | | | <i>Pee Dee</i> | | | | | <i>Greenville</i> | | | | | <i>Santee-Lynches</i> | | | | |
|------------------------|-------------------------|----------------------|-------------------------|-------------------------|------------------------|-------------------------|----------------------|-------------------------|-------------------------|------------------------|-------------------------|----------------------|-------------------------|-------------------------|------------------------|-------------------------|----------------------|-------------------------|-------------------------|
| Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score | Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score | Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score | Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score |
| Employment Rate Q2 | 110.9% | 106.2% | 109.8% | 109.0% | Employment Rate Q2 | 104.7% | 92.5% | 102.6% | 99.9% | Employment Rate Q2 | 106.9% | 98.5% | 119.3% | 108.2% | Employment Rate Q2 | 106.4% | 87.3% | 106.5% | 100.1% |
| Employment Rate Q4 | 105.7% | 104.4% | 108.5% | 106.2% | Employment Rate Q4 | 102.3% | 94.8% | 108.3% | 101.8% | Employment Rate Q4 | 106.5% | 119.6% | 116.4% | 114.2% | Employment Rate Q4 | 97.0% | 111.4% | 111.7% | 106.7% |
| Median Earnings | 124.6% | 128.7% | 123.5% | 125.6% | Median Earnings | 120.4% | 133.5% | 124.6% | 126.2% | Median Earnings | 122.4% | 140.8% | 133.9% | 132.3% | Median Earnings | 114.1% | 102.4% | 141.1% | 119.2% |
| Credential Rate | 114.9% | 135.5% | 90.1% | 113.5% | Credential Rate | 108.6% | 92.5% | 93.4% | 98.2% | Credential Rate | 109.4% | 103.8% | 59.9% | 91.0% | Credential Rate | 102.8% | 106.0% | 102.8% | 103.9% |
| Measurable Skill Gains | 153.3% | 134.6% | 110.4% | 132.7% | Measurable Skill Gains | 129.8% | 72.3% | 105.8% | 102.6% | Measurable Skill Gains | 127.7% | 133.3% | 107.2% | 122.7% | Measurable Skill Gains | 121.5% | 153.6% | 92.2% | 122.4% |
| | 121.9% | 121.9% | 108.5% | | | 113.2% | 97.1% | 106.9% | | | 114.6% | 119.2% | 107.3% | | | 108.4% | 112.1% | 110.9% | |
| <i>Upper Savannah</i> | | | | | <i>Lower Savannah</i> | | | | | <i>Midlands</i> | | | | | <i>Waccamaw</i> | | | | |
| Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score | Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score | Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score | Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score |
| Employment Rate Q2 | 101.0% | 87.4% | 91.1% | 93.2% | Employment Rate Q2 | 112.7% | 105.3% | 112.0% | 110.0% | Employment Rate Q2 | 99.9% | 91.9% | 105.8% | 99.2% | Employment Rate Q2 | 98.5% | 99.2% | 116.0% | 104.6% |
| Employment Rate Q4 | 108.1% | 102.1% | 89.8% | 100.0% | Employment Rate Q4 | 106.5% | 98.1% | 110.2% | 104.9% | Employment Rate Q4 | 94.4% | 98.8% | 103.4% | 98.9% | Employment Rate Q4 | 103.7% | 111.4% | 113.8% | 109.6% |
| Median Earnings | 100.8% | 113.3% | 131.1% | 115.1% | Median Earnings | 119.1% | 124.3% | 102.7% | 115.3% | Median Earnings | 108.4% | 86.8% | 109.9% | 101.7% | Median Earnings | 111.0% | 99.4% | 153.9% | 121.5% |
| Credential Rate | 102.9% | 126.8% | 79.2% | 103.0% | Credential Rate | 116.3% | 106.1% | 102.7% | 108.4% | Credential Rate | 103.5% | 94.0% | 84.6% | 94.0% | Credential Rate | 96.2% | 119.8% | 106.1% | 107.4% |
| Measurable Skill Gains | 79.9% | 91.4% | 71.6% | 81.0% | Measurable Skill Gains | 134.2% | 134.0% | 130.2% | 132.8% | Measurable Skill Gains | 99.3% | 94.2% | 115.3% | 102.9% | Measurable Skill Gains | 124.7% | 92.6% | 134.2% | 117.2% |
| | 98.5% | 104.2% | 92.6% | | | 117.7% | 113.6% | 111.6% | | | 101.1% | 93.1% | 103.8% | | | 106.8% | 104.5% | 124.8% | |
| <i>Upstate</i> | | | | | <i>Catawba</i> | | | | | <i>Trident</i> | | | | | <i>Lowcountry</i> | | | | |
| Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score | Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score | Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score | Indicator/Program | Title I Adult % of Goal | Title I DW % of Goal | Title I Youth % of Goal | Overall Indicator Score |
| Employment Rate Q2 | 101.1% | 98.9% | 99.1% | 99.7% | Employment Rate Q2 | 103.4% | 101.8% | 111.4% | 105.6% | Employment Rate Q2 | 107.3% | 102.8% | 110.9% | 107.0% | Employment Rate Q2 | 110.7% | 99.0% | 97.6% | 102.4% |
| Employment Rate Q4 | 106.3% | 118.1% | 131.1% | 118.5% | Employment Rate Q4 | 105.9% | 99.1% | 105.2% | 103.4% | Employment Rate Q4 | 99.4% | 104.6% | 118.1% | 107.4% | Employment Rate Q4 | 97.2% | 110.9% | 102.1% | 103.4% |
| Median Earnings | 125.6% | 138.5% | 121.4% | 128.5% | Median Earnings | 128.7% | 122.8% | 137.2% | 129.6% | Median Earnings | 107.6% | 100.9% | 141.8% | 116.8% | Median Earnings | 120.4% | 97.5% | 111.5% | 109.8% |
| Credential Rate | 93.3% | 110.2% | 100.8% | 101.5% | Credential Rate | 88.5% | 124.3% | 74.3% | 95.7% | Credential Rate | 115.0% | 110.7% | 93.8% | 106.5% | Credential Rate | 123.5% | 111.7% | 125.3% | 120.2% |
| Measurable Skill Gains | 132.2% | 99.7% | 144.0% | 125.3% | Measurable Skill Gains | 116.7% | 109.6% | 121.5% | 115.9% | Measurable Skill Gains | 100.7% | 75.1% | 82.4% | 86.1% | Measurable Skill Gains | 119.6% | 120.9% | 123.7% | 121.4% |
| | 111.7% | 113.1% | 119.3% | | | 108.6% | 111.5% | 109.9% | | | 106.0% | 98.8% | 109.4% | | | 114.3% | 108.0% | 112.0% | |



Participant Cost Rate (PCR) Recommendation

Recommendation

- *Revise PCR calculation to include staff working directly with participants*
 - *Staff working directly with participants is defined as staff providing/conducting:*
 - ❖ *Eligibility certification*
 - ❖ *Case management*
 - ❖ *Workshops*
 - ❖ *Assessments*

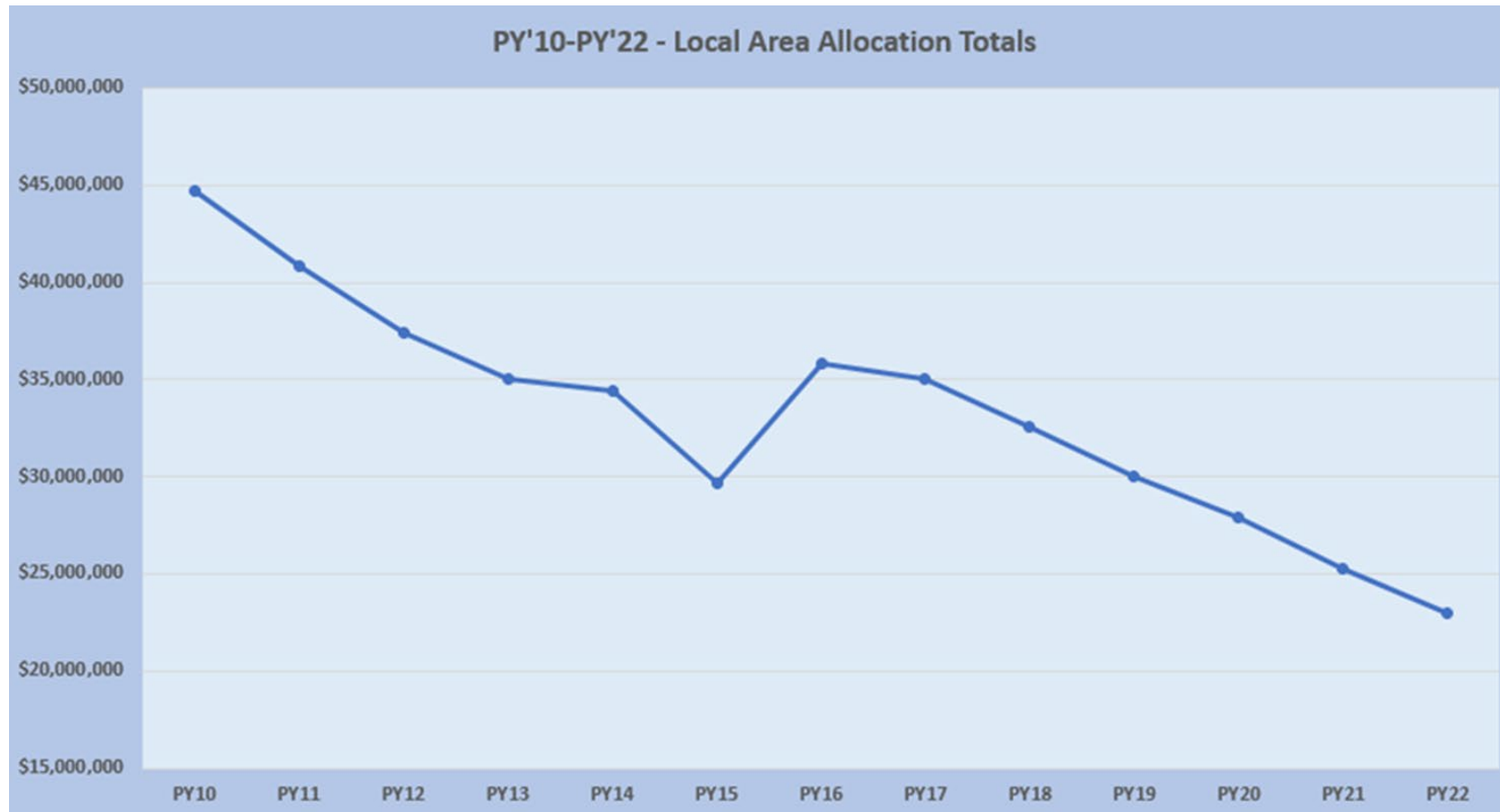
Current Calculation

- The participant cost rate will be evaluated annually, and will include expenditures of both carry-in and new funds.
- Only program cost category expenditures will be used. Administration expenditures will not be included in the calculation.
- The participant cost rate will be calculated using combined local Adult and Dislocated Worker program expenditures, including Rapid Response for additional assistance funds. The funding streams will not be evaluated separately.
- Participant costs include expenditures for all types of training (classroom, on-the-job training (OJT), apprenticeship, locally-funded incumbent worker training (IWT), customized training, etc.), basic skills upgrading and General Educational Development Test (GED) preparation, supportive services necessary (and not otherwise available) to enable an individual to participate in WIOA activities (such as transportation, child care, books, supplies, uniforms, tools, and fees), assessments, testing, and work-based learning wages and/or stipends.
- Participant costs do not include staff salaries, fringe benefits, operating expenses, or indirect cost.

Limitations of Current PCR Calculation

- **WIOA is a Secondary Resource for Training and Supportive Services**
 - The Department of Labor requires all other resources to be utilized prior to the use of WIOA funds for training and supportive services
 - ❖ The abundance of other resources available makes it difficult for local areas to expend their dollars on training and supportive services. For example, the *U.S. Department of Labor Overview of Forecasted FY 2023 Competitive Funding Opportunities* highlights grant opportunities available to the workforce system in the amount of **603 million dollars**.
- **Declining WIOA funds and Increasing Infrastructure Costs**
 - The total amount of WIOA funds allotted to the local areas has decreased by **\$21,777,387**, since Program Year (PY) 2010.
 - ❖ In PY'22 local areas received \$22,960,677, compared to \$44,738,064 received in PY'10.

Allocated Amounts by Program Year to Local Areas



Anticipated Outcomes Resulting from the Recommended Change

- Increase in infrastructure (case managers) to serve more WIOA participants
- Increase in WIOA participants
- Increased collaboration with partners
- Increase of outside grant applications by local areas

Questions?

SC DEW Secret Shopper Project

Update Presentation

5/11/2023

Agenda

❖ Project Background

- EvalGroup Team
- Goal of project

❖ Methodology

❖ Next Steps

❖ Questions

EvalGroup Secret Shopper Program Team



Dr. Tara Dixon
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Contract Manager



Teria Coleman
Lead Data Collector



Naana Amonoo-Neizer
Research Manager



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Secret Shopper Program

- ❖ A pilot program that is aimed at assessing customers' experience when interacting with the SC Works system
- ❖ Designed to aid the SC Works system to
 - Highlight promising practices
 - Identify the need for training and technical assistance
 - Identify resources needed to improve the customer experience

Methodology



- ❖ State instructions
- ❖ Regional maps
- ❖ Registration characteristics of centers

Methodology



❖ Services

- Phone, online and in person
- Business customers and job seeker customers

❖ Sites

- Comprehensive versus affiliate
- Foot traffic
- Geographic location/region

Methodology

Kick Off
and
background
information
review



Identification
of services
and sites to
be evaluated



Launch of
business
and job
seeker
survey



Launch
secret
shopper
visits



Data
analysis



Reporting &
final
presentation

Business survey:

- ❖ Total surveys sent: 473
- ❖ Total responses: 41
- ❖ Response rate: 8.7%

Job seeker survey:

- ❖ Total surveys sent: 8,592
- ❖ Total responses: 407
- ❖ Response rate: 4.7%

Methodology



Next Steps

- ❖ Secret shopper visits
 - ❖ Fill out a survey after visit
 - ❖ Complete an interview within 48-72 hours
- ❖ Data analysis
- ❖ Report
- ❖ Final presentation
 - Identify limitations, challenges and recommendations on how to scale up



Questions?