

**Governor’s State Workforce Development Board
May 16, 2024, SC Works Management Committee Meeting Minutes**

Members Present:

Mr. Warren Snead*
Mr. William Floyd*
Ms. Darline Graham
Mr. Gregory L. Tinnell

Members Absent:

Mr. John Uprichard*
Mr. Gregory Cannon Clark
Mr. Mike King
Ms. Swati Patel

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, and February 15, 2024, Mr. Snead

The Committee unanimously approved the October 24, 2023, meeting minutes. On February 15, 2024, Mr. Gregory Clark made a motion to approve the October 24, 2023, meeting minutes. Mr. Mike King seconded the motion, but a final vote was not conducted.

Mr. Gregory L. Tinnell motioned to approve the February 15, 2024, meeting minutes. Ms. Darline Graham seconded the motion. The Committee unanimously approved the minutes.

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

Every three years, the Workforce Innovation and Opportunity Act (WIOA) requires the State Workforce Development Board (SWDB) to establish objective criteria and procedures for Local Workforce Development Boards (LWDBs) to assess one-stop centers in three categorical standards: management, business services, and job seeker services standards. Mr. Adam Paige, Director of Workforce Initiatives, presented the updated 2024 SC Works Certification Standards, providing an overview of the revisions made and the comments received from Local Workforce Development Areas (LWDAs) during the public comment period.

Mr. Paige explained that the recommendations received from the SC Works Secret Shopper Pilot were incorporated in the updated Certification Standards.

Mr. Greg Tinnell motioned to approve the 2024 SC Works Certification Standards, accepting all changes. Ms. Darline Graham seconded the motion. The Committee voted unanimously to approve the 2024 SC Works Certification Standards, advancing it to the Executive Committee. Upon approval by the Executive Committee, the standards will advance to the full board for final approval. If approved, a State Instruction Letter will be distributed to the LWDBs by June 30, 2025.

PY’23 Priority Update..... Ms. Pamela Jones

Ms. Pamela Jones provided an update on the Committees PY’23 priorities.

- *SC Works Customer Service (Secret Shopper)*
 - To increase the use of the SC Works system by businesses and job seekers, the SC Works Secret Shopper Initiative was deployed during PY’22. The

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EvalGroup shared the SC Works Secret Shopper findings at the Executive Committee’s first quarter meeting. The findings and recommendations were incorporated into the SC Works Certification Standards. During the second half of PY’23, an internal workgroup was formed to implement the recommendations from the Secret Shopper Initiative. The Committee will continue to receive updates on the implementation recommendations from EvalGroup findings.

- *SC Soft Skills Certificate*
 - The SC Professional Skills Certificate, developed in partnership with WIN Learning, is awarded to job seekers who successfully complete WIN Essential Soft Skills and Digital Literacy Assessments. In October 2023, the WIN Career Readiness Initiative was launched to increase employer interest in recognizing the SC Professional Skills Certificate as a value-added asset for job applicants.
- *Investments for In-Demand Training*
 - SWDB allocated \$2 million in funding, enabling the workforce system to provide incumbent worker training, occupational skills training, on-the-job training, and customized training strategies. Local areas were encouraged to align the utilization of training funds to build, retrain, or upskill a local workforce for high-demand occupations and industries, according to the needs of participants and employers and for in-demand training services that align with local area needs. Each local area received an average of \$167,000 in training grant awards for a total of \$1,999,888.
- *SC Works/Staff Training Learning Management System:*
 - SWDB allocated \$200,000 in funding for the Learning Management System (LMS), which will provide a centralized location for training content accessible across the workforce system and include the functionality to track the completion of required training. Implementation of the LMS is expected to occur during the current calendar year.

The Committee completed its PY’23 priorities.

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

Chairman Thomas Freeland reminded everyone that the next full board meeting is scheduled for June 25, 2024, at 11:00 a.m., and he encouraged everyone to attend in-person.

Mr. Snead adjourned the meeting at 11:37 a.m.