



**SC Works Management Committee Meeting
Thursday, May 16, 2024, at 11:00 a.m.**

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Phone Conference ID: 204 158 855#

AGENDA

- I. Welcome and Opening Remarks Mr. Warren Snead, Committee Chair
- II. Approval of Minutes from October 24, 2023 and February 15, 2024* Mr. Snead
- III. SC Works Certification Standards* Mr. Adam Paige
- IV. PY'23 Priority Update Ms. Pamela Jones
- V. Other Business/Adjourn..... Mr. Snead

*Denotes voting item

**Governor’s State Workforce Development Board
October 24, 2023, SC Works Management Committee Meeting Minutes**

Members Present:

Mr. John Uprichard*
Mr. Gregory Cannon Clark
Ms. Darline Graham
Mr. Mike King

Members Absent:

Mr. Warren Snead*
Mr. William Floyd*
Ms. Swati Patel
Mr. Gregory L. 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 May 11, 2023, Meeting Minutes* Mr. Uprichard

Mr. Mike King motioned to approve the May 11, 2023, meeting minutes. Ms. Darline Graham seconded the motion, and the Committee unanimously approved the minutes.

Unified State Plan Mr. Charles Appleby

Mr. Charles Appleby, Senior Advisor, Coordinating Council for Workforce Development, provided an update on Statewide Education and Workforce Development Act (Act 67) activities, focusing on the Unified State Plan (USP), a comprehensive education and workforce development plan.

The USP is a systematic approach to statewide education and workforce development to streamline and unify the efforts of entities involved throughout the state. Mr. Appleby noted that the USP does not replace nor negate the required program and agency-required plans. Rather, the USP will provide an opportunity to address and further collaborate around the state’s workforce and educational needs. The USP’s vision, “Achieve and sustain South Carolina’s workforce potential,” has been adopted as the vision for the 2024 Workforce Innovation Opportunity Act (WIOA) Combined State Plan. Both plans include strategies to address education and workforce in three topic areas: awareness, skills, and obstacles.

SC Professional Skills Certificate Mr. Adam Paige

Mr. Adam Paige, Director of Workforce Initiatives, provided an update on the Committee's SC Soft Skills Certificate priority to develop a strategy to prepare the workforce and support the needs of employers around the six essential soft skills: Communication, Digital Literacy, Problem Solving, Professionalism, Teamwork, and Time Management. DEW partnered with WIN Learning to create the SC Professional Skills Certificate, which launched in August 2023.

The SC Professional Skills Certificate is awarded to job seekers who pass two, 60-minute proctored assessments available at over 250 career readiness sites across the state. The Digital Literacy Assessment measures the foundational digital/technology skills needed in the workplace. The Essential Soft Skills Assessment measures attitudinal and behavioral skills. Completers receive a certificate that lists the skills demonstrated. The credential is backed by the National Work Readiness Council.

Governor’s State Workforce Development Board
October 24, 2023, SC Works Management Committee Meeting Minutes

PY’22 Performance OverviewMr. Zach Nickerson

Mr. Zach Nickerson reviewed Program Year (PY) 2022 local area WIOA programmatic and fiscal performance. As a state, SC met or exceeded all WIOA program performance measures. State-identified fiscal measures require LWDA’s to meet an 80% obligation rate, 70% Fund Utilization Rate (FUR), and 30% Participant Cost Rate (PCR) by June 30, 2023. All 12 LWDA’s met the expected obligation rate for each of the WIOA Title I funding streams (Adult, Dislocated Worker, and Youth). Eleven local areas met or exceeded the 70% FUR for the Adult program funding stream, 10 local areas met the FUR for the Dislocated Worker program funding stream, and eight local areas met the Youth FUR. Ten local areas met the PCR.

The six local areas that did not meet fiscal performance have triggered progressive sanction measures. For the four local areas, for which this is the first year they have failed the measure(s), the LWDB will be required to submit a Corrective Action Plan within 45 days of the formal notice, describing how it will improve and meet performance. Upon acceptance of the CAP, the LWDB will submit progress reports to DEW on a mutually agreed upon schedule.

This is the second year of failure for two local areas. These two areas will receive a formal notice of performance failure. DEW will also present the performance, sanctions, and potential consequences to the local workforce board. The local area will be required to commit funds for dedicated external technical assistance. Both areas failed the Youth FUR requirement and are unable to receive Youth Discretionary funding until compliance with this measure is met. If each local area does not meet the Youth FUR for PY’23, then the excess Youth funding (any amount over the 30% allowed) will be recaptured by the State and reallocated to those local areas that met the requirement for PY’23.

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

Mr. Uprichard invited Committee members to attend the Executive Committee meeting on November 14, 2023, at 11:00 a.m., when EvalGroup will share the SC Secret Shopper Initiative results. Members were also reminded of the SWDB meeting on December 12, 2023, at 11:00 a.m.

Meeting Adjourned at 11:44 a.m.

**Governor’s State Workforce Development Board
February 15, 2024, SC Works Management Committee Meeting Minutes**

Members Present:

Mr. Warren Snead*
Mr. Gregory Cannon Clark
Ms. Darline Graham
Mr. Mike King

Members Absent:

Mr. William Floyd*
Mr. John Uprichard*
Ms. Swati Patel
Mr. Gregory L. 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 October 24, 2023* Mr. Snead

Mr. Gregory Clark motioned to approve the October 24, 2023, meeting minutes. Mr. Mike King seconded the motion. No vote was taken to approve the meeting minutes.

SC Soft Skills and Career Readiness Mr. Adam Paige

Mr. Adam Paige, Director of Workforce Initiatives, presented on the SC Professional Skills Credential, sharing that the number of credentials earned continues to increase. The network where the Professional Skills Credential can be accessed also continues to broaden with locations at Adult Education, Department of Vocational Rehabilitation, and State Technical College sites. Various employers across the state now offer the digital and soft skills assessments that make up the SC Professional Skills Credential.

The WIN Career Readiness Initiative was launched in October 2023 to increase employer interest in recognizing the SC Professional Skills Certificate as a value-added asset for job applicants. The initiative emphasizes an applicant's soft skills capabilities. It is currently available for the adult population and is looking to expand its target to include grade schools.

Mr. Paige previewed the South Carolina Career Readiness page on the SC Works website. The page will include a geographical map showing credential obtainers by county and locations where individuals can access credentials. Staff will continue to provide updates on these initiatives.

Business Services Model Mr. Adam Wagoner

In alignment with the SC Works Management Committee's 'Outreach to Employers' priority, 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 for South Carolina's employers.

Each of the four workforce regions will have a Senior Business Service Consultant who will be the direct points-of-contact for DEW Business Services, such as hiring events and job fairs, Career Readiness Assessments, Specialized Veteran Services, and the Career Coach, streamlining operations to serving our customers, employers, and job seekers.

Governor’s State Workforce Development Board
February 15, 2024, SC Works Management Committee Meeting Minutes

The Business Service Model aims to match each employer with the services needed. A Business Services Menu was built to give employers quick access to assistance on items such as application screening, Federal Bonding, and Labor Market Information.

SC Works Certification Standards..... Mr. Adam Paige

Every three years, the Workforce Innovation Opportunity Act requires the SWDB to establish objective criteria and procedures for Local Workforce Development Boards (LWDBs) to assess one-stop centers. Mr. Adam Paige, Director of Workforce Initiatives, provided an overview of this process and the board’s responsibilities.

The SC Works Certification Standards have three categories: management, job seeker services, and business services, on which one-stop centers are assessed. The LWDBs are required to develop objective policies and procedures that align with these standards to evaluate their respective SC Works Centers and SC Works delivery systems, submitting their chosen evaluation criteria to DEW by June 30, 2025.

DEW is currently reviewing the 2022 SC Works Certification Standards submitted by LWDBs. These revised Standards will be distributed for public comment in March and incorporate applicable recommendations. The finalized standards will be presented to the SC Works Management Committee in May 2024.

Other Business/Adjourn.....Mr. Snead

Mr. Snead reminded members of the next full Board meeting, which will be held on March 28, 2024, at 11:00 a.m. The board will vote on the 2024-2027 WIOA State Plan.

Meeting Adjourned at 11:45 a.m.

South Carolina

WORKFORCE

Development Board



SC WORKS MANAGEMENT COMMITTEE MEETING

THURSDAY, MAY 16, 2024

AGENDA

- I. Welcome and Opening Remarks
- II. Approval of Minutes from October 24, 2023, and February 15, 2024*
- III. SC Works Certification Standards*
- IV. PY'23 Priority Updates
- V. Other Business/Adjourn



APPROVAL OF MEETING MINUTES

APPROVAL OF MEETING MINUTES FROM OCTOBER 24, 2023*

Members Present:

Mr. John Uprichard*
Mr. Gregory Cannon Clark
Ms. Darline Graham
Mr. Mike King

Members Absent:

Mr. Warren Snead*
Mr. William Floyd*
Ms. Swati Patel
Mr. Gregory L. 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 May 11, 2023, Meeting Minutes* Mr. Uprichard
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Unified State Plan Mr. Charles Appleby
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Members Present:

Mr. Warren Snead*
Mr. Gregory Cannon Clark
Ms. Darline Graham
Mr. Mike King

Members Absent:

Mr. William Floyd*
Mr. John Uprichard*
Ms. Swati Patel
Mr. Gregory L. Tinnell

APPROVAL OF MEETING MINUTES FROM FEBRUARY 15, 2024*

Welcome and Opening RemarksMr. 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 October 24, 2023* Mr. Snead

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Each of the four workforce regions will have a Senior Business Service Consultant who will be the direct points-of-contact for DEW Business Services, such as hiring events and job fairs, Career Readiness Assessments, Specialized Veteran Services, and the Career Coach, streamlining operations to serving our customers, employers, and job seekers.



SC WORKS CERTIFICATIONS STANDARDS



PY'23 PRIORITIES UPDATE

SC WORKS MANAGEMENT COMMITTEE PY'23 PRIORITIES UPDATE

SC Works
Customer
Service

SC Soft Skills
Certificate

Investments for
In-Demand
Training

SC Works/Staff
Training - Learning
Management
System (LMS)



South Carolina

THANK YOU!

development

Board

VORBEREITUNG

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?