



WIOA ANNUAL REPORT

PY' 2024

The Workforce Innovation
Opportunity Act Annual Report from
the South Carolina Department of
Employment and Workforce



SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

OPENING REMARKS FROM OUR EXECUTIVE DIRECTOR

The 2024 program year (PY), from July 1, 2024, through June 30, 2025, marked an exciting time for the South Carolina Department of Employment and Workforce (DEW) and our agency's involvement in the Workforce Innovation and Opportunity Act (WIOA), characterized by new initiatives, enhanced access to WIOA services and workforce development resources, and numerous lasting successes, as summarized below.

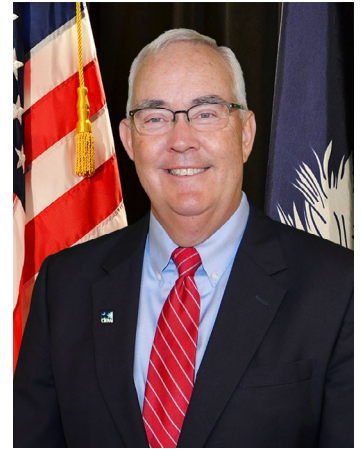
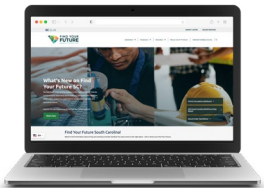
Office of Statewide Workforce Development

DEW welcomed the first-ever Director of the Office of Statewide Workforce Development (OSWD), Dr. Rebecca Battle-Bryant, during the 2024 program year. The OSWD was established within DEW pursuant to the Statewide Education and Workforce Development Act (Act 67 of 2023). Governor McMaster announced his nominee for OSWD Director in December 2024, and the South Carolina State Senate confirmed the appointment in April 2025.



The OSWD is responsible for coordinating, aligning, and directing statewide workforce efforts under the direction of the [Coordinating Council for Workforce Development \(CCWD\)](#), a 38-member body comprising various sectors of the workforce, including education, business, and government. Dr. Battle-Bryant and her team are working diligently to implement initiatives approved by the CCWD, while also collaborating with partners to develop statewide goals and strategies that align with the public workforce system through strategic planning, performance accountability, policies, and resources.

One of the projects that came out of the CCWD during the program year that the OSWD oversees is the [FindYourFuture.sc.gov](#) platform, launched in February 2025 as a pilot website to connect South Carolina jobseekers with information and programs that guide them on their education and career pathways, as well as provide a convenient repository of links to the breadth of employment resources available statewide. This website marked a milestone achievement as it involved the participation of over 30 organizations, state agencies, and businesses. Find Your Future SC is the early phase of the Central Educational and Workforce Portal, an interactive, more in-depth platform that the OSWD will continue modeling in the upcoming program years.



William H. Floyd, III
Executive Director
S.C. Department of Employment
and Workforce

State Workforce Development Board

On behalf of the Governor, the [State Workforce Development Board \(SWDB\)](#) provides direction to DEW and the workforce system by problem-solving workforce development issues, particularly those pertaining to WIOA programs in South Carolina. The board is comprised of mostly business leaders, as well as legislators from the South Carolina Senate and House, local elected officials, workforce partners, and representatives of community-based organizations. The SWDB's goal is to expand and develop a skilled and responsive workforce system that meets the needs of businesses and industries, prioritizing state and local collaboration to ensure that all regional differences and initiatives are recognized.

During the program year, DEW and the SWDB published the [PY'24-PY'27 WIOA State Plan](#) to align with and support the CCWD's own [Unified State Plan](#). This four-year plan outlines strategies to:

- Create an effective customer-driven workforce system.
- Prepare jobseekers for priority occupations through the attainment of high-value credentials.
- Improve access to employment and training resources and services.

SC Works Online Services (SCWOS) is the state's case management and labor exchange system for WIOA Title I and III, and significant steps were made to modernize South Carolina's workforce system through the SCWOS Modernization Project. The modernization project will enable integration of partner systems and data to build a seamless and streamlined experience for all system users.

DEW implemented a learning management system that provides access to learning modules for all SC Works staff. These training courses covered a wide range of subject matter, from veterans' services to senior community support, providing a broad spectrum of topics that can enhance the customer service and overall knowledge of the vast WIOA programs offered by our team members. We focused heavily on deploying training resources to front-line staff to support program alignment, enhanced service delivery, and removing barriers.



Another achievement has been the launch of SC Works Information Series, which are webinars hosted by our agency with guest speakers on the state and local workforce levels, whose goal is to educate the public on WIOA services, advancements, and recommendations to continuously improve upon the accessibility and success of jobseekers participating in these programs. Many of these information sessions also cover topics such as industry projections, artificial intelligence, and advancements in technology in the workforce, as well as other topical discussions that influence the workforce.

Workforce Development Month

Governor McMaster delivered his proclamation declaring September 2024 as [Workforce Development Month](#) in South Carolina at the annual Workforce Symposium sponsored by the South Carolina Chamber of Commerce and DEW. This event brought together professionals, business leaders, educators, and government officials to engage in meaningful conversations about the needs of the state's workforce and the measures to meet them.

Also during the Workforce Symposium, the State Workforce Development Board, with support from DEW, publicly recognized [12 "Workforce Heroes"](#) who were nominated by their Local Workforce Development Boards for their contributions to the workforce system. The honorees have profoundly impacted the lives of thousands of jobseekers at SC Works centers across the state and were recognized for their acts of service and exceptional achievements, such as helping veterans with disabilities and dislocated workers find work in our most rural communities.

Throughout September 2024, almost 200 events were held to celebrate the Workforce Development Month observance and connect residents with careers and related resources, including rural outreach featuring the [SC Works Career Coach](#), virtual workshops, hiring events, and more. From job fairs for individuals seeking their next career move to hands-on learning opportunities for students in the [Be Pro Be Proud SC mobile workshop](#), the month featured a wide range of events to support South Carolinians at every stage of their professional journey.



DEW also held its second annual [SC@Work Photo Contest](#), which celebrated hard work and dedication in South Carolina by showcasing pictures of "[SC at work](#)," in which employers and employees from across the state submitted photographs of the great work being performed throughout the state every day. Six awards were announced: regional winners, a people's choice winner, and the Whitesville Rural Volunteer Fire Department as the overall state winner.

As part of the culmination of Workforce Development Month activities, Governor McMaster and our agency presented the second-ever [Workforce Champion Award](#). This award honors an employer that has displayed extraordinary effort and innovation in developing and connecting educators and students with employment opportunities in South Carolina. BMW was selected as the 2024 honoree due to its commitment to providing hands-on experiences to middle and high school students in its state-of-the-art facility, as well as its exceptional apprenticeship programs, the Scholars and Rising Scholars Programs, which were the first of their kind in the state.

Workforce Development Month is just a snapshot of the services, programs, and resources that DEW and SC Works provide every day to connect jobseekers with employers all year round.



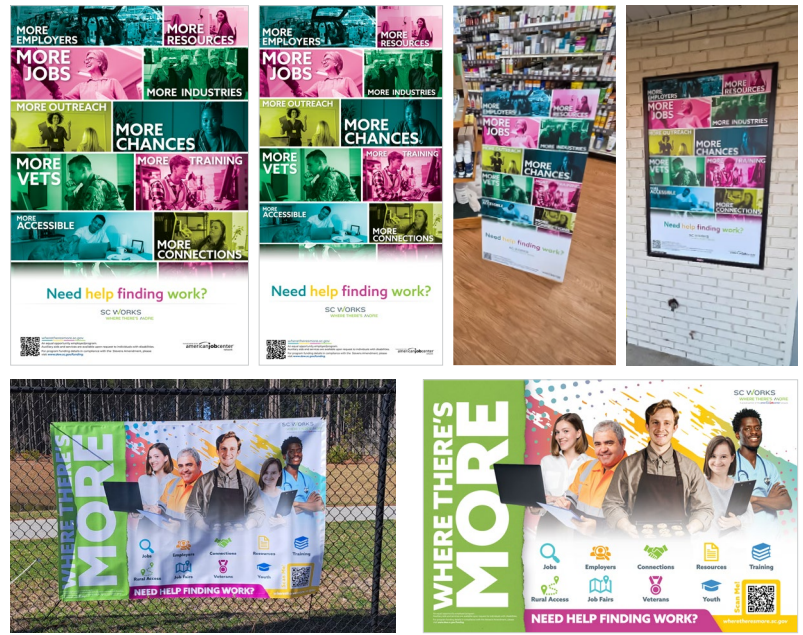
Where There's More

From December 2024 through May 2025, DEW launched its [Where There's More](#) statewide campaign comprised of TV and radio commercials, Google and YouTube advertisements, and out-of-home promotional efforts that included store standees, external posters, and outdoor youth sports banners.

This campaign culminated into our most successful marketing initiative to date, with a digital footprint of almost 1,100,000 impressions from online ads and our agency's YouTube channel analytics combined, and those results do not even take into account the considerable amount of views our TV and radio spots, including our out-of-home marketing materials, have had. The Where There's More web platform, which served as a personalized directory of new and varied DEW resources for jobseekers of all ages and backgrounds, including youth and veterans, was visited by almost 700,000 visitors during PY'24.

Throughout the six months of the campaign, our [seven TV and radio commercials](#) combined aired over 10,000 times on 150 stations encompassing all 46 counties. The TV commercials were displayed on broadcast networks and the radio versions were shared across all genres, from top hits to gospel, and in both English and Spanish stations. Thanks to our fellow cabinet agency, the South Carolina Department of Motor Vehicles (SCDMV), these TV commercials are still being displayed on monitors within DMV offices statewide to this day.

Out-of-home marketing efforts included 31 standees promoting Where There's More inside grocery stores, dollar stores, pharmacies, and laundromats; 52 posters placed on the walls of gas stations and grocery stores; and 22 youth sports banners displayed in arenas, parks, and stadiums across the entire state, including our most rural areas.



STAYS

Recognizing the value that veterans bring to their communities and to the state's workforce, DEW launched the [STAYS program](#) in November 2024. This program encourages veterans and military families to [Stay To Apply Your Skills](#) in South Carolina by offering interview opportunities to veterans and/or military spouses through the SC Works system with up to five STAYS employers. DEW and SC Works partners also provide comprehensive, intensive support to participants, helping them access training and other resources to build their future right here in South Carolina.

Within PY'24, over 300 employers joined the program, over 400 veterans and military spouses have participated, more than 500 job referrals were facilitated, nearly 320 interviews occurred, and approximately 135 hires were made. At least ten participants also entered training programs to build careers in the state.

DEW also honors employers for their participation in the program by presenting them with STAYS certificates in recognition of their efforts to hire veterans. STAYS employers represent a variety of industries and regions across the state, and each one has voluntarily opted into the program, recognizing that a typical application or resume often does not reflect the depth of experience that veterans possess as a result of their military service. During the program year, DEW presented STAYS certificates to Cooper Standard Automotive, Milliken & Company, BlueCross BlueShield of South Carolina, and many other notable employers.

With such success in less than a year's time, we expect this program to continue to grow and connect more veterans and military spouses with South Carolina businesses and organizations that are eager to hire them.



SC@Work: Rural Connections

[SC@Work: Rural Connections](#) is a program carried out by the Rural Initiative team housed within DEW's Employment Services division, whose sole mission is to connect rural jobseekers with local job opportunities and services. These team members not only help develop job fairs, hiring events, and workshops, but they also attend non-employment recreational events across the state to bring an employment angle to the local residents. From art festivals to farming trips, and everything in between, any community event can now be the perfect opportunity for a rural jobseeker to find their next job or for an employer to interact with their next worker directly.



A jobseeker can attend any Rural Connections event, network directly with employers, submit applications, and work on their resume in the SC Works Career Coach, which travels along with the Rural Initiative team to these locations. These events target jobseekers with barriers to employment, such as transportation, which prevent them from accessing regional workforce development services at brick-and-mortar SC Works buildings.

In PY'24, there have been approximately 287 events in which Rural Connections staff attended, with over 700 participating employers. Moreover, over 13,000 jobseekers engaged with DEW staff at these events and, most impressively, almost 1,200 follow-up interviews were conducted with almost 800 of those interviews resulting in the individuals being hired.

Explore SC@Work

DEW's [Explore SC@Work](#) campaign houses over a hundred occupations, which continue to grow weekly as new career pathways are posted on the site. This campaign, which launched at the end of 2023, spotlights a new occupation every week with social media and a helpful job flyer that serves as a snapshot of what the work entails, salary estimates, education requirements, and other essential details so residents can be informed and confident when pursuing one of the many job opportunities the Palmetto State has to offer. On the website, individuals can even explore a gallery of different occupations.

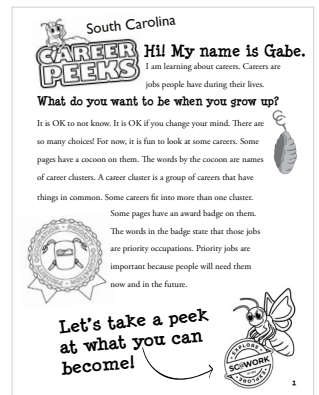
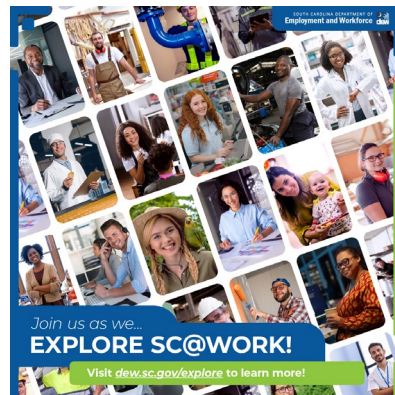
During PY'24, we launched new resources specifically designed for students in kindergarten through second grade, which are known as [Career Peaks worksheets](#). They are interactive, age-appropriate materials that invite students to discover the countless career possibilities in South Carolina. Designed to integrate basic academics to increase awareness of the state's traditional and emerging careers, Career Peaks activity packets support teachers', parents', and guardians' lessons in the classroom and at home.

DEW's goal for the upcoming program year is to expand the worksheets for other grade levels, with the activities and explanations of different careers advancing as the children do throughout their schooling.

Conclusion

The 2024 program year for WIOA projects administered by our agency strengthened our workforce system by enhancing access to jobseeker services and resources, fostering collaborative partnerships that unify efforts, and growing existing and newly launched workforce development initiatives.

This annual report provides information regarding the progress and achievements of those projects, including noteworthy data and success stories. DEW, SC Works, and workforce partners are delivering real-world outcomes for South Carolina's jobseekers, employers, and workforce system.



CONTENTS

WAIVERS	7	DATA VALIDATION	15
EFFECTIVENESS IN SERVING EMPLOYERS	8	ACTIVITIES PROVIDED BY STATE FUNDS (STATEWIDE GOVERNOR'S RESERVE FUNDS)	15
PLANNED EVALUATIONS AND RESEARCH PROJECTS	9	LAYOFF AVERSION AND RAPID RESPONSE ACTIVITIES DISLOCATED WORKER GRANTS	16
Evaluation Methodology		Layoff Aversion	
Coordination with WIOA Programs and Partners		Service Delivery to Avert a Layoff or Closure	
Completed Evaluations and Public Reports		Employee Training	
State Efforts for Federal Evaluations		Rapid Response Activities	
Continuous Improvement Strategies		Trade Adjustment Assistance (TAA) Reach Back Initiative	
Planned Timelines for Completion and Publication		WAGNER-PEYSER ACT ACTIVITIES	17
CUSTOMER SATISFACTION	10	Rural Outreach Initiatives	
Customer Satisfaction and Service Quality		Employment Preparation	
Feedback Collection and Methods		Career Exploration	
Results of Jobseeker and Business/Employer Surveys		Matching Jobseekers to Employers	
Insights and Next Steps		Reemployment Efforts	
STATE STRATEGIES	11	DISLOCATED WORKER GRANTS	19
Progress Toward Achieving States Vision and Goals Waivers		STATE BEST PRACTICES AND NEEDS	20
Workforce System Modernization		Workforce System Challenges	
Cross-Partner Staff Training		TECHNICAL ASSISTANCE	20
High-Value Credentials and Supply Gap Analysis		PROMISING PRACTICES AND SUCCESS STORIES	21
SECTOR STRATEGIES AND CAREER PATHWAYS	12	Promising Practice	
REGISTERED APPRENTICESHIPS PROGRAMS	13	Work Opportunity Tax Credit	
PERFORMANCE ACCOUNTABILITY	14	Success Stories	
State Specific Performance Measures and Outcomes		Reentering the Workforce	
Common Exit Policy		The STAYS Program	
WIOA Primary Indicators of Performance		PAY-FOR-PERFORMANCE	21
		APPENDIX	23

WAIVERS

Identify each waiver that the state has had in place for at least one program year and provide information regarding the state's progress toward achieving the goals and performance outcomes in ETA's letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state's waiver request (when applicable"). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.

South Carolina has an approved waiver reducing the WIOA Youth Program out-of-school expenditure requirement from 75% to 50% for Program Years (PY) 2022 (4/1/2022 to 06/30/2025) and PY'23 (04/1/2023 to 06/30/2026). The state submitted the waiver in the third quarter of PY'22 and was notified of the decision in the fourth quarter. Guidance was promptly provided to the Local Workforce Development Areas (LWDAs), encouraging program directors to utilize this flexibility to:

- Expand access to employment and training services for in-school youth (ISY) in rural communities.
- Increase engagement of and expand services to ISY with barriers to education and employment.
- Increase collaboration with partner programs to assist ISY in foster care, vocational rehabilitation programs, and the juvenile justice system.
- Increase use of work-based learning programs for career exploration and employment preparation.

Through implementation of the waiver, South Carolina will:

- Increase the number of participants provided a WIOA Youth work experience, as defined by the WIOA regulations, by 10%.
- Increase the number of WIOA Youth participants that receive a credential by 10%.
- Increase WIOA Youth employment in the 2nd quarter after exit by 10%.

As of June 30, 2025, the state achieved the following outcomes:

	Baseline Before Waiver	Planned Outcomes	Actual Outcomes PY'23	Actual Outcomes PY'24
Number of ISY Enrollment in WIOA Youth Program	122 average PY'19 - PY'21	153	142	35
Number of WIOA Youth Provided a Work Experience	339 average PY'19 - PY'21	373	196	208
Number of WIOA Youth Achieved a Credential	722 average PY'19 - PY'21	794	405	376
Number of WIOA Youth Employed 2nd Quarter After Exit	1,216 average PY'19 - PY'21	1,338	798	787

South Carolina saw a sharp decline in the number of ISY enrolled in WIOA Youth programs from PY'23 to PY'24 because the waiver was authorized for PY'23 funds, and those funds were fully expended during the program year.

During this reporting period, South Carolina also experienced an increase in local operational expenses necessary to meet workforce needs. These higher infrastructure costs were not accompanied by an increase in available funding, which limited funding available for newly enrolled participants.

EFFECTIVENESS IN SERVING EMPLOYERS

PY'24 is the first year that South Carolina has utilized the retention rate of participants with the same employer in the 2nd and 4th quarters after exit from a WIOA program as a measure for Effectiveness in Serving Employers (ESE).

In preparation for submitting the first iteration of the new ESE measure, the South Carolina administrative agencies for the WIOA core programs — the Department of Employment and Workforce (DEW; WIOA Titles I & III), the Department of Education (SCDOE; WIOA Title II), the Vocational Rehabilitation Department (SCVRD; WIOA Title IV), and the Commission for the Blind (SCCB; WIOA Title IV) — entered into a memorandum of agreement to establish expectations of data collection and reporting as well as to appoint DEW as the submitter of the ESE report.

For the first submission of this measure for PY'24, the combined retention rate for South Carolina WIOA Titles I-IV participants was 61.0%. A baseline minimum rate has not been established by the United States Department of Labor (DOL) at this time. The only “national” data available for this measure is the PY'21 average of 35 states of 56% as identified in DOL's justification for selecting the official ESE measure in 89 CFR 13814.

In addition to reporting the combined ESE retention rate measure as stated above, DEW has decided to continue tracking the previously selected approaches during the ESE pilot due to the relevancy to measuring employer engagement. The approaches are defined as:

- **Employer Penetration Rate:** Percent of establishments that provided services out of all establishments in South Carolina during PY'24.
- **Repeat Business Customer Rate:** Percent of establishments that received services in PY'24 out of establishments that received services within the last three program years (PY'21-PY'23).

The reporting approaches that South Carolina uses to track WIOA Titles I and III are below:

TABLE 2.1

Performance Results	Numerator / Denominator	Rate
Employer Penetration Rate	11,355 / 198,693	5.70%
Repeat Business Customer Rate	7,634 / 26,548	28.80%

A direct year-over-year comparison would not be appropriate for PY'21 - PY'24 as the programs that are included in the results of the previously required employer services data are reduced from WIOA Titles I-IV for PY'21-PY'23 to WIOA Titles I and III only for PY'24. PY'24 data for I and III establish a new baseline from which South Carolina will measure increased penetration and repeat businesses with a particular focus on strategic planning activities, training services, and incumbent worker training.

TABLE 2.2

Employer Service Type	PY'23 WIOA Titles I-IV Establishment Count	PY'24 WIOA Titles I & III Only Establishment Count
Employer Information and Support Services	3,501	5,925
Workforce Recruitment Assistance	11,805	7,802
Strategic Planning/Economic Development Activities	342	55
Untapped Labor Pools Activities	2,553	654
Training Services	539	74
Incumbent Worker Training Services	52	10
Rapid Response/Business Downsizing Assistance	162	234
Planning Layoff Response	61	95

PLANNED EVALUATIONS AND RESEARCH PROJECTS

Include brief descriptions of current or planned evaluation and related research projects, including the following: (1) methodologies used; (2) Efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards; (3) A list of completed evaluation and related reports and links to where they were made accessible to the public electronically; (4) State efforts to provide data, survey responses, and timely site visits for Federal evaluations; (5) Any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated; and (6) Include planned timelines for completion and publication of evaluations as applicable.

EVALUATION METHODOLOGY

The Southern Carolina Alliance (SCA) Regional Manufacturing Workforce Collaborative coordinates South Carolina's workforce agency, economic development agencies, local workforce boards, technical colleges, career and technical education centers, and school districts to deliver manufacturing training, apprenticeships, and credentials across seven counties: Allendale, Bamberg, Barnwell, Beaufort, Colleton, Hampton, and Jasper. Over a period of nine months, the collaborative identified several strategies to enhance the manufacturing workforce in the seven-county SCA region. Each strategy is aligned to achieve the following goals as outlined in the CCWD's Unified State Plan for Education and Workforce Development:

- Increase understanding about the top industries in South Carolina, diverse array of occupations within them, and services available to assist employers and individuals prosper.
- Increase skills and experiences, of South Carolinians at all ages, to ensure they can progress through the career path of their choice.
- Increase options to overcome barriers South Carolinians face when attempting to access education and enter the workforce.

Lack of child care is widely understood as a critical barrier to employment and training activities. As a primary lever for improving participation, completion, and retention in manufacturing pathways, child care accessibility is a priority for the collaborative and is fully integrated into outcome and barrier metrics. Two core tools inform this pillar:

- The [South Carolina Child Care Resource & Referral \(SC CCR&R\) Employee Child Needs Assessment](#) to quantify employer-observed barriers and employee needs.
- The CCR&R interactive mapping tool to visualize provider locations, capacity, hours, and gap areas by county and to target solutions, such as reserved or extended-hour slots near second-shift plants.

This approach is grounded in the [2024 South Carolina Unified State Plan for Education and Workforce](#) and 2025 "[Untapped Potential in South Carolina](#)" findings that identify child care as a leading barrier to labor force participation and justify metrics tied to attendance, completion, retention, absenteeism, and turnover.

The evaluation uses a mixed-methods design, anchored in a clear logic model (inputs → activities → outputs → outcomes), and guided by questions tied to employer demand and participant success. Quantitative tracking will cover enrollment, credential attainment, job placement, wages, and 6–12-month employment retention, alongside barrier-removal measures such as child care access. Partners will share data to evaluate outcomes. Qualitative learning will include employer and participant surveys, structured interviews, supplemented by quarterly project team review sessions to support formative feedback and course correction.

To ensure rigor, we will use stratified sampling across the seven counties and intentionally oversample caregivers and shift workers. Historical baselines



(PY'22–PY'24) will support pre/post comparisons, with an optional matched comparison region where feasible. Privacy and security will be maintained through data sharing agreements, role-based access, and de-identified crosswalk keys. The analysis plan includes descriptive trends, regression-adjusted estimates, and — where feasible — difference-in-differences, plus GIS overlays to align training and employer sites with local child care supply patterns.

Progress will be monitored quarterly via dashboards and cohort reviews, with an annual summative report. Standardized data cleaning and validation procedures will support secure, cross-system integration. Public-facing outputs will include briefs, dashboards, and a comprehensive outcomes report linking manufacturing KPIs to measurable improvements in child care access.

Coordination with WIOA Programs and Partners

The collaborative is integrated with South Carolina's WIOA, including representation from WIOA Titles I, II, and III, and other partners such as two- and four-year colleges and universities, apprenticeship, and economic development.

Completed Evaluations and Public Reports

- SCA Regional Manufacturing Workforce Strategic Plan (2024) — Framework for goals, sectors, and metrics guiding the initiative.
- [SC CCR&R Employee Child Care Needs Assessment](#) (Instrument) — Public survey tool to assess employer/employee child care needs; used as a standardized instrument in this evaluation.

State Efforts for Federal Evaluations

South Carolina has not received any requests for data, survey responses, or visits for Federal evaluations.

Continuous Improvement Strategies

The SCA Regional Manufacturing Plan is currently being implemented. Following implementation, the Collaborative will publish brief “what worked” notes to partners and the State Workforce Development Board and replicate proven models across additional counties.

Planned Timelines for Completion and Publication

- Q4 2025 — Methods addendum (funnel model and child care instrumentation) posted, public references to employer survey and mapping tools.
- Q2 2026 — Year-1 Outcomes Brief (manufacturing KPIs + child care sub-report on slots, utilization, and retention effects).
- Q4 2026 — Comprehensive Outcomes Report (2024–2026) with public data appendices and dissemination sessions.
- 2027 (State Plan refresh) — Final synthesis to inform scale-up and integration into statewide planning and reporting.

CUSTOMER SATISFACTION

Describe the state's approach to customer satisfaction, which may include such information used for one-stop center certification, in accordance with 20 CFR 678.800. This description should include: (1) the state's methodologies; (2) the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; (3) the results and whether the results are generalizable to the entire population of customers; and (4) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.

State Instruction Letter (SIL) 24-01, SC Works Certification Standards, outlines the criteria for evaluating one-stop centers and the one-stop delivery system. These criteria encompass customer satisfaction, physical and programmatic accessibility, and continuous improvement. The Jobseeker and Business Services Standards require the establishment of a local-level customer feedback system to assess satisfaction with the services provided and their outcomes. Customer satisfaction surveys serve as the primary method for gathering feedback from jobseekers and employers. SIL 24-02, SC Works Customer Satisfaction Surveys, provides standardized customer satisfaction survey guidance, including questions that must be used in jobseeker and employer surveys for evaluating customer satisfaction in LWDAs.

CUSTOMER SATISFACTION AND SERVICE QUALITY

Throughout the program year, South Carolina continued its commitment to delivering high-quality, customer-centered workforce services under the WIOA. To evaluate service effectiveness and identify opportunities for improvement, customer satisfaction feedback was collected from both jobseekers and business customers across all local areas.

FEEDBACK COLLECTION AND METHODS

Input was gathered through a variety of convenient channels to encourage participation and ensure broad representation. These included:

- Paper and electronic surveys.
- QR codes available at local workforce centers and job fairs.
- Follow-up emails and phone calls.
- Survey links embedded in routine service transactions.

This multi-channel approach allowed customers to provide real-time feedback and ensured that satisfaction data reflected the full range of service experiences.

RESULTS OF JOBSEEKER AND BUSINESS/EMPLOYER SURVEYS FOR PY'24

Jobseeker Feedback Results

Local areas achieved a 10.78% response rate among individual jobseekers, with 6,170 responses out of 57,221 served. The average satisfaction rating among jobseekers rose to 82.29%, marking a 3% increase over the previous program year (PY'23). These results indicate that participants continue to value the accessibility, professionalism, and overall effectiveness of WIOA-funded services.

Business Customer Feedback

South Carolina's business customers reported consistently high satisfaction levels, with an average rating of 92.01%. Although the overall response rate declined slightly from 66.58% to 62.92%, the results affirm strong employer confidence in workforce services and support provided through local business engagement teams. Efforts to maintain and improve response rates included:

- Timely follow-up with participating businesses.
- Ongoing integration of feedback requests into standard service processes.

INSIGHTS AND NEXT STEPS

Overall, the feedback demonstrates positive customer experiences, highlights key strengths in service delivery, and identifies opportunities to enhance engagement and responsiveness. Both jobseeker and business feedback continue to guide program refinement, ensuring services remain aligned with customer needs and local workforce priorities. Planned actions for the coming year include:

- Targeted outreach to underrepresented customer groups.
- Expanded use of digital feedback tools to increase response rates.
- Continuous improvement initiatives focused on service quality and measurable outcomes.

Through these efforts, South Carolina remains committed to strengthening its workforce system — ensuring that both individuals and businesses receive the support they need to succeed in a dynamic and evolving economy.

STATE STRATEGIES

Progress made in achieving that state's strategic vision and goals, as described in the state's Unified or Combined State Plan, for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.

PROGRESS TOWARD ACHIEVING STATES VISION AND GOALS WAIVERS

The 2024 WIOA Combined State Plan outlines priorities co-created by WIOA Core, Required, and Optional Partners and the State Workforce Development Board. Through bi-monthly meetings, as well as ongoing working sessions, significant progress has been made across the plan's four objectives supporting South Carolina's vision. WIOA State Plan Objectives and Strategies are outlined in [Appendix B](#).

During PY'24, efforts concentrated on workforce system modernization, strengthening staff development, and expanding access to high-value credentials that support the state's economic and workforce priorities.

Workforce System Modernization

South Carolina launched a case management and labor exchange modernization project in PY'22, starting with a study to evaluate the feasibility of integrating partner systems and data to build a seamless and streamlined experience for all system users. The first half of PY'24 was spent socializing the project and developing the scope of work and system specifications in preparation for a solicitation of proposals from potential vendors. A Request for Proposals (RFP) was released in January 2025, kicking off the system procurement process. Other activities included:

- Formation of Evaluation and Scoring, Data Governance, and Organizational Change Management Committees.
- Engagement with WIOA Core Program partners.
- Distribution of Change Readiness Assessments to staff and administrative users as well as jobseekers and employers.
- Procurement of a Program Assurance, Independent Verification, and Validation consultant.

DEW identified several key takeaways from the Change Readiness Assessments:

- Key staff lack awareness of the project.
- Impacts to daily job functions are largely unknown.
- Training is needed to ensure staff can seamlessly transition from the current system to the new system.

- Unresolved questions are related to potential impacts and motivation for the project.
- Jobseekers and employers want easy access to resources and tools and better candidate matching capabilities.

In early PY'25, DEW branded the project as the SCWOS Modernization Project; committees are actively carrying out relevant tasks and priorities to advance the project. Efforts are underway to improve communication and informational awareness about the status of the project through tools such as virtual information sessions, printed materials, and an online information center. Vendor selection is anticipated to occur before the end of calendar year 2025.

Cross-Partner Staff Training

South Carolina continued investing in professional development opportunities to support collaboration and shared understanding among workforce partners. One example is the ability to provide a centralized location for training content accessible across the SC Works system including the functionality for staff and managers to track completion of required training. To accomplish this, DEW's Workforce Learning Office oversees implementation of the SC Works Learning Management System (LMS), working closely with SC Works staff and partners to design and facilitate training courses. In PY'24, seven technical modules for SC Works Online Services were created and nine in-person résumé classes and seven virtual SCWOS classes were facilitated, including a SCWOS Virtual Recruiter class for Reemployment Services and Eligibility Assessment (RESEA).

Additionally, DEW relaunched the SC Works Partner Series, rebranded as SC Works Information Sessions, a strategy to develop an effective customer-driven workforce system through the alignment of programs and policies, the use of leading-edge technology, and high-quality staff. In PY'24, the state hosted four SC Works Information Sessions with participation from numerous workforce partners, covering a range of relevant topics including serving justice-involved individuals; highlighting clean energy and transportation sectors, AI and quantum technologies; and a discussion on Priority Occupations and the CCWD Postsecondary Supply Gap Analysis. These sessions provided partners with opportunities to exchange best practices, strengthen communication, and stay informed on statewide workforce priorities and initiatives.

High-Value Credentials and Supply Gap Analysis

A major milestone for PY'24 was completion of the Postsecondary Supply Gap Analysis, which identified workforce needs and skill shortages across South Carolina's priority industries. This analysis guided the definition of a high-value credential, defined as a credential in demand by employers, leading to high-wage, high-growth, high-demand, and high-mobility jobs. To make this information accessible to the public and workforce professionals, the state launched the Find Your Future SC website, which serves as a central hub for information about high-value credentials, in-demand occupations, and training opportunities. In addition, the state introduced the CCWD Priority Occupations Dashboard, providing an interactive tool that highlights key workforce priorities and emerging occupational trends across industries. Together, these resources support informed decision-making by jobseekers, educators, and workforce partners, reinforcing the state's commitment to aligning training investments with labor market needs.

SECTOR STRATEGIES AND CAREER PATHWAYS

Progress made implementing sector strategies and career pathways. The discussion may include business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, on-the-job training, and incumbent worker training strategies and policies in the state.

Overall, in PY'24, South Carolina demonstrated continued progress toward building a more integrated, data-informed, and accessible workforce system. The state's initiatives in system integration, staff development, and credential alignment have positioned it to enter the upcoming WIOA State Plan modification cycle with a strong foundation for sustained growth and collaboration across the workforce network..

South Carolina has promoted a sector strategies model for several years, investing in subject matter expertise and technical assistance. This has allowed the state to build a framework for implementation of industry-led sector partnerships to develop and cultivate talent pipelines into high-growth, high-demand career pathways. In PY'22, the state allocated \$1,500,000 to reinvigorate and/or expand sector partnerships. Sector Partnership grants were awarded to local workforce development boards for a period of 24 months, ending in PY'24, to launch new sector partnerships and grow existing ones.

A summary of current activity funded through these grants is provided below:

- The Link Upstate Region revitalized the Upstate Manufacturing Network. The grant allowed the Region to fund outreach efforts aimed at re-engaging the manufacturing community, as well as funding the position of a second convener to assist in the launch of the next two partnerships. Funds have been allocated to lay the groundwork for training programs and outreach efforts aimed at addressing industry-specific challenges, such as skill gaps and workforce retention.
- The Pee Dee Region used Rapid Response Funded Sector Partnerships (RSP) grant funds to advance Diversified Manufacturing within the area, as it has been identified as one of the top industries, and businesses have lacked skilled workers to address the growing market. The LWDA convened employers, economic development entities, educators, and workforce development agencies

to collaborate (including small breakout groups) on addressing the skills gap. A convenor was contracted for the region. The Manufacturing Sector Action Plan focused on boosting career and technical education awareness, strengthening school-to-career pathways, enhancing higher and adult education partnerships with manufacturers, and improving workforce readiness through training, recruitment support, and expanding transportation options across the Pee Dee Region.

- The Central Region focused their efforts on reconstructing the Sector Partnership team for Advanced Manufacturing. With the assistance of a consultant hired using the grant funds, the Region was able to assemble a Steering Committee. The Committee comprised of employers across the Region and meetings facilitated conversation on future growth, self-sufficiency, and barriers employers are experiencing in today's hiring. A resource directory of service provider partners was created as well, to include Vocational Rehabilitation, the K-12 system, technical colleges, and workforce and economic development.
- The Trident Workforce Development Area continued its collaboration with the Charleston Metro Chamber on the Healthcare Sector Strategy Partnership. The Charleston Metro Chamber received an Economic Development Administration (EDA) grant to support Healthcare Sector Strategies, which ended on June 30, 2025. The Southcoast Region, including the Charleston Metro Chamber, is eager to build upon the work already begun in the healthcare industry as they have made significant progress in fostering trust with employers and SC Works, and have identified additional employer needs.

South Carolina is actively evaluating future support and utilization of sector partnerships to facilitate industry-driven workforce development programs.

REGISTERED APPRENTICESHIPS PROGRAMS

Efforts to increase access to Registered Apprenticeship Programs including creation of new RAPs and expansion of existing RAPs such as new youth apprenticeship opportunities.

Efforts to increase access to Registered Apprenticeship Programs (RAP) is an ongoing priority for South Carolina. As the State Apprenticeship Office, Apprenticeship Carolina, a division of the South Carolina Technical College System, leads promotion of RAPs as a talent development tool and helps employers develop and implement RAPs. DEW works closely with Apprenticeship Carolina to remove barriers to RAP utilization by SC Works partners, with a primary emphasis on Title I. Together, we have identified several areas of opportunity to improve access to RAPs:

- Support increased collaboration between LWDA's and local technical colleges to support common or shared priorities.
- Increase awareness of available funding to support RAPs to inform how LWDA's and technical colleges can leverage and braid funding to support increased access to RAPs.
- Create referral processes from Apprenticeship Carolina to SC Works and vice versa to ensure that jobseekers and employers receive the full benefit of services available to support creation, implementation, and access to RAP opportunities.
- Identify and use a common job board for RAPs to improve awareness of opportunities, openings, and application processes.

DEW will launch an initiative in PY'25 to carry out these priorities with the goals of increasing the number of WIOA Title I participants enrolled in RAP activities and expenditures on RAP activities.

An important factor in expanding access to RAPs is the uptake and utilization of RAPs by employers. At the end of PY'24, the CCWD approved a work-based learning project focused on increasing awareness among employers of the variety and breadth of work-based learning models available in the state, the benefit of these models, and how to access and leverage work-based learning models to build a skilled workforce pipeline for current and future job opportunities. RAPs are among the work-based learning models to be promoted through the project. Staff from multiple agencies are actively working on this effort to increase employer awareness.

PERFORMANCE ACCOUNTABILITY

The state's performance accountability system, including: (1) Specific state performance measures or goals and progress towards meeting them; (2) any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance; (3) the state's common exit policy, including which ETA-funded partner programs are included; and (4) negotiated performance levels for local areas for Title I core programs.

STATE SPECIFIC PERFORMANCE MEASURES AND OUTCOMES

South Carolina has three state-specific financial performance measures to ensure and promote fiscal responsibility: Obligation Rate, Fund Utilization Rate, and Participant Cost Rate.

Obligation Rate

SIL 21-07 requires that each LWDA obligate at least 80% of the program portion of its current PY/FY allocation for each of the Title I funding streams — Adult, Dislocated Worker, and Youth, by June 30 of each program year. The charts in [Appendix C](#) represent local workforce development area obligation rates for PY'24. There were no LWDAs below the required rate for PY'24.

- **Adult Obligation Rate:** Eight areas exceeded the 97% state average and obligated 100% of their Adult PY'24/FY'25 allocation during the program year.
- **Dislocated Worker Obligation Rate:** Eight areas were above the 91% state average and four areas obligated 100% of their DW PY'24/FY'25 allocation during the program year.
- **Youth Obligation Rate:** Seven areas exceeded the state average of 96% and five areas obligated 100% of their Youth PY'24/FY'25 allocation during the program year.

Fund Utilization Rate (FUR)

The SWDB issued SIL 17-05, Change 1, in response to WIOA Public Law 113-128, Section 116(b)(2)(B), requiring a minimum FUR of 70% for WIOA Title I programs, which is calculated by dividing total expenditures by total available funds. Total available funds include unexpended carry-in plus the current annual allocation. Both program and administration cost category funds are included in calculating the fund utilization rate. The charts in [Appendix C](#) reflect local workforce development area Adult, DW, and Youth FUR for PY'24.

- **Adult Fund Utilization Rate:** 11 local areas met the Adult FUR, and eight areas were above the 81% state average.
- **Dislocated Worker Fund Utilization Rate:** 10 local areas met the DW FUR, and nine areas exceeded the 78% state average.
- **Youth Fund Utilization Rate:** All 12 local areas met the Youth FUR, and eight areas exceeded the 86% state average.

Participant Cost Rate (PCR)

SIL 17-04, Change 3, requires each local workforce development board ensure that WIOA Adult and Dislocated Worker expenditures, including Rapid Response for additional assistance funds, meet a minimum participant cost rate of 30%. The participant cost rate is evaluated annually and is based on program expenditures of both carry-in and new funds. The chart in [Appendix C](#) reflects local workforce development area PCR for PY'24. There were no LWDAs below the required rate for PY'24. Seven areas exceeded the 40.90% state average.

COMMON EXIT POLICY

The state's common exit policy includes the following programs: Wagner-Peyser; Adult, Dislocated Worker, and Youth; Trade Adjustment Assistance; and National Dislocated Worker Grants. If an individual is co-enrolled in two or more of these programs, the individual will not exit from either program until after a 90-day period of no activity in both programs.

WIOA PRIMARY INDICATORS OF PERFORMANCE

Title I Actual Performance for PY'24

WIOA Title I

To pass performance, LWDAs must have an overall program score of at least 90%, an overall indicator score of at least 90%, and an individual indicator score of at least 50%. All 12 local areas met programmatic performance for PY'24. WIOA Title I negotiated and actual programmatic performance for PY'24 is provided in [Appendix C](#).

DATA VALIDATION

The state's approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.

South Carolina integrates data validation and data integrity efforts across the oversight, performance, and monitoring functions of each workforce program:

- Program managers conduct ongoing and scheduled data integrity procedures and reviews to maintain the integrity of the data submitted to DOL.
- The performance and reporting team provide oversight of performance metrics and conducts training on various data elements and activity codes to ensure consistency and reliability of data.
- The monitoring team conducts reviews of sub-recipient reporting frameworks and cross-references the workforce programmatic data submitted.

South Carolina utilizes the Geographic Solutions Virtual One-Stop system (SC Works Online Services or SCWOS) for case management and labor exchange services. DEW works closely with the vendor to ensure that changes made by DOL to the Participant Individual Record Layout (PIRL) are implemented to accurately track and assess program performance. DEW provides LWDA staff with randomized data sets each quarter to review for data integrity purposes. Sample sizes are based on LWDA policy. Staff also monitor and implement data changes and edit checks issued by the Workforce Integrated Performance System (WIPS) team. State staff have been able to provide LWDA's and state program managers with numerator and denominator information prior to quarterly and annual performance report submission for all four quarters of PY'24. This quality check ensures that accurate data is submitted to DOL.

ACTIVITIES PROVIDED BY STATE FUNDS (STATEWIDE GOVERNOR'S RESERVE FUNDS)

Activities funded by statewide Governor's Reserve funds: (1) services provided with the funds reserved by the Governor, which can be up to 15% of the state's allotment, and how those activities have directly impacted performance; (2) states may include a description of state-funded investments in this section.

South Carolina's Workforce Development Board directs the investment of up to 10% of the Governor's Reserve funds. The Board invests in meaningful workforce development strategies that align with the state's vision of developing a skilled workforce and a responsive workforce system that meets the needs of business and industry. In PY'24, the state continued implementation of the SWDB's PY'23 investment of \$6.9M in statewide employment and training programs. [Appendix D](#), the PY'23 SW Funding Request presented and approved in PY'23, provides a detailed description of the funding allocated and the initiatives supported through the state's utilization of Governor's Reserve Funds. No new Governor's Reserve Funds were allocated in PY'24.

LAYOFF AVERSION AND RAPID RESPONSE ACTIVITIES DISLOCATED WORKER GRANTS

Rapid response activities and layoff aversion, which may include: (1) Data on number of companies served and number of individuals served; (2) discussion of strategies for linking Rapid Response recipients to American Job Centers and processes for intake or co-enrollment (in core and partner programs) in the Trade Adjustment Assistance and the Dislocated Worker programs, as well as details of specific types of services provided to both companies and affected workers; and (3) discussion of layoff aversion strategies, including any metrics/outcomes developed and/or tracked by the state with respect to layoff aversion, such as return on investment or measures showing the economic benefits of Rapid Response and layoff aversion and how layoff aversion activities are aligned with business engagement, sector strategy, and career pathway efforts. States may detail systems, tools, network or approaches designed to identify companies in distress and strategies to deliver necessary solutions as early as possible, as well as outcomes of the use of such systems and tools.

LAYOFF AVERSION

The state's layoff aversion strategy includes early identification of at-risk businesses, assessment of needs, and delivery of services to address risk factors accomplished through regular engagement by DEW and partner agency business consultants. Business engagement occurs at the local level, through the coordinated efforts of Integrated Business Services Teams (IBSTs). Representation on these teams varies by local area, but generally includes workforce, economic development, human services, and education partners. Several methods are used to assess the needs of a business or industry, which may include cold calling, participating in business roundtable events or industry partnership activities, participating in a company visit or tour, or conducting a formal competitiveness review of the business.

Competitiveness reviews are more commonly performed by the South Carolina Manufacturing Extension Partnership (SCMEP) and are required for a business to receive Rapid Response funded Incumbent Worker Training. However, the state issued guidance expanding the entities that may perform a competitiveness review to include economic development agencies or organizations, chambers of commerce, and industry or trade associations.

Service Delivery to Avert a Layoff or Closure

There are several resources and services that may be available to an at-risk business through Title I, Title III, and partner programs, such as:

- Employee training,
- Connecting the business to short-term compensation and loan programs,
- Linking the business to economic development activities,
- Conducting a supplier analysis,
- Assisting with the development of in-state business connections and networking, and
- Removing barriers that may be preventing efficient operations or stifling growth.

Employee Training

The state reserves a portion of the Title I Dislocated Worker allotment to support Rapid Response activities, including Rapid Response Incumbent Worker Training (RRIWT). RRIWT is limited to training that will avert a layoff or closure. Areas of training vary widely, depending on the needs of the business, from quality systems and lean principles to strategic planning, sales and marketing, and leadership. In PY'24, eight at-risk businesses were awarded \$355,340 to provide training to their workers. Of the eight companies that received RRIWT funds in PY'24, five have completed their approved training, resulting in 84 jobs being saved. Additionally, the trainings contributed to increased sales, credential attainment, positive culture shifts, and improved production outcomes.

RAPID RESPONSE ACTIVITIES

In the instances where a layoff or closure is inevitable, the focus shifts from averting the layoff to reducing the length of unemployment for affected workers. DEW's Rapid Response team works closely with local staff to coordinate and facilitate management meetings and group information sessions, and assists with reemployment services. During group information sessions, state and local staff provide information about reemployment services and Unemployment Insurance (UI). It is through these sessions that affected workers are connected to the SC Works system. If a layoff is trade-impacted, Trade Adjustment Assistance staff are involved in the coordination and facilitation of Rapid Response activities.

In PY'24, the Rapid Response team served 239 employers, providing informational sessions and/or direct reemployment services to 3,434 individuals impacted by a layoff and/or closure.

Trade Adjustment Assistance (TAA) Reach Back Initiative

As of July 1, 2022, the termination provision (sunset) under Section 285(a) of the Trade Act of 1974, as amended, came into effect. This provision restricts DOL from issuing new determinations or processing new petitions or requests for reconsideration until further notice.

However, workers who were certified and separated from their trade-affected employment on or before June 30, 2022, may still be eligible for benefits and services. These workers should be served if they meet eligibility requirements, even if they have separated from other employment after leaving their trade-affected job.

In response to the sunset provision, TAA staff have worked diligently to develop innovative strategies for reaching and identifying eligible workers through our Reach Back campaign. The campaign was launched using a combination of outreach methods designed to connect with potentially eligible workers and ensure they have access to program benefits.

Through collaborative partnerships, DEW receives referrals and access to lists of individuals who have recently separated or are projected to separate from employment. This information has been invaluable in identifying eligible workers, and these individuals have been proactive in enrolling in the program and using the benefits and services available to return to the workforce as quickly as possible.

Since the Reach Back campaign was launched in the fall of 2022, a total of 80 workers has been enrolled in the TAA program. These individuals have utilized the program's benefits to access reemployment services and training opportunities, allowing them to transition back into the workforce efficiently. The success of this campaign demonstrates the effectiveness of our outreach efforts and the commitment of TAA staff to serve workers impacted by trade.

WAGNER-PEYSER ACT ACTIVITIES

Activities provided under the Wagner-Peyser Act Employment Service section 7(a) and 7(b) including activities such as providing job search and placement to Unemployment Insurance claimants, administering the work test and making eligibility assessments (e.g. Reemployment Services Eligibility Assessment).

RURAL OUTREACH INITIATIVES

SC@Work: Rural Connections

SC@Work: Rural Connections events are a continuation of our SC@Work: Road Trips and phase two of our Rural Outreach Initiative. These events target jobseekers with barriers to employment, such as transportation, which prevent them from accessing regional workforce development services. These events can include festivals and community events. For instance, a jobseeker can attend this event and network directly with employers, submit applications and work on their resume in the SC Works Career Coach, talk to community providers, and more. Instead of people in rural communities having to commute to a job fair, we are bringing the job fairs right to their back door.

In PY'24, 288 events were held in rural communities serving 748 employers, with 13,030 jobseekers in attendance and 1,171 follow-up interviews conducted.

Virtual Engagement Center (VEC)

DEW offers a virtual SC Works center called the Virtual Engagement Center (VEC). Instead of coming to a brick-and-mortar location, the VEC is an online solution for jobseekers. They can access the VEC by their computer or phone and work with a live member of the SC Works staff. Since its launch in PY'22, the center has had over 42,000 visitors and 16,143 visitors in PY'24 alone.

Career Coach

The SC Works Career Coach is a mobile extension of our SC Works centers. The mobile unit is equipped with ten workstations for jobseeker activities, on-site assistance, Wi-Fi, and printer capabilities, and is wheelchair accessible. The SC Works Career Coach responds to natural disasters and Rapid Response events, provides access to employment and training resources in rural communities that have limited access to the internet, and supports local workforce and community events. During PY'24, the Coach appeared at 152 events across the state and provided services for 1,921 attendees, including job search and application assistance, résumé writing, SC Works and UI registration, and filing for UI benefits.

At the end of PY'24, a second SC Works Career Coach was added to the Mobile Services Team for full implementation in PY'25. The deployment of a second mobile unit marks the expansion of mobile services in the upcoming program year, enhancing accessibility to the workforce system and strengthening employer-jobseeker connections across the state.

Connection Points

Connection Points are computer labs that provide information on career services offered through SC Works, how to file for UI through DEW and VEC. Since PY'22, DEW has provided Connection Point Expansion Grants to eligible organizations to establish Connection Points in hard-to-serve communities, with priority given to the state's most rural counties. The state has experienced year-over-year growth of the Connection Point network and continues to seek new entrants as part of the agency's Rural Outreach Initiatives. Now, more than 200 libraries, faith-based organizations, and nonprofits across the state connect the public with access to computers and resources for unemployment and reemployment services. During this program year, DEW awarded two Connection Point Expansion Grants and expanded the network to include Vorhees University, Newberry College, The Marion Performing Arts & Science Academy, Paul Dennis Community Center, and John de la Howe.

STAYS Program

The STAYS Program encourages veterans and their spouses to “Stay to Apply Your Skills in South Carolina” by offering five interview opportunities to veterans who use the SC Works system. DEW and SC Works partners provide well-rounded, intensive support to program participants wanting to find training, employment, and other assistance to build a life anywhere in the state. South Carolina has the 8th highest military retiree population in the United States, which means our state is not only military-friendly, but prioritizes our veterans’ employment and lifestyle preferences. We have veteran services specialist housed at SC Works centers across the state whose entire purpose is to ease the transition for veterans from military to civilian life.

From its launch in November 2024 up to the end of the program year, the program had over 400 participants and facilitated 135 hires.

EMPLOYMENT PREPARATION

Second Chance

DEW has utilized Title III Governor’s Reserve funds since 2014 to support the Second Chance initiative, which helps returning citizens learn a skill and understand how to successfully search for a job. DEW provides a full-time employee, coaching, and materials to assist returning citizens in work-skills training. Ninety days prior to release, counselors teach employment and soft skills in class for one hour each day. During the last 30 days, participants work directly with a DEW counselor to register in the SC Works system, create a résumé, and apply for jobs online once released. In PY’24, DEW enrolled 129 new participants and 124 completed the program. Since the program’s inception in November 2014 through June 30, 2025, DEW enrolled 2,780 participants and 2,252 of whom completed the program..

Back to Work

In 2015, the agency began piloting the Back to Work program in Columbia, SC, to help individuals experiencing homelessness enter the workforce through an intensive six-week employment boot camp. This program helps with transitioning to housing, as well as the necessary career guidance and soft skills training to maintain gainful employment and independence, creating a comprehensive approach for long-term success. DEW works with multiple community and faith-based organizations across the state to help individuals prepare for and find employment. This program has been successful in helping individuals experiencing homelessness, substance-use disorders, or other significant barriers to employment gain self-sufficiency. In PY’24, the Back to Work program completed 26 classes in partnership with a local non-profit and 80 individuals graduated from the program.

CAREER EXPLORATION

Be Pro Be Proud SC

Be Pro Be Proud SC is a unique workforce development program designed to promote the great wages and benefits of skilled trade jobs across the state in hopes of bringing a new generation of skilled trade professionals to the workforce. The Be Pro Be Proud SC mobile workshop is equipped with hands-on simulators of a variety of skilled trades including welding, truck driving, and heavy equipment operation. Since its launch in the fall of 2020, the mobile workshop has visited multiple schools, career and technical education centers, and technical colleges statewide serving 53,766 students and 3,414 general visitors.

Empowering Tomorrow’s Leaders

In May 2024, DEW launched the Lt. Governor’s Empowering Tomorrow’s Leaders Initiative, which encourages youth to connect with part-time jobs to develop soft skills, learn responsibility, gain exposure to career pathways, and become more self-sufficient.

As part of this partnership, our agency launched the Youth Employment Site (YES), an online job database serving as a dedicated hub for South Carolina’s teenagers looking for summer jobs or other part-time work. The job board features local businesses statewide that hire youth and displays which jobs are available and how to apply. The site is mobile-friendly, and job opportunities can be easily accessed by zip code, age, experience level, and more.

WIOA and DEW have always prioritized youth, and the empowering Tomorrow’s Leaders Initiative encourages young people and their parents to say YES to youth employment by visiting a SC Works center near them to discover education, training, and career opportunities while gaining real-world work experience with a South Carolina employer.

Regional Workforce Advisors (RWA)

A Regional Workforce Advisor (RWA) is located in every workforce region to bridge the gap for those that educate students and those in the business and industry. The RWA provides multiple opportunities for students to interact with industry leaders and business, and strives to coordinate opportunities for students to explore future employment and higher education opportunities. The staff work closely with educators to provide solutions to make learning relevant to workforce needs. In PY’24, the RWA program had 10,542 educator engagement activities and reached 87,399 students statewide.

MATCHING JOBSEEKERS TO EMPLOYERS

Virtual Hiring Events

South Carolina continued its use of the virtual job fair platform to facilitate virtual careers fairs and hiring events. The platform allows employers and SC Works staff to engage with jobseekers in a convenient environment, saving time and money, while removing geographic barriers. Within the platform, jobseekers can discover and apply for opportunities, chat with employers, and visit employer and information booths. The virtual platform’s featured analytics allow us to track multiple metrics, such as invitee-to-attendance rates, participant wait times, and interview counts. In PY’24, 134 virtual recruitment events were held across the state serving 557 employers, with 4,196 jobseekers in attendance and 1,843 follow-up interviews conducted.

Manning Correctional Facility

The South Carolina Department of Corrections' Manning Correctional Facility partners with DEW and employers to provide live mock interviews and hiring events through a virtual hiring platform. In PY'24, DEW involved the Columbia Chapter of the Society for Human Resources Management to participate in mock interviews with participants. Participants can log into the system, access the webchat, and use the video chat with volunteers and employers.

Job Fair of the Carolinas

In a regional job market, businesses recruit across county and state lines, and jobseekers travel across those same lines to find job opportunities. The Rock Hill and Charlotte area is an example of where jobseekers cross invisible lines. To meet the needs of this market and the workforce system, South Carolina and North Carolina have come together in partnership with Carowinds for a joint job fair offering the opportunity for employers and jobseekers from both states to participate in this recurring event known as the Job Fair of the Carolinas. This year was the seventh event in five years. In PY'24, there was 595 attendees and 52 participating employers.

REEMPLOYMENT EFFORTS

Weekly Job Match

DEW uses the claimant database to conduct weekly job matching by comparing company-posted job requirements with a claimant's experience. After matching, DEW sends messages to claimants in the geographical area with the right skill set suggesting that they apply with these employers. In PY'24, the state sent more than four million messages to claimants providing relevant job matches.

WRAP

The Workforce Reemployment Assistance Program (WRAP) is a program that provides claimants with job placement assistance and specific strategies to help them return to work quickly. Claimants that are not selected for the Reemployment Services and Eligibility Assessment (RESEA) program are selected to participate in the WRAP program. Claimants receive one-on-one job search assistance during their beginning weeks of unemployment, as well as an enhanced referral to a preferred job order in SC Works.

Personalized Employer Plan (PEP)

The agency works with individual employers to develop a hiring plan by working with the employer to determine the best approach for recruiting and identifying appropriate employees for the jobs. These plans include the job match program, virtual job fairs, recall assistance, and enhanced referrals.

DISLOCATED WORKER GRANTS

Any National Dislocated Worker Grants (NDWGs) awarded to or within the state and how those funds are coordinated with state rapid response activities and dislocated worker programs, as well as how the NDWGs fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.

Five local workforce development areas, including the state's most rural areas, formed a consortium and were awarded a CAREER DWG in PY'21. The grant's intent was to provide on-the-job training for 280 dislocated workers, individuals who were long-term unemployed and/or have significant barriers to employment, as well as to provide occupational classroom training through the Eligible Training Provider List. The grant ended on August 19, 2024.

SIL 24-12, Disaster Recovery Dislocated Worker Grant (DWG), was published in July 2025, to provide guidance on DWGs, outlining eligibility requirements, application procedures, and project management and monitoring processes.

STATE BEST PRACTICES AND NEEDS

Challenges are the state workforce system faces, which may include policy, implementation, reporting, data analysis, or other relevant challenges, and any assistance needs of the state to address those challenges.

WORKFORCE SYSTEM CHALLENGES

Uncertainty of Funding for Federal Workforce Development Programs

194,027 individuals visited SC Works centers in PY'24 on at least one occasion for at least one purpose. The top five reasons individuals visited SC Works centers were:

- to obtain unemployment assistance (83,571 visits),
- to obtain job search assistance (77,447 visits),
- for RESEA program-related purposes (19,788 visits),
- for WIOA Adult and Dislocated Worker program-related purposes (12,655 visits), and
- to attend hiring events (10,152 visits).

The public workforce system and the programs supported through federal funds are essential to helping individuals build skills, access career pathways, and contribute meaningfully to the evolving labor market. The growing uncertainty around federal funding for workforce development programs has introduced challenges in long-term planning and program stability. Despite these challenges, South Carolina's workforce system remains focused on ensuring continuity, quality, and innovation in workforce initiatives, even as we adapt to a shifting funding landscape.

Implementation of New ESE Measure

On February 23, 2024, the United States Departments of Education and Labor published a final rule that defined the sixth performance indicator — effectiveness in serving employers — as Retention with the Same Employer in the second and fourth quarters following a participant's exit from a WIOA core program. While South Carolina has successfully reported on this measure for PY'24, the state is concerned that the measure is not a true representation of how well the workforce system is serving the state's employers as the measure is based on participant outcomes.

The SCVRD, which administers Title IV of WIOA, commented on the Notice of Proposed Rulemaking on October 19, 2022. SCVRD's full comments can be found [here](https://www.regulations.gov/comment/ETA-2022-0006-0006)¹ or by copying this link into a browser: <https://www.regulations.gov/comment/ETA-2022-0006-0006>. DEW did not individually submit comments but concurs with the comments provided by SCVRD.

TECHNICAL ASSISTANCE

South Carolina regularly participates in regional and national forums (e.g., the National Governors Association (NGA), National Association of State Workforce Agencies (NASWA), and Southeastern Employment and Training Association (SETA)) to stay abreast of critical workforce issues and learn promising practices from other states. State staff participate in monthly technical assistance discussions with the Region 3 Project Officer. These meetings offer an opportunity to share state-specific highlights and obtain customized technical assistance. Due to these ongoing outlets for technical assistance, South Carolina does not have any current requests to include in its WIOA Annual Report.

¹<https://www.regulations.gov/comment/ETA-2022-0006-0006>

PROMISING PRACTICES AND SUCCESS STORIES

Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state's evaluation and related research projects. The discussion should cover a broad range of at-risk and priority populations served as defined in WIOA Section 3(24), Registered Apprenticeships, or other populations, including out-of-school youth, low-income adults, dislocated workers, individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment, or other populations the state may wish to discuss.

PROMISING PRACTICE: WORK OPPORTUNITY TAX CREDIT

DEW's Work Opportunity Tax Credit (WOTC) department provides tax credit certifications to businesses that hire individuals facing barriers to employment.

On July 8, 2024, the WOTC department was awarded DOL's 2024 Backlog and Modernization Grant. The grant funds were used to enhance automated processes and reduce the backlog of Requests Needing Action.

The results of the 2024 Backlog and Modernization Grant were highly successful. Before receiving the grant, South Carolina reported a backlog of 16,670 Requests Needing Action. As of June 30, 2025, the number had decreased to 7,798 — representing a 47% reduction in the backlog.

SUCCESS STORIES: REENTERING THE WORKFORCE

Ronald moved to South Carolina following legal charges. He was finding it difficult to find an employer that was willing to work with him. The staff reviewed Second Chance-friendly employers, provided a Federal Bonding Voucher, and how to talk about the voucher with employers. Ronald was able to find employment as a sales representative, which was in his line of work.

Paul was a parent of an older child with a disability and on Social Security benefits. He was looking for a position that would allow him to care for his child and earn a stable income. The staff worked with Paul on his interviewing skills, soft skills, and updating his resume. He attended multiple job fairs and interviews. Paul was hired at a local manufacturing company full-time on 2nd shift so he could balance taking care of his child and get back to the workforce.

SUCCESS STORIES: THE STAYS PROGRAM

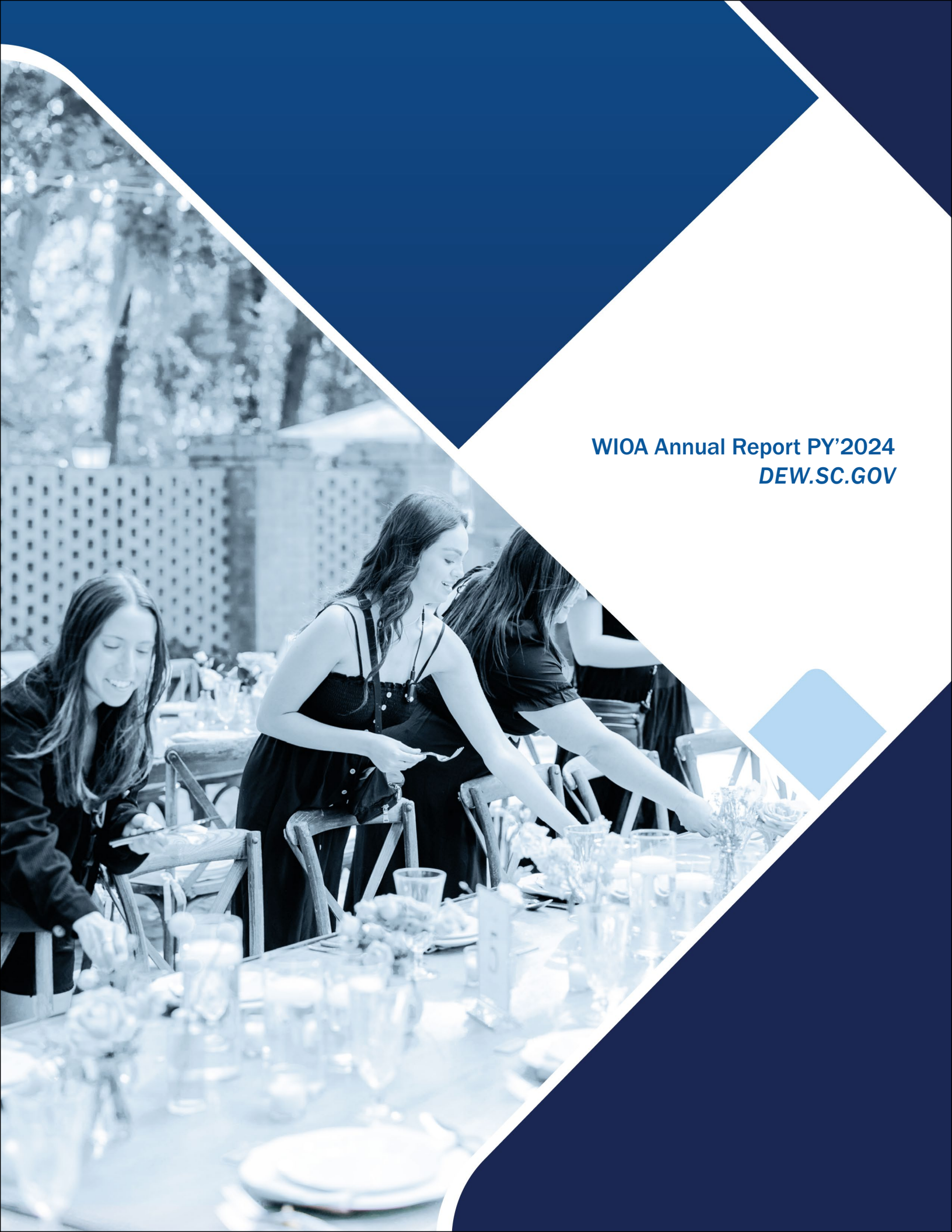
Larry is a United States Army Veteran that visited the Florence SC Works center seeking assistance finding employment. He retired from his last job, but stated he needed to get back in the workforce. He believed it would be a challenge finding suitable employment due to his age. Larry and the Workforce Consultant developed a plan and strategy to identify potential career options feasible for him. Larry enrolled in the STAYS program and was assisted with creating a resume and completing online applications. He was offered a full-time position with a STAYS employer that is a school district in a support role.

PAY-FOR-PERFORMANCE

Strategies/policies relating to Pay-for-Performance contracting, which may include examples from local areas.

South Carolina does not have a policy for Pay-for-Performance contracting and is not currently implementing traditional Pay-for-Performance strategies. However, at the end of PY'23, the SWDB approved a High-Performing Local Workforce Development Board Incentive, to incentivize performance, regionalism, and innovation. To be eligible, LWDBs must complete the following:

- Meet federal requirements, WIOA Primary Indicators of Performance, and State-Specific Performance Measures.
- Promote regionalism through the use of multi-areas strategies.
- Employ innovative practices aligning with one or more of the State Plan Goals/Objectives.
- Incentives will be awarded to eligible LWDB's before the end of PY'25.



WIOA Annual Report PY'2024
DEW.SC.GOV

POLICIES AND GUIDANCE²

Governance:

- 20-01, Ch.2 — LWDA Subsequent Designation and LWDB Subsequent Certification: This state instruction provides the requirements and procedures for requesting subsequent designation as a Local Workforce Development Area (LWDA) and subsequent certification as a Local Workforce Development Board (LWDB).
- 24-03 — Regional and Local Planning Guidance: To provide guidance regarding the development and submission of regional and local plans in compliance with the requirements of the Workforce Innovation and Opportunity Act (WIOA).
- 24-07 — Local Memorandum of Understanding Guidelines: To provide guidance to local workforce development boards (LWDBs) regarding the requirement for local memoranda of understanding (MOUs) and infrastructure funding agreements (IFAs) with workforce system partners.
- 25-02 — Electronic and Physical Redactions of PII and Other Sensitive Information: To provide guidance regarding the redaction of electronic and physical documents containing Personally Identifiable Information (PII) and other sensitive information.

SC Works Delivery System:

- 24-01 — SC Works Certification Standards: To provide State guidance regarding the certification of SC Works centers and the SC Works service delivery system, including the SC Works Certification Standards and suggested methods for evaluating compliance.
- 24-02 — SC Works Customer Satisfaction Surveys: To provide standardized customer satisfaction survey guidance, including questions that must be used in jobseeker and employer surveys for evaluating customer satisfaction in Local Workforce Development Areas (LWDAs).
- 24-08 — SC Works Training Center Policy: To provide guidance regarding the SC Works learning management system (LMS): the SC Works Training Center.

Program Eligibility:

- 24-11 — Updated Federal Income Guidelines: To transmit updates to federal income guidelines used in establishing eligibility for Workforce Innovation and Opportunity Act (WIOA) participation and/or specific WIOA services.

Program Services:

- 24-05 — Disabled Veterans' Outreach Program (DVOP) Eligibility: This state instruction provides the criteria and guidelines for determining eligibility of veterans, eligible spouses, and additional persons who can receive Disabled Veterans' Outreach Program (DVOP) services.
- 24-06 — Homeless Veterans' Reintegration Program (HVRP) Referrals: To provide guidance for referring veterans who are homeless or at risk of homelessness to local HVRP grantees.
- 24-09 — H-2A Job Order Referrals: To provide guidance concerning the obligations for staff referrals to H-2A job orders and employers.

Equal Opportunity:

- 16-10, Ch.1 — Equal Opportunity Is The Law: To provide guidance regarding the federally required "Equal Opportunity Is the Law" notice.
- 16-11, Ch.1 — Confidentiality of Equal Opportunity Records: To transmit requirements for confidentiality of equal opportunity (EO) records.
- 16-12, Ch.1 — Physical and Programmatic Accessibility Under WIOA: To provide guidance on the requirement to ensure physical and programmatic accessibility to individuals with disabilities.
- 16-13, Ch.1 — Implementation of Nondiscrimination and Equal Opportunity Requirements of the Workforce Innovation and Opportunity Act: To transmit the nondiscrimination and equal opportunity (EO) requirements of the Workforce Innovation and Opportunity Act (WIOA).
- 16-17, Ch.2 — Sanctions for Violations of Nondiscrimination and Equal Opportunity Provisions of WIOA: To establish procedures for remedying noncompliance with the nondiscrimination and equal opportunity (EO) provisions of the Workforce Innovation and Opportunity Act (WIOA).
- 24-10 — Programmatic and Discrimination Complaint Procedures Under WIOA: To establish procedures for the timely investigation and resolution of noncriminal complaints and complaints of discrimination under the Workforce Innovation and Opportunity Act (WIOA).

²<https://scworks.org/workforce-system/policies-and-guidance>

South Carolina WIOA State Plan Priorities 2024-2027

The WIOA State Plan is required by the federal Workforce Innovation and Opportunity Act.



VISION

Achieve and sustain South Carolina's workforce potential.



GUIDING PRINCIPLES

- Align with the Unified State Plan for Education and Workforce Development.
- Focus solely on activities that support the mission.
- Evaluate economic and labor market data, and actively listen to an inclusive group of partners, employers, and jobseekers.
- Base strategies and decisions on data and input.
- Be accountable for outcomes that support business growth and economic opportunities for all South Carolinians.



MISSION

Through collaboration and coordination, align and enhance South Carolina's education and workforce system so that it is readily accessible, highly effective, and easily understandable.

GOALS/OBJECTIVES

STRATEGIES

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.

- 1.1** Implement a case management system that integrates data across the WIOA core partner programs.
- 1.2** Develop and implement cross-partner staff training to enhance service delivery to jobseekers and businesses.

ACTION ITEMS

- 1.1.1** Implement recommendations from Shared Case Management System Feasibility Study. ^(A)
- 1.2.1** Relaunch of WIOA Partner Series. ^(A)
- 1.2.2** Utilize Learning Management System to provide staff training. ^(A)

GOALS/OBJECTIVES

STRATEGIES

Prepare jobseekers for high wage, high growth, high demand, high mobility/ retention (4H) occupations* through relevant training and skills acquisition, and match jobseekers to open employer positions.

**These are what the Coordinating Council for Workforce Development define and refer to as "priority occupations."*

- 2.1** Increase the percentage of participants that obtain high-value credentials.
- 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.
- 2.3** Improve strategic outreach and service delivery to employers to effectively match jobseekers with employers.

ACTION ITEMS

2

- 2.1.1** DEW LMI completion of the Supply Gap Analysis. ^(S)
- 2.1.2** Define "high-value credential". ^(S)
- 2.1.3** Expand network of training providers to ensure inclusion of programs that lead to or result in a high-value credential. ^(S)
- 2.2.1** Improve communication and coordination with the Digital Opportunity Department. ^(S)
- 2.2.2** Continue expansion of Connection Points and promote utilization of Connection Points to provide digital literacy education and training. ^(S)
- 2.2.3** Provide digital literacy instruction and assessments to certify that individuals have core literacy competencies for life and the workplace. ^(S)
- 2.3.1** Distribute and implement SC Works customer satisfaction guidance. ^(A)
- 2.3.2** Utilize statewide employer survey to glean information about pain points and how the system can help. ^(A)
- 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. ^(A)
- 2.3.4** Implementation of the Senior Business Consultant model that will manage service delivery to key accounts and foster regional collaboration. ^(A)

GOALS/OBJECTIVES

STRATEGIES

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.

- 3.1** Increase awareness of resources to mitigate obstacles to employment.
- 3.2** Implement a multifaceted rural outreach strategy to ensure that rural areas of South Carolina have access to employment and training resources.

ACTION ITEMS

- 3.1.1** Relaunch SC Works Partner Series to train staff on resources to mitigate or remove obstacles to employment. ^(O)
- 3.1.2** Collect and distribute a catalog of promising practice and models for removing obstacles, primarily related to transportation, childcare, and housing. ^(O)
- 3.2.1** Implement Rural Outreach Team. ^(A)

GOALS/OBJECTIVES

STRATEGIES

4

Create alignment between the workforce development system and the state agencies and organizations directing implementation of the IJIA, IRA, and CHIPS and Science Act funding.

- 4.1** Identify resources and funding opportunities to provide services to jobseekers.
- 4.2** Communicate opportunities to the workforce system.
- 4.3** Identify and strategically target training providers in the state that are offering programs in the infrastructure, energy, and advanced manufacturing sectors.

ACTION ITEMS

- 4.1.1** Track and inventory federal investments flowing to the state through the IJIA, IRA, and CHIPS and Science Act. ^(A)
- 4.1.2** Improve communication and coordination with agencies and partners receiving funding through federal investments. ^(A)
- 4.2.1** Utilize SC Works Partner Series as a forum to share information with SC Works partners about federal investments and opportunities for aligning programs and services to support jobseekers interested in employment in new or expanded sectors. ^(A)
- 4.3.1** Strategically recruit training providers to ensure that jobseekers have access to relevant training that leads to or results in credentials of value for priority sectors like infrastructure, clean energy, and advanced manufacturing. ^(S)

(A), (S), and (O) superscripts show how each Action Item aligns to a goal and strategy in the Unified State Plan (i.e., (A) is Awareness; (S) is Skills; and (O) is Obstacles).

The Unified State Plan (USP)

The State’s education and workforce system is governed by the Statewide Education and Workforce Development Act (Act No. 67 of 2023). The Act requires the Coordinating Council for Workforce Development (CCWD) to develop a Unified State Plan for Education and Workforce Development (USP). **Through the USP, the CCWD establishes the state’s strategic vision and direction for education and workforce development.** Agencies and programs that administer education and workforce development programs will align their programmatic strategies to those of the CCWD and USP. **This unified direction ensures that state, federal, and non-profit education and workforce development programs work toward a common goal, encouraging collaboration and resource leveraging. The USP outlines goals and strategies covering three main areas: awareness, skills, and obstacles.**

The WIOA State Plan incorporates the USP’s vision and mission to ensure that the objectives, strategies, and action items in the WIOA State Plan align to help achieve those in the USP. The WIOA State Plan and State Workforce Development Board are integral to the growth and accessibility of workforce development programs statewide by involving the WIOA local partners in integrating the USP vision and strategies into their activities.

PERFORMANCE ACCOUNTABILITY

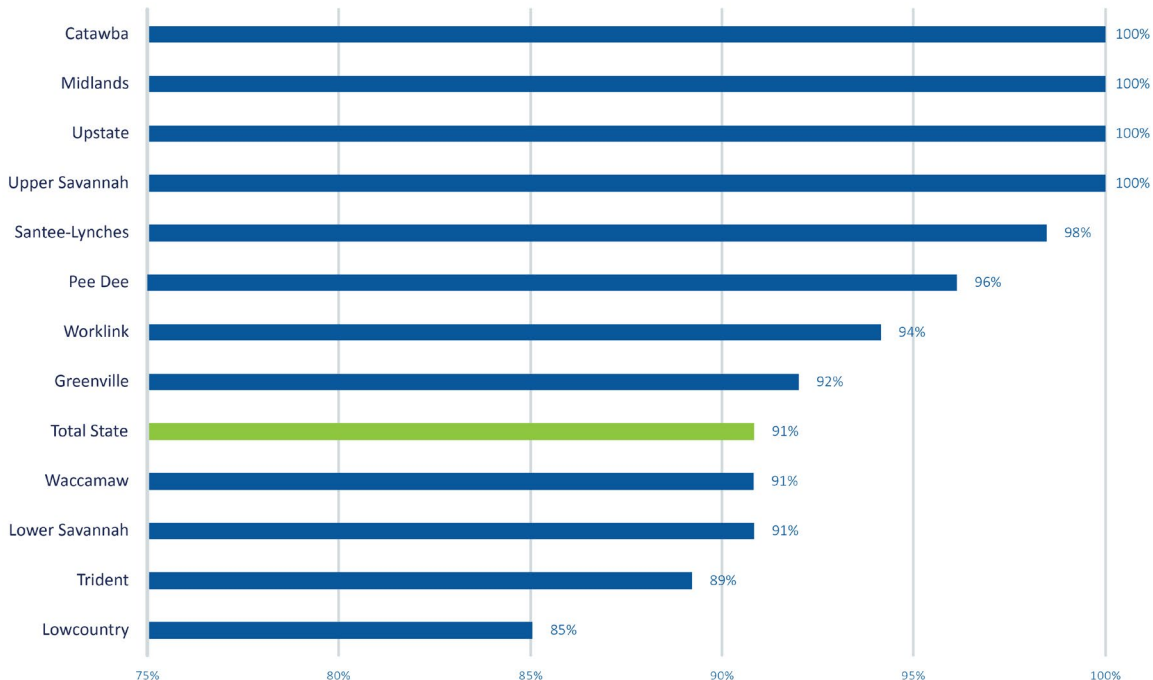
3.1

LWDA PY'24 ADULT PROGRAM FUND OBLIGATION RATE THRU 6/30/2025



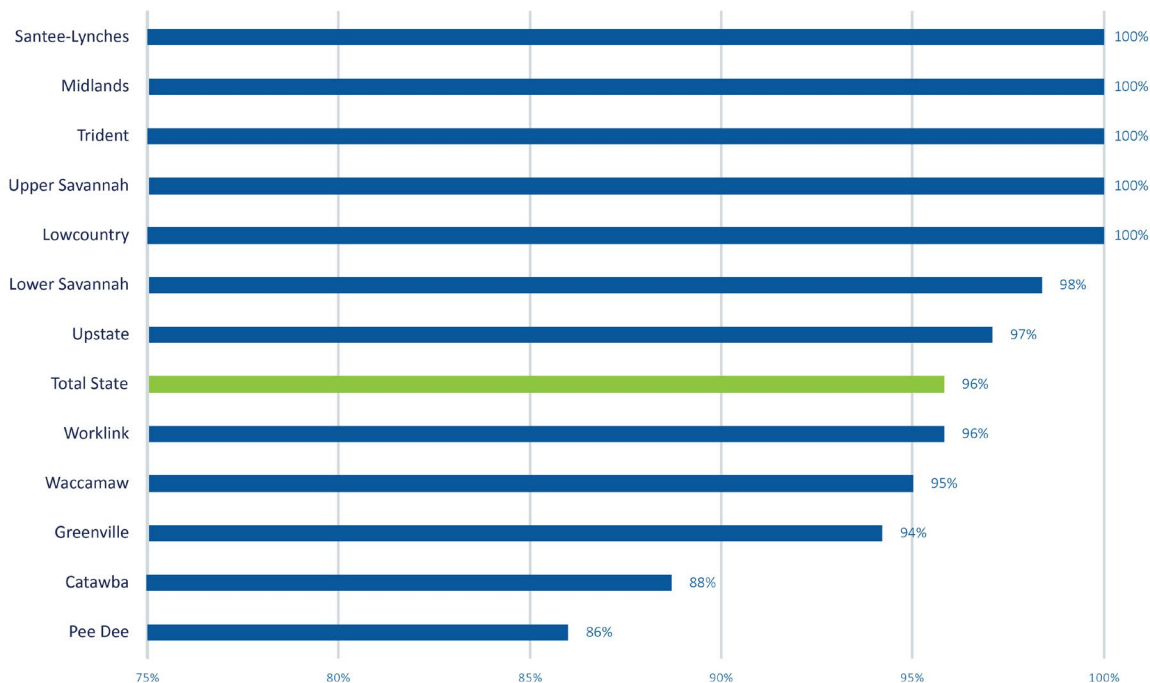
3.2

LWDA PY'24 DISLOCATED WORKER PROGRAM FUND OBLIGATION RATE THRU 6/30/2025

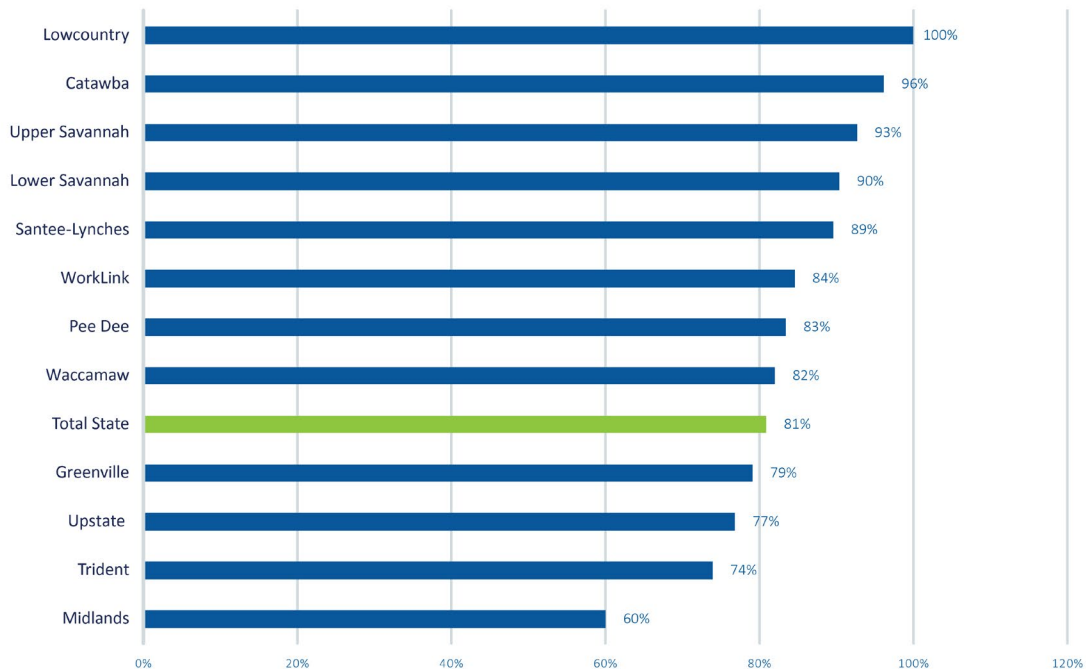


3.3

LWDA PY'24 YOUTH PROGRAM FUND OBLIGATION RATE THRU 6/30/2024

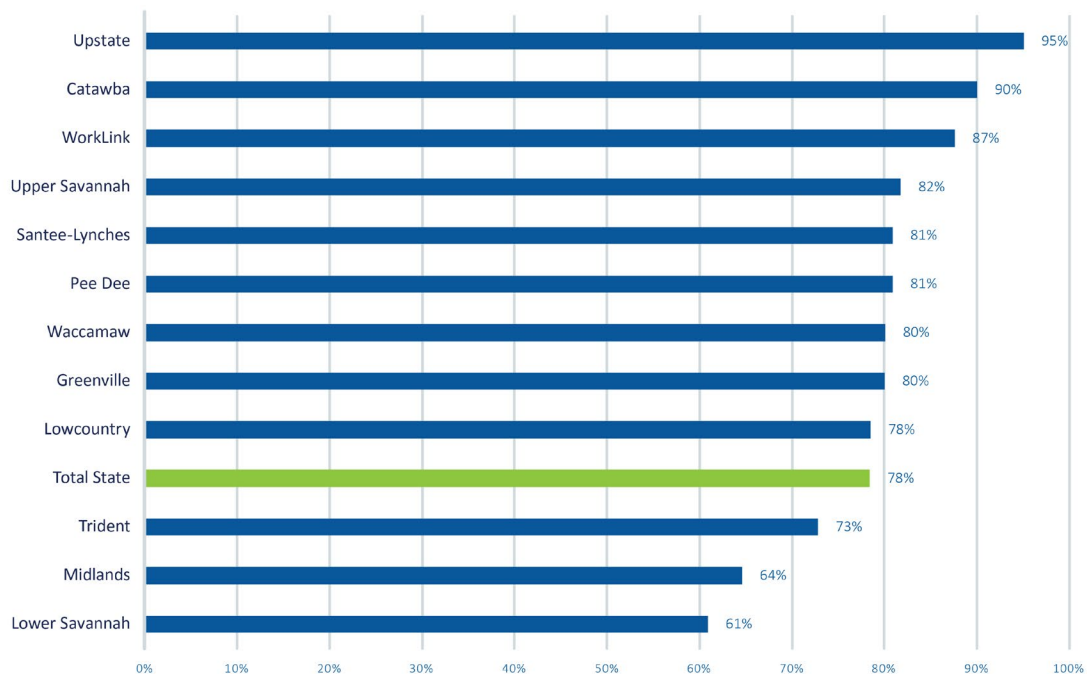


4.1

LWDA PY'24 ADULT PROGRAM FUND UTILIZATION RATE (FUR) THRU 6/30/2025
(Includes Admin.)

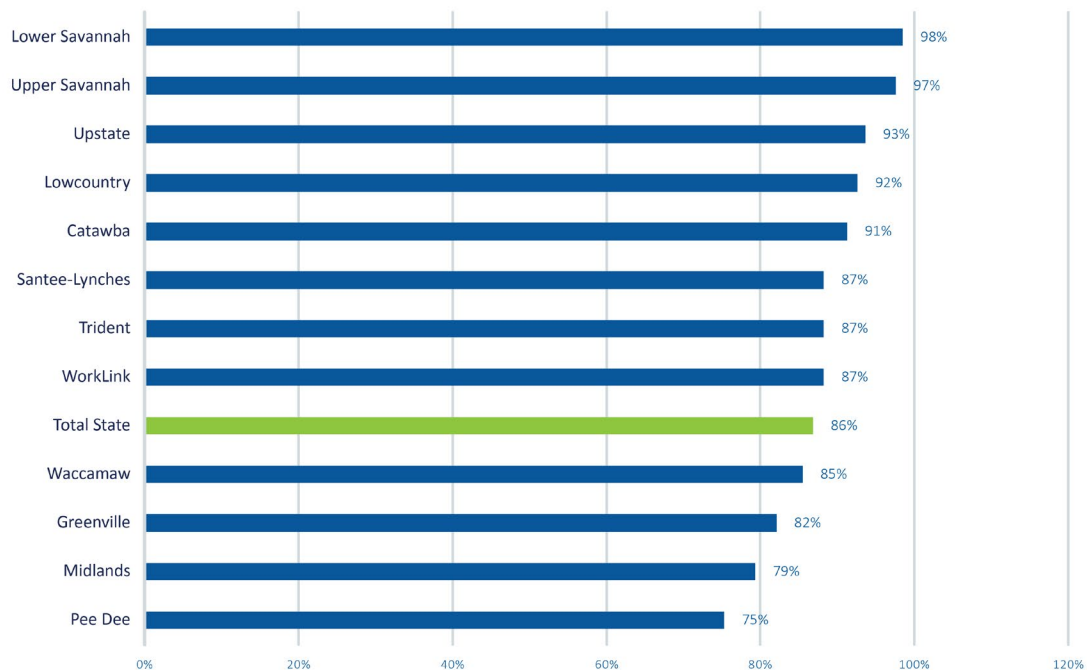
4.2

LWDA PY'24 DISLOCATED WORKER PROGRAM FUND UTILIZATION RATE THRU 6/30/2025
(Includes Admin.)



4.3

LWDA PY'24 YOUTH PROGRAM FUND UTILIZATION RATE THRU 6/30/25
(Includes Admin.)



PARTICIPANT COST RATE (PCR) AS OF 6/30/2025

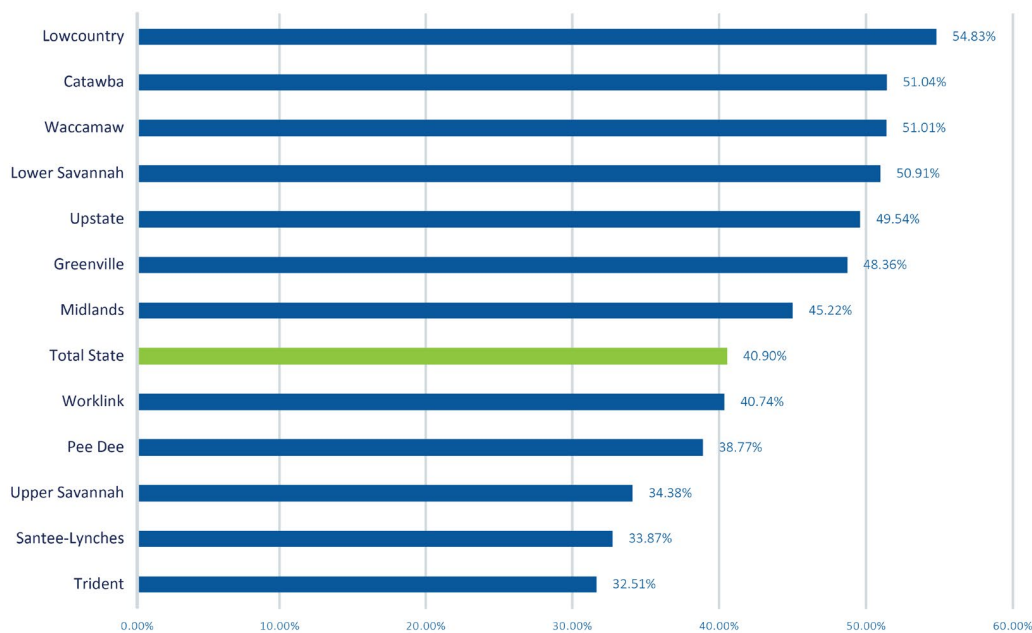


TABLE 6: WIOA TITLE I NEGOTIATED AND ACTUAL PROGRAMMATIC PERFORMANCE CHARTS

WorkLink					Pee Dee				
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	107.9%	88.4%	102.6%	99.6%	Employment Rate Q2	101.7%	105.2%	91.7%	99.5%
Employment Rate Q4	103.2%	98.4%	93.3%	98.3%	Employment Rate Q4	97.2%	111.5%	113.6%	107.4%
Median Earnings	108.8%	112.2%	112.3%	111.1%	Median Earnings	119.2%	93.4%	96.1%	102.9%
Credential Rate	107.9%	111.0%	92.7%	103.9%	Credential Rate	114.7%	121.2%	89.0%	108.3%
Measurable Skill Gains	100.0%	124.3%	132.3%	118.9%	Measurable Skill Gains	104.1%	138.7%	98.7%	113.8%
Overall Program Score	105.5%	106.9%	106.7%		Overall Program Score	107.4%	114.0%	97.8%	

Upper Savannah					Lower Savannah				
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	95.3%	75.3%	103.2%	91.3%	Employment Rate Q2	99.6%	118.2%	104.2%	107.4%
Employment Rate Q4	89.1%	96.8%	96.9%	94.3%	Employment Rate Q4	102.5%	120.5%	110.0%	111.0%
Median Earnings	85.6%	86.3%	113.7%	95.2%	Median Earnings	131.8%	112.3%	135.1%	126.4%
Credential Rate	100.6%	102.4%	94.5%	99.2%	Credential Rate	141.5%	133.5%	108.2%	127.7%
Measurable Skill Gains	126.5%	147.7%	100.3%	124.8%	Measurable Skill Gains	130.6%	133.5%	137.4%	133.8%
Overall Program Score	99.4%	101.7%	101.7%		Overall Program Score	121.2%	123.6%	119.0%	

Upstate					Catawba				
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	88.4%	81.3%	105.1%	91.6%	Employment Rate Q2	96.0%	89.6%	96.9%	94.2%
Employment Rate Q4	86.8%	93.5%	105.0%	95.1%	Employment Rate Q4	100.6%	91.0%	99.0%	96.9%
Median Earnings	120.9%	122.2%	164.2%	135.7%	Median Earnings	113.1%	130.9%	140.6%	128.2%
Credential Rate	97.4%	128.7%	96.4%	107.5%	Credential Rate	125.1%	123.0%	125.2%	124.4%
Measurable Skill Gains	116.0%	110.3%	111.7%	112.7%	Measurable Skill Gains	112.8%	104.8%	126.9%	114.9%
Overall Program Score	101.9%	107.2%	116.5%		Overall Program Score	109.5%	107.9%	117.7%	

Greenville					Santee-Lynches				
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	101.9%	97.8%	115.1%	104.9%	Employment Rate Q2	107.2%	90.4%	90.4%	96.0%
Employment Rate Q4	95.5%	112.1%	119.0%	108.9%	Employment Rate Q4	96.4%	97.3%	87.4%	93.7%
Median Earnings	113.5%	121.5%	118.3%	117.7%	Median Earnings	112.7%	107.3%	156.7%	125.6%
Credential Rate	116.5%	100.0%	87.0%	101.2%	Credential Rate	104.7%	125.0%	93.9%	107.9%
Measurable Skill Gains	127.9%	144.7%	127.0%	133.2%	Measurable Skill Gains	130.8%	141.4%	125.1%	132.4%
Overall Program Score	111.1%	115.2%	113.3%		Overall Program Score	110.3%	112.3%	110.7%	

Midlands					Waccamaw				
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	100.5%	103.2%	108.2%	104.0%	Employment Rate Q2	99.0%	119.0%	102.7%	106.9%
Employment Rate Q4	99.5%	108.8%	100.0%	102.8%	Employment Rate Q4	103.1%	117.6%	97.5%	106.1%
Median Earnings	110.4%	126.1%	109.0%	115.2%	Median Earnings	110.5%	111.2%	114.8%	112.2%
Credential Rate	98.8%	118.2%	131.9%	116.3%	Credential Rate	113.6%	148.6%	101.1%	121.1%
Measurable Skill Gains	103.5%	95.4%	110.4%	103.1%	Measurable Skill Gains	123.8%	115.4%	121.6%	120.3%
Overall Program Score	102.5%	110.4%	111.9%		Overall Program Score	110.0%	122.4%	107.5%	

Trident					Lowcountry				
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	98.5%	100.8%	100.7%	100.0%	Employment Rate Q2	98.7%	81.5%	113.9%	98.0%
Employment Rate Q4	98.7%	105.9%	95.9%	100.2%	Employment Rate Q4	96.8%	94.1%	119.3%	103.4%
Median Earnings	121.1%	137.9%	121.3%	126.8%	Median Earnings	128.6%	80.3%	170.8%	126.6%
Credential Rate	112.9%	135.0%	97.5%	115.1%	Credential Rate	99.9%	90.3%	148.1%	112.8%
Measurable Skill Gains	100.2%	90.0%	114.6%	101.6%	Measurable Skill Gains	112.7%	105.5%	136.9%	118.4%
Overall Program Score	106.3%	113.9%	106.0%		Overall Program Score	107.3%	90.3%	137.8%	

The assessment reflects performance across programs and negotiated indicators. To pass performance an LWDA must:

- Have an Overall Program Score (across all indicators) of at least 90%.
- Have an Overall Indicator Score (across Adult, Dislocated Worker, and Youth programs) of at least 90%.
- Have an individual indicator percentage of at least 50%.

Color Coding

PASS

FAIL

WIOA TITLE I AND III NEGOTIATED LEVELS OF PERFORMANCE PY'24:

7.1

	Title I - Adult Program	
	Program Year: 2024	Program Year: 2025
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	79.1%	79.1%
Employment (Fourth Quarter After Exit)	78.3%	78.3%
Median Earnings (Second Quarter After Exit)	\$6,900	\$7,000
Credential Attainment Rate	67.5%	67.5%
Measurable Skill Gains	66.3%	66.3%

7.2

	Title I - Dislocated Worker Program	
	Program Year: 2024	Program Year: 2025
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	81.6%	82.0%
Employment (Fourth Quarter After Exit)	80.9%	81.4%
Median Earnings (Second Quarter After Exit)	\$8,550	\$8,650
Credential Attainment Rate	69.1%	69.6%
Measurable Skill Gains	67.7%	67.7%

7.3

	Title I - Youth Program	
	Program Year: 2024	Program Year: 2025
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	78.0%	78.5%
Employment (Fourth Quarter After Exit)	75.0%	75.5%
Median Earnings (Second Quarter After Exit)	\$3,985	\$4,030
Credential Attainment Rate	63.0%	63.5%
Measurable Skill Gains	61.5%	62.5%

7.4

	Title III - Wagner-Peyser Program	
	Program Year: 2024	Program Year: 2025
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	67.0%	68.0%
Employment (Fourth Quarter After Exit)	66.0%	67.0%
Median Earnings (Second Quarter After Exit)	\$5,755	\$5,855

PY'23 SW PROGRAM BUDGET AND FUNDING REQUEST

PY'23 SW PROGRAM BUDGET AND FUNDING REQUEST		
PY'23 Initiatives	Amount	Description
2023 Workforce Development Month	\$33,100	The state will celebrate Workforce Development Month in September. The SC Chamber Workforce Development Symposium will be held on September 19 and sponsored by DEW and the State Workforce Development Board. The SWDB will recognize local Workforce Heroes and winners of the SC@Work Photo Contest. Funding will cover promotion of the SC Works system during the observance, the Symposium sponsorship fee, and awards for Workforce Heroes and photo contest winners.
LWDA Training Funds	\$1,000,000	Jobseekers often need training to re-enter the workforce or advance along a career pathway, and employers need resources to provide upskilling and retraining opportunities for their existing workers. Funding will be provided to LWDAs upon request to provide in-demand training services that align with local area needs.
Workforce Innovation Funding	\$3,000,000	LWDAs are encouraged to pilot new strategies for delivering workforce development resources in their local communities. Innovation Funding will be awarded to LWDAs on a competitive basis to implement or scale effective strategies in partnership with local 'boots on the ground' organizations.
Planning and Development Funding	\$930,000	The state will submit its WIOA State Plan in March 2024. In alignment with the state plan, LWDAs will develop and submit local and regional plans. There is an ongoing need and commitment to train and develop workforce professionals to ensure the delivery of quality workforce services through the SC Works system. The funding allocated for Planning and Development will enable LWDAs to secure resources to assist with local and regional planning and to support training and professional development of center staff.
Career Readiness/Soft Skills	\$418,500	Implementation of the Career Readiness program began in March 2023 with the availability of career readiness assessments in Adult Education and SC Works centers. Starting June 19, the career readiness courseware, including soft skills and digital literacy, is available in 74 locations across the state. With additional funding, the availability of courseware can be expanded to other locations including technical colleges, Connection Points, and employer locations.
Targeted Outreach/SC Works Center Signage Refresh	\$449,700	Outreach is a key component of any workforce strategy. Funding will support state-level outreach and promotion of the SC Works system and workforce programs, and refresh SC Works center signage.
Statewide Operating Costs	\$1,005,662	Historically, DEW has used WIOA Administration Funds to cover all staffing and operational costs. Last year, the SWDB approved funding to cover SC Works Online Services maintenance costs allocable to the Title I program. It is recommended that the SWDB increase its investment to support maintenance costs for the Wagner-Peyser program. The WIOA and Wagner-Peyser programs are the largest users of the SC Works Online Services system. The costs associated with Wagner Peyser support the state's labor exchange, which currently lists 100,000 jobs. Other operating costs include Performance and Reporting staff that collect and report performance data to DOL for six federal programs, the annual Blanket Accident Insurance policy renewal, and participation in national organizations, such as the National Governors Association.

PY'23 SW PROGRAM BUDGET AND FUNDING REQUEST		
2024 Workforce Development Symposium Sponsorship	\$15,000	Funding will be used for the 2024 Workforce Development Symposium sponsorship fee. During the symposium, SWDB will recognize local Workforce Heroes and winners of the SC@Work Photo Contest.
Phase II Implementation of Shared Case Management System Project	\$69,200	Phase II of the Shared Case Management System Project involves developing the scope of work for vendor/product solicitation. The funding requested will support the preparation of the scope of work and functional requirements, including interoperability across programs and partners, for the case management and labor exchange solicitation and support for market engagement.