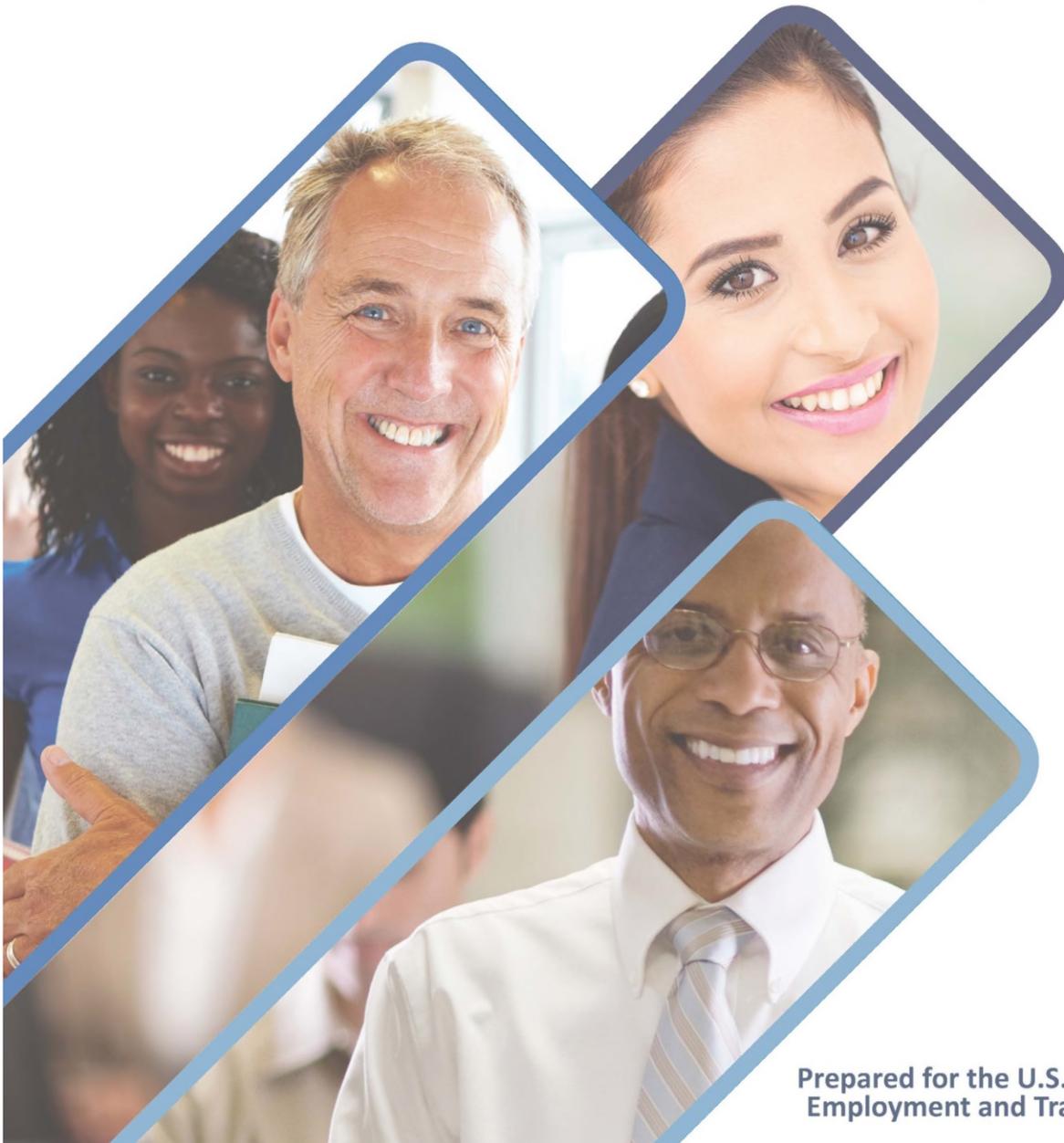




SC Department of Employment and Workforce  
**WORKFORCE INVESTMENT ACT**  
**ANNUAL REPORT**  
Program Year 2013



Prepared for the U.S. Department of Labor  
Employment and Training Administration

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# PROGRAM YEAR 2013 HIGHLIGHTS



## South Carolina Work Ready Communities (SCWRC)

In PY 2013, South Carolina’s Work Ready Communities initiative continued to thrive. Three more counties – Clarendon, McCormick, and Colleton – were recognized as SC Certified Work Ready Communities, meeting both ACT national and South Carolina-specific standards. At its core, South Carolina Certified Work Ready Communities is a tool to measure the quality and capability of a county’s workforce. The initiative provides a reliable way to link education, workforce development, and business across all 46 counties through the commitment of local community leaders, educators, employers, and civic leaders. The vision is to ensure a ready workforce to attract and retain businesses in the state.

Through a holistic approach, South Carolina is utilizing ACT’s entire Work Readiness System to include: WorkKeys® Assessments; the National Career Readiness Certificate (NCRC™), a work readiness credential to measure and close the skills gap; and a Job Analysis tool, to match individual skill sets with available job opportunities.



## REPORT CARD



Although South Carolina counties have two-years to meet their defined goals, Clarendon, McCormick and Colleton counties met and exceeded national and state criteria within the first year. Their success was based on local partnerships, collaboration, and following their outlined strategies for providing WorkKeys assessments to high school, college, and adult education students who are preparing to enter or re-enter the workforce and the current workforce to include both private and public employees.

Through the SC Work Ready Communities initiative, South Carolina is working to close the skills gap.

- In PY 2013, just under 30,000 individual National Career Readiness Certificates were awarded, bringing the total number of certificate holders in the state to over 222,000.
- South Carolina ranks 3<sup>rd</sup> in the nation for the number of NCRCs earned.
- A total of 1488 businesses recognized or supported the SC Work Ready initiative through the end of PY 2013.



### **Jobs for America's Graduates – South Carolina (JAG-SC)**

Jobs for America's Graduates – South Carolina (JAG-SC) has provided dropout prevention services to over 6,000 youth since its 2005 inception. Initially launched as a pilot program at fourteen high schools across the state, JAG-SC has grown and is now operating in 24 high schools and one middle school. The program provided direct services to over 1,100 youth of which 403 were exiting seniors in 2012-2013.

Initially, JAG-SC was fully funded by the SC Workforce Investment Board (SWIB). As the program cultivated expansion to 25 sites, it reaped the added benefit of growth in its funding diversity. JAG-SC now receives its base funding from the South Carolina Department of Employment and Workforce, with additional funding partners: Appalachian Regional Commission, Greenville County Local Workforce Investment Board, South Carolina Rural Infrastructure Authority, South Carolina Department of Education, local education districts, and the United Way of Laurens County.

## JAG-SC Continues to Exceed National Standards



*SWIB Chair Mikee Johnson (second from the right) was recognized, on behalf of the entire South Carolina SWIB, with the 2013 National Workforce Development Leadership Award at the annual JAG Awards Reception in Washington, D.C. Pictured left to right: Washington State Superintendent Randy Dorn; Governor Steve Bullock of Montana; SC SWIB Chairman Mikee Johnson; and China Gorman, CEO of Great Places to Work. Dorn, Bullock, and Gorman are all board members of Jobs for America's Graduates National.*

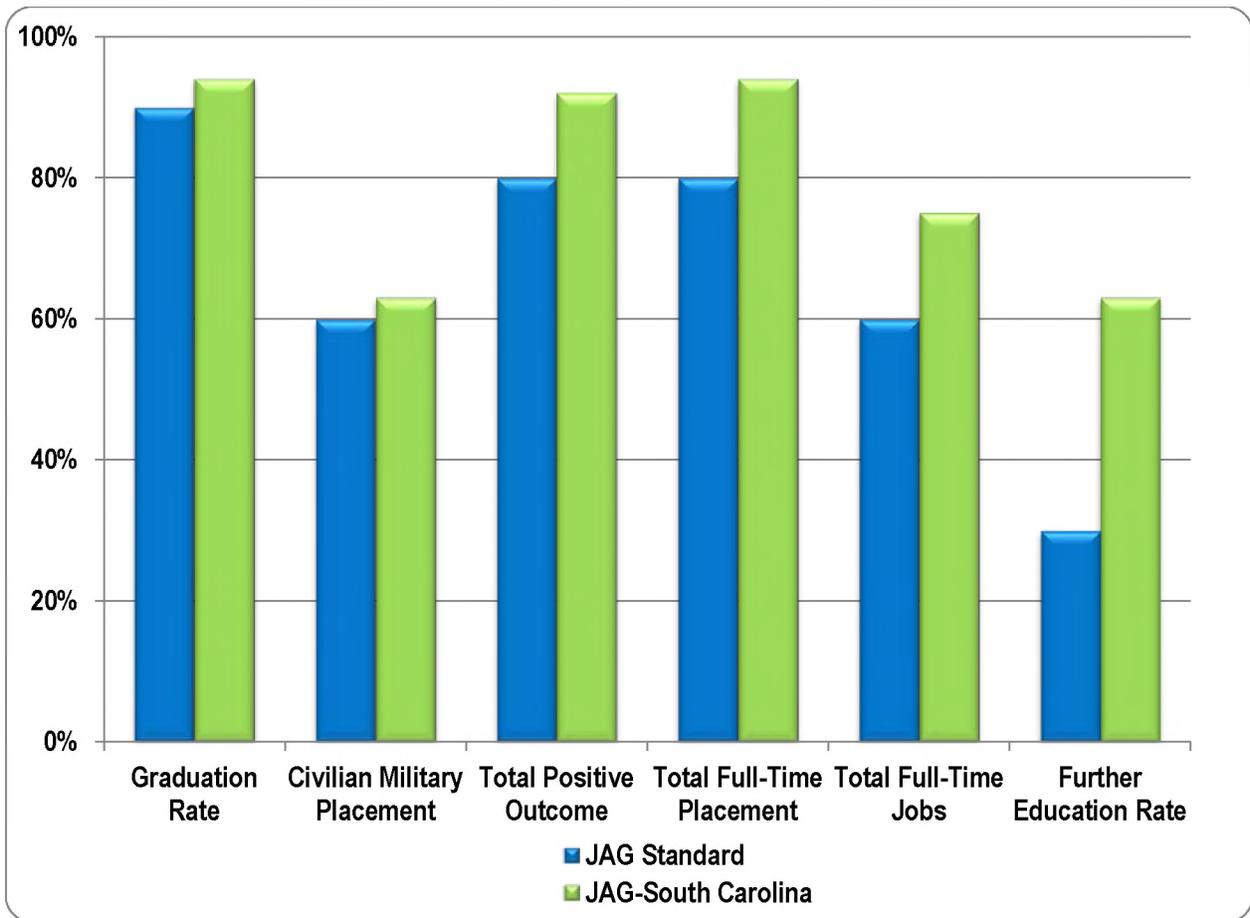
South Carolina's JAG program, which is based on the national Jobs for America's Graduates model, has an extensive history of achieving extraordinary outcomes. JAG-SC has received national recognition, each year, since it began producing performance outcomes.

For the 4th consecutive year, JAG-SC received the Jobs for America's Graduates' highest recognition for exceeding all five of the National JAG Standards for graduation rates, employment rates, and post-secondary education rates.

JAG-SC Job Specialist Charles Cohen of Chesnee High School was selected as one of three national specialists to be awarded a full scholarship from Phoenix University for post-graduate studies.

For the 2<sup>nd</sup> year in a row, JAG-SC youth at Colleton County High School wrote a JAG inspired song which was performed at the JAG National Awards Luncheon in Washington, DC in November 2013. The new song is entitled "Keep Looking" and may be found at <http://www.youtube.com/embed/40eq-t9JGps>.

**JAG-SOUTH CAROLINA  
Class of 2012-2013 FOLLOW-UP**



**Table 1. JAG-South Carolina  
2012-2013 Follow-Up Program Outcomes**

	<b>Graduation Rate</b>	<b>Civilian Military Placement</b>	<b>Total Positive Outcome</b>	<b>Total Full-Time Placement</b>	<b>Total Full-Time Jobs</b>	<b>Further Education Rate</b>	<b># of Seniors</b>
<b>JAG Standard</b>	90%	60%	80%	80%	60%	30%	--
<b>JAG-SC</b>	94%	63%	92%	94%	75%	63%	403

## Dislocated Worker Training – National Emergency Grant Initiative

In PY 2013, the South Carolina Department of Employment and Workforce, in conjunction with four local workforce investment boards (LWIBs), began implementing the Dislocated Worker Training National Emergency Grant (DWT-NEG) project to provide work-based learning and occupational skills training to dislocated workers. The \$1.2M DOL-funded grant was awarded to South Carolina to aid the workforce system in meeting the needs of recession-related, displaced workers. The DWT-NEG emphasizes the need to re-engage dislocated workers who have been unemployed for an extended period of time, with a focus on the long-term unemployed (27 weeks or more) and those who are most likely to exhaust Unemployment Compensation benefits.

Since implementing this initiative in the Greenville, WorkLink, Trident, and Upper Savannah local workforce investment areas, the state has faced a few challenges in identifying the long-term unemployed. Security and data-sharing constraints were the primary factors attributed to the initial low enrollment. DEW's Unemployment Insurance and Information Technology divisions worked diligently to establish a secure process by which weekly reports could be produced and disseminated to identify individuals most likely to exhaust their Unemployment Compensation benefits as well as those who have been unemployed for 15 weeks or more. In the last quarter of PY 13, enrollment in the DWT-NEG program increased 40% and on-the-job training enrollment increased 117%.

# SC WORKS

## TRIDENT

### **DWT-NEG Success Story**

#### **Meet Robin Alston**



#### **Workforce Challenge**

*Robin Alston came to the WIA Program in September 2013. She had been unemployed as a dislocated worker since October 2012. She had received many interviews and had submitted even more applications. Although Robin held years of experience and an Associate's Degree in Computer Science, the positions she was applying for required an upgrade in her current skills and certifications.*

#### **Workforce Solution**

*SC Works Trident staff explored relevant IT programs and schools with Robin. She decided the Comp TIA certification would provide her the most marketability. She began the program at Productivity Solutions & Training (PST) in November 2013 and completed February 2014.*

#### **Outcomes & Benefits**

*Robin was offered employment as the HR/Business Manager at Elizabeth Stewart Design Company in Mt. Pleasant beginning November 28, 2013, with the option for benefits after her 30-day trial period. Robin has since reached out to SC Works staff and referred family members to the program for similar assistance.*

## STRATEGIES FOR IMPROVEMENT

### DEW Workforce and Economic Development Division Restructuring

In May 2014, DEW announced the newly formed Workforce and Economic Development Division (WED), which was previously the Employment Services Division. This new name depicts the crucial role the SC Department of Employment and Workforce has in promoting business development and retention through a competitive workforce. The WED's purpose was strategically formed to more effectively and efficiently meet the needs of jobseekers and the business community. As the South Carolina job market evolves, WED will cultivate resources designed to strategically deliver critical services. An essential component of WED is the administration of federal programs which provide funding and services to help businesses meet their need for skilled workers and individuals secure training to prepare for work.



### Unemployment Insurance: Improving Processes and Access to Services

From July 1, 2013 to June 30, 2014, South Carolina's unemployment rate decreased by 2.4%. Over the past year, initiatives that have been implemented have resulted in streamlined processes in serving the unemployed and greater access to services. In FY 2013, the South Carolina Department of Employment and Workforce established a new unemployment insurance call center model. The new innovative model had a very successful first year. UI staff took over 723,000 phone calls between July 1, 2013 and June 30, 2014, with an average wait time of about 4 minutes.

As the FY 2014 started, DEW had approximately 66 "Connection Points" including SC Works Centers and libraries. As of June 30, 2014, the number of connection points increased throughout the state to over 160.



These connection points include partnering locations at Goodwill Industries and many county library systems. Now individuals can use computers at the various connection points to file their initial claim, file for weekly benefits, or complete their weekly online job search.

DEW continues to make great strides in returning the UI Trust Fund to solvency. From borrowing nearly \$1 billion from the federal government to pay unemployment benefits, DEW has repaid all but \$270 million and is on track to pay off all loans in 2015.

## Unemployment Insurance iClaim Mobile Application



The SC Department of Employment and Workforce (DEW) has released a new iClaim mobile application designed for quick and easy filing of weekly unemployment insurance (UI) claims on iPhones.

The My Benefits portal user name and password conveniently provides access to the iClaim app. After logging in, the registered claimant's name is displayed, including information regarding the eligibility to file for one or two weeks of UI benefits.

Built-in reminders are sent to claimants via push notifications to remind them about searching for work, being available for work, and keeping a log of their work searches each week. Claimants can also receive job fair and hiring event alerts directly on their phones.

## Reemployment of UI Claimants Pilot

Reemployment of UI claimants continues to be a top priority for the Department of Employment and Workforce. The agency is actively seeking methods to improve programs and return claimants to employment. DEW's performance level of 63.9% was well above the Acceptable Level of Performance of 57% and a marked improvement from the 58.5% recorded a year ago. The agency recently received an annual grant to continue participation in the Reemployment and Eligibility Assessment (REA) program and are now serving lack of work claimants in all areas of the state. To increase the effectiveness of the REA program, DEW has collaborated with two local workforce areas, Lowcountry and WorkLink, to develop a pilot project plan that will be tested in PY 14. In the coming year, the Worker Profiling and Reemployment Services (WPRS) program will also be revitalized to ensure that those claimants most likely to exhaust benefits receive timely reemployment services.

## Workforce Investment Act (WIA) Fund Utilization Policy

The State Workforce Investment Board implemented a Fund Utilization Rate Policy beginning in PY 2013. The policy communicates an expectation of 70% expenditure of all Workforce Investment Act funds available in the program year (to include carry-in funds and current year allocations) for each fund stream. Of the 12 LWIAs, 10 met the requirement for the Adult fund stream, and 9 met the requirement for the Dislocated Worker and Youth fund streams in PY 2013. The LWIAs that did not meet the 70% fund utilization rate were required to submit to the SWIB an explanation for falling below the expenditure requirement and corrective measures to ensure future compliance with the policy.

## Employer Services Metrics

The SC Works system continues to focus on improving the quality and quantity of services provided to businesses. In an effort to implement performance measures related to serving our employers, the SWIB approved a set of metrics.

The SC Works system's ability to **effectively** serve businesses is measured through:

- Employers Served Rate:
  - Small Businesses (5-49 employees)
  - Medium Businesses (50-249 employees)
  - Large Businesses (250+ employees)
- New and Repeat Employer Customers

The SC Works system's ability to **efficiently** serve businesses is measured through:

- Positions Filled Rate
- Positions Filled within 30, 60, and 90 Days

Preliminary data, comparing employer services outcomes from PY 2012 to PY 2013, shows strides in SC Works' services to large businesses and improvements in filling positions within 60 days or less.

## **INNOVATIVE SERVICE DELIVERY STRATEGIES AND PARTNERSHIPS**

### **Learn 2 Earn: A Federal Incentive Grant Project**

At the end of PY 2013, South Carolina was awarded \$1,079,016 in federal incentive grant funds. These funds were awarded as incentive for our state exceeding goals for the Workforce Investment Act and the Adult Education program for Program Year 2012. South Carolina will use the incentive funds to implement activities that will improve the state's workforce and promote cooperation and collaboration among workforce and education partners, particularly the SC Department of Employment and Workforce, Department of Education, and the Technical College System. The grant will be administered by DEW with the Department of Education and Technical College System as sub-grantees. South Carolina is one of eight states nationally that was eligible to receive these incentive grant funds. Grant funding for the Learn 2 Earn project runs through June 30, 2016.

South Carolina's federal incentive grant initiative, which is called Learn 2 Earn, consists of a career awareness and career pathways component that will be implemented in six counties: Allendale, Bamberg, Barnwell, Clarendon, Hampton, and Orangeburg Counties. This portion of the Learn 2 Earn project will meet the basic skills needs of adults and create a pipeline of skilled youth and adult workers for the healthcare;

advanced manufacturing; and transportation, distribution, and logistics industries. The service area was selected based on statistical data (i.e., unemployment, poverty, education levels, etc.), anticipated job opportunities, and potential impact. Through the project, adult students will gain their GED, and both high school and adult education students will receive the National Career Readiness Certificate, and have an opportunity to receive college credit or industry recognized credentials.

Funding will also be used to improve soft skills needed in the workplace. Through the Learn 2 Earn project, a uniformed, statewide, and classroom/online-based soft skills curriculum will be developed and implemented for high school students and adults statewide.

### **Collaboration with TAACCCT Grantee Colleges**

In TAACCCT round 1, a consortium of ten technical colleges in South Carolina was awarded \$20 million to implement the Accessible Support Services and Instruction for Sustainable Transition to Work (ASSIST) program. The ASSIST program trains unemployed, dislocated, and incumbent workers for new and emerging technology-based jobs. This grant focuses on training in the engineering sector.

In round 2, the remaining six technical colleges who were not included in the ASSIST project were awarded \$17.7 million for the Adult College Completion through E-Learning Resources and Academic Tracks to Employment (ACCELERATE) program, which blends the delivery of education and training with wrap-around student support services to better prepare Trade Adjustment Assistance (TAA) participants, returning veterans, unemployed, and other adult learners for high-wage, high-skill jobs in advanced manufacturing.

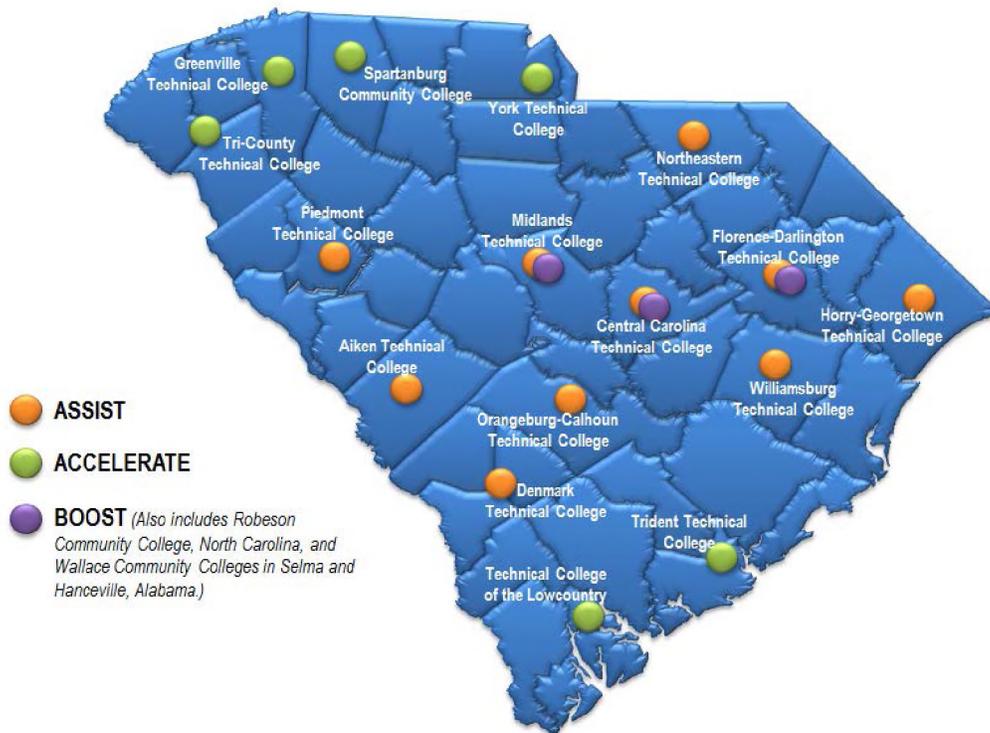
Round 3 of TAACCCT awarded a consortium of six colleges with \$25 million to implement the Better Occupational Outcomes with Simulation Training – New Pathways to Healthcare Careers (BOOST) program. The consortium includes three South Carolina colleges, one college in Alabama, and two colleges in North Carolina. BOOST utilizes short-term, stackable certificates using well-structured programs infused with simulation technology to lead to higher credential attainment and worker retention rates. It offers credentials in Certified Nursing Assistant (CNA), Phlebotomy, EKG, Patient Access Associate, Cardiac Care, Sterile Processing, Rehabilitation Technician, and Patient Care Technician and it delivers services to TAA-eligible workers, dislocated workers, unemployed, incumbent workers and veterans.

DEW TAA and local WIA staff has worked particularly close with all TAACCCT programs, resulting in numerous service delivery improvements, including:

- Streamlined service provision through staff's co-location directly at the colleges and a reduced travel burden for economically disadvantaged students,
- Memoranda of Agreement for data sharing in the SC Works Online Services system, avoiding duplication of services and redundancy,

- Active workforce program support from TAACCCT grant college staff by serving as a single point of contact for all training-related matters,
- Joint, on-site dislocated worker group intake events at Trade-affected companies to further encourage occupational skills training,
- Provision of college campus tours for prospective students to gain further insight into their study/career options and reduce potential academic anxiety, and
- Collaboration regarding customized training curricula and pre-employment workshops.

## South Carolina TAACCCT Grant Consortia



# SC WORKS

## GREENVILLE

### TAA & WIA Success Story

#### Meet James Beatty



#### **Workforce Challenge**

After James was laid off from his customer service position, he relied on unemployment insurance and SNAP benefits to provide for his mother and himself. They lived in week-by-week housing and were at high risk of becoming homeless.

#### **Workforce Solution**

James accessed the TAA and WIA programs to assist him with re-employment services. James achieved the WorkKeys Gold Level Career Readiness Certificate and an Associate's Degree in Computer Technology/Applied Science with honors from Greenville Technical College. Following graduation, James was enrolled in work experience training at Greenville County Information Systems.

#### **Outcomes & Benefits**

As a result, James was hired as a full-time PC Technician with a subcontractor for Greenville County Information Systems. James is now preparing to secure an apartment for his mother and himself.

# SC WORKS

## MIDLANDS

### WIA and Connecting People to Jobs Program Success Story

#### Meet Michel Mukendi



#### **Workforce Challenge**

Michel was facing many of the barriers that immigrants face starting a career in the US. He has an Associate's Degree in Mathematics from his home country, the Democratic Republic of the Congo. He also has several years of experience as a teacher, sales agent, and imports officer. However, he was having a hard time attracting the attention of potential local employers.

#### **Workforce Solution**

Michel and his case manager found a suitable training opportunity. With the assistance of the Connecting People to Jobs Program, he found a position as a machine operator at Otis Spunkmeyer. He became very interested in the Industrial Electricity Program at Midlands Technical College.

#### **Outcomes & Benefits**

Due to his academic performance, he was recognized at the South Carolina Phi Theta Kappa's 2014 All State Academic Team at the State House on March 2014. In addition, Michel received multiple academic and outstanding programmatic participant awards. Michel was permanently hired by Otis Spunkmeyer and is currently being considered for an apprenticeship within the Maintenance Department.

## SUPPORT OF SOUTH CAROLINA'S HIGH-GROWTH INDUSTRY

### Tri-County Manufacturing Job Fair: A Customized Recruiting Event

In June 2014, the WorkLink Workforce Investment Board, in collaboration with Tri-County Technical College and Spartanburg Community College, held two manufacturing job fairs. Several large Upstate area manufacturing companies seeking to fill direct hire positions were invited to attend the job fairs. The events included on-site interviews from seven area manufacturers: MAU (hiring for BMW), AFCO, BorgWarner, First Quality, Plastic Omnium, Orian Rugs, and U.S. Engine Valve. These companies were seeking candidates with manufacturing experience to fill the following positions: assembly operators, material handlers, production technicians, injection mold operators, maintenance technicians, and bagging line operators.



Interested job seekers were encouraged to apply online prior to the job fair and were required to attend a free job fair preparation workshop to pre-qualify for the event. Pre-qualification workshops included a thorough overview of resume writing, interviewing skills, and application completion. Upon completion of the workshops, job seekers' qualifications were used to match them to employers and they were referred for an interview.



The Tri- County Technical College Pendleton Campus job fair was well attended by approximately 220 candidates. Of the 220 candidates 120 individuals were pre-qualified, 129 were scheduled to attend a workshop, 177 were referred to employers, and 20 have been placed in employment.

## Developing Highly Skilled Manufacturing Workers



SOUTH CAROLINA MANUFACTURING CERTIFICATION

With manufacturing being the fastest growing job industry in South Carolina, employers are in need of highly skilled and work-ready employees. SC Technical Colleges are now offering the SC Manufacturing Certification (SCMC) program at 16 different regional locations across the state. This 200-hour training program offers nationally recognized certification, focusing on the core skills and knowledge needed to prepare students for high-demand careers in advanced manufacturing. The program instruction consists of classroom training, hands-on skill training and a production simulation. The average manufacturing wage is \$10 - \$16 per hour.

The cost of SCMC is covered by a scholarship program offered by the South Carolina General Assembly to eligible students. Students are only required to pay a \$20 fee for drug screening and a background check. Non-eligible students may enroll for \$2,199. To be eligible for the scholarship funding associated with this program, students must be a U.S. Citizen or legal resident, and a S.C. resident, hold a GED or high school diploma, earn at least a Silver level on the WorkKeys career readiness test, successfully pass a drug and background check, be committed to completing the program, and be physically able to work in the manufacturing field.

By the end of January, 2014 all SC Technical Colleges were equipped, certified, and ready to begin training participants. As of June, 2014 the SCMC highly skilled and work-ready employee training enrollment and participation numbers were as follows:

- 1200 Committed Enrollment for Training
- 518 Enrolled in Training
  - 355 Completed Training
  - 163 Actively Training
- 361 Employed or in Continuing Education\*
- Average Wage \$12.75

*\*Some individuals have been employed while in training. SCMC allowed a 90-day window after the completion of training for consideration of employment.*

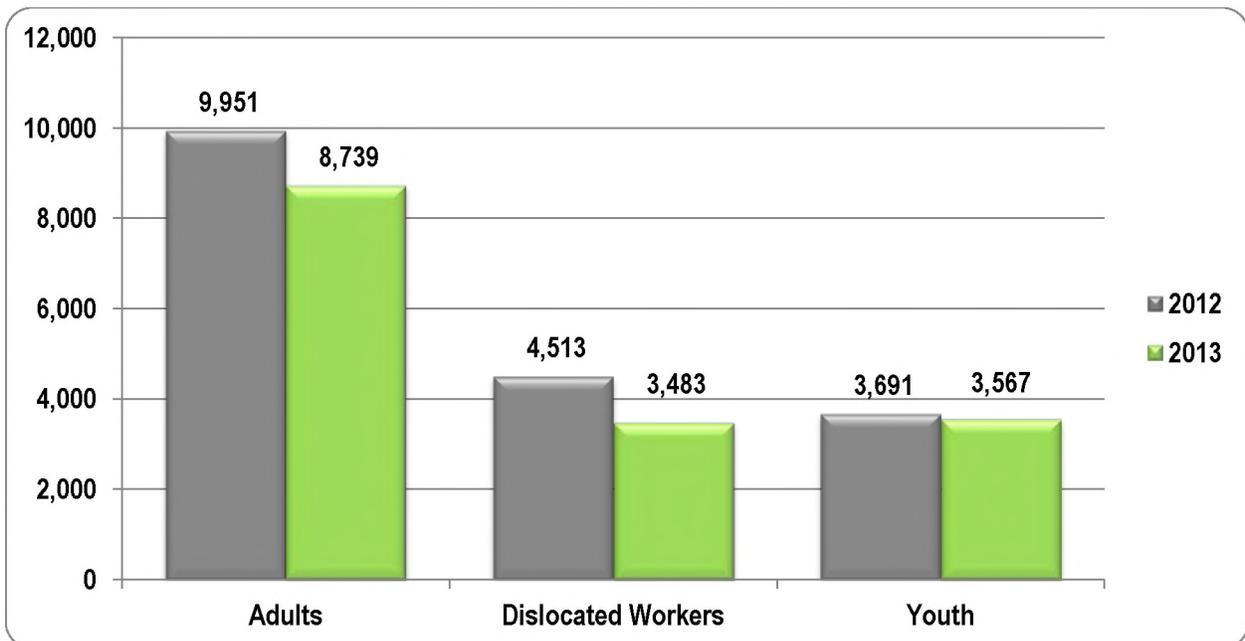
## PROGRAM YEAR 2013 WIA COMMON MEASURES RESULTS

The South Carolina Department of Employment and Workforce leverages its federal Workforce Investment Act funds through partnerships with other state agencies, 12 local workforce investment boards, local government entities, economic development agencies, and community-based organizations. WIA funds provide business services for employers and opportunities for individual job seekers to increase their skills and gain employment. South Carolina's allocation of approximately \$39 million in WIA funding during PY 2013 produced the following notable returns.

### Participants Served

- During PY 2013, South Carolina served **8,739** adults, **3,483** dislocated workers, and **3,567** youth through WIA-funded programs in our 12 local workforce investment areas.
- PY 2013 participation levels reflect a decrease in all three customer groups.

Number of Adult, Dislocated Worker, and Youth Participants Served  
South Carolina, PY 2012-2013

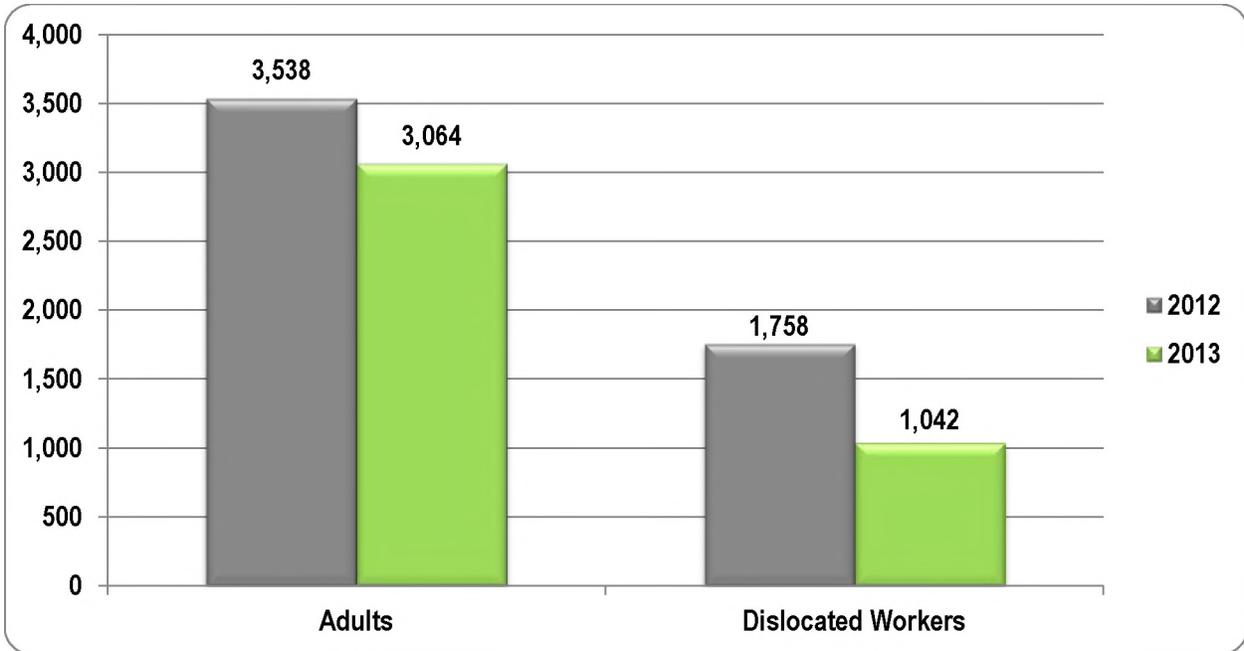


### Participants in Training

- Nearly 3,100 adults and over 1,000 dislocated workers were trained through WIA funding in PY 2013.
- The number of individuals who received training in PY 2013 is a decline from the number in PY 2012. There was a 13% decrease in adults trained and a 41% decrease in dislocated workers trained. These declines can be attributed to the

decreases in the number of adults and dislocated workers served from PY 2012 to PY 2013.

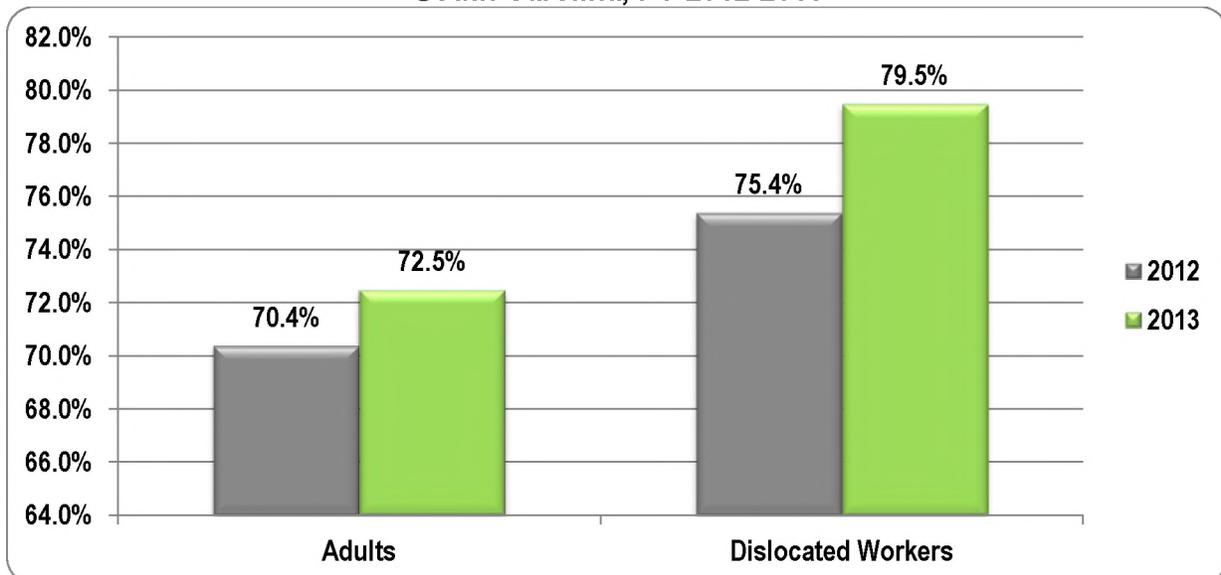
**Number of Adults and Dislocated Workers in Training  
South Carolina, PY 2012-2013**



**Entered Employment Rate of Adult and Dislocated Worker Participants**

- While there were decreases in WIA participation and training in PY 2013, there were significant increases in those gaining employment. The entered employment rate for adults increased by 3% from PY 2012 to PY 2013. For dislocated workers, there was a 5.4% increase over the same time period.

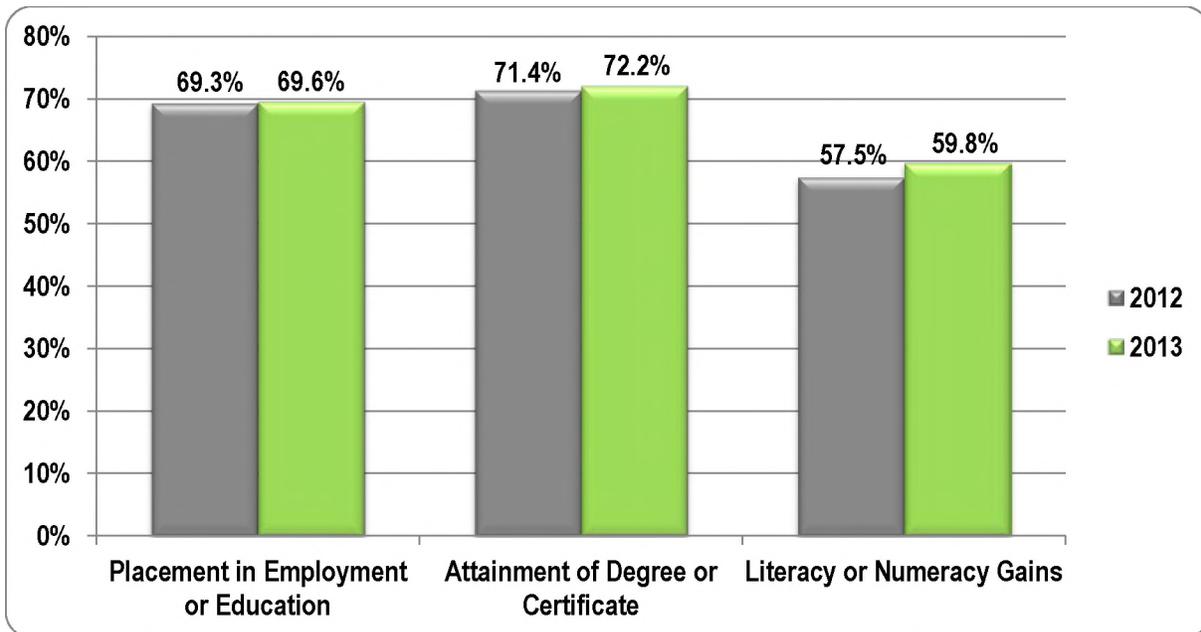
**Entered Employment Rate of WIA Adults and Dislocated Workers  
South Carolina, PY 2012-2013**



## Youth Outcomes

- Youth outcomes also continued an upward trend in PY 2013. South Carolina exceeded all youth performance goals negotiated with the U.S. Department of Labor.
- Rates for placement in employment or education increased 0.3%, attainment of degree or certificate increased 0.8%, and literacy or numeracy gains increased by 2.3%.

**WIA Youth Outcomes  
South Carolina, PY 2012-2013**



# SC WORKS

## UPSTATE

### YouthStop™ Success Story

#### Meet Regina Copeland



#### **Workforce Challenge**

Regina had a plan for her future but lacked the resources and support to make her plan a reality.

#### **Workforce Solution**

Regina was certified as a WIA participant in the YouthStop program in the fall of 2013. YouthStop staff provided assistance for Regina to enter a Certified Nursing Assistant program at RD Anderson Applied Technology Center. In addition, she achieved the National Career Readiness Certification.

#### **Outcomes & Benefits**

In May 2014, Regina was awarded her high school diploma and earned her license as a CNA. She was hired by Spartanburg Regional Healthcare System (SRHS) as a floater focusing on patient care and administrative duties. Regina will begin nursing classes at Spartanburg Community College in August 2014.

# SC WORKS

## WORKLINK

### Palmetto Youth Connections Program Success Story

#### Meet Rebecca Roach



#### **Workforce Challenge**

Rebecca is a 20-year old mother, student, and employee. A year ago, she was living in government housing and raising her son, who was born with Downs Syndrome. She was also pregnant with another child.

#### **Workforce Solution**

Rebecca enrolled in Oconee County Adult Education's GED program. In addition to GED classes, Rebecca also started the Palmetto Youth Connections program. She earned many incentives while in the program and was referred to the Ripple of One mentoring program.

#### **Outcomes & Benefits**

Rebecca is currently pursuing an Associate Degree in nursing at Tri-County Technical College (TCTC) while working part-time at the Tribble Center where her son receives therapy.

*"I have come so far in my life thanks to Palmetto Youth Connections and the Oconee Adult Education Center. They have helped me to achieve my GED and enroll in TCTC to get my Associates in Nursing. My life would not be going this great if it wasn't for them." - Rebecca*

## Summary of WIA Common Measures

In program year 2013, South Carolina **exceeded** 7 out of the 9 DOL performance goals and was within at least 95% of the negotiated goal for the remaining two.

**Table 2. WIA Common Measures Outcomes  
South Carolina, PY 2013**

Group	Performance Measure	Negotiated Goal	Actual Performance	PY 2013 Outcome
<b>Youth (14-21)</b>	Placement in Employment or Education	67.4%	69.6%	Exceeded
	Attainment of Degree or Certificate	68.4%	72.2%	Exceeded
	Literacy or Numeracy Gains	53.6%	59.8%	Exceeded
<b>Adults</b>	Entered Employment Rate	69.7%	72.5%	Exceeded
	Employment Retention Rate	86.4%	85.8%	Met
	Average Six-Month Earnings	\$10,514	\$11,064	Exceeded
<b>Dislocated Workers</b>	Entered Employment Rate	73.9%	79.5%	Exceeded
	Employment Retention Rate	91.5%	92.4%	Exceeded
	Average Six-Month Earnings	\$15,100	\$14,449	Met

From PY 2012 to PY 2013, South Carolina showed increases in 8 out of 9 performance measures.

**Table 3. Comparison of WIA Common Measures  
South Carolina, PY 2012-2013**

	PY 2012	PY 2013	Change
<b>WIA Youth (14-21) Outcomes</b>			
Placement in Employment or Education	69.3%	69.6%	↑
Attainment of Degree or Certificate	71.4%	72.2%	↑
Literacy or Numeracy Gains	57.5%	59.8%	↑
<b>Adult Outcomes</b>			
Entered Employment Rate	70.4%	72.5%	↑
Employment Retention Rate	85.0%	85.8%	↑
Average Six-Month Earnings	\$10,440	\$11,064	↑
<b>Dislocated Workers Outcomes</b>			
Entered Employment Rate	75.4%	79.5%	↑
Employment Retention Rate	91.9%	92.4%	↑
Average Six-Month Earnings	\$14,673	\$14,449	↓

## PY 2013 WIA Annual Report Summary

Performance Measure	Group	State			Worklink			Upper Savannah			Upstate			Greenville			Midlands			Trident		
		Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual
*Placement in Employment or Education	Youth (14-21)	67.4	103.2%	69.6	75.3	104.9%	79.0	73.8	90.1%	66.5	74.5	108.7%	81.0	67.2	99.6%	66.9	68.5	97.2%	66.6	64.0	108.8%	69.6
*Attainment of Degree or Certificate	Youth (14-21)	68.4	105.6%	72.2	77.7	109.8%	85.3	74.4	89.6%	66.7	75.0	110.6%	83.0	66.5	87.4%	58.1	65.0	89.5%	58.2	77.0	97.7%	75.3
***Literacy or Numeracy Gains	Youth (14-21)	53.6	111.6%	59.8	65.3	126.3%	82.5	55.0	91.7%	50.4	68.0	138.1%	93.9	53.0	99.1%	52.5	50.0	106.8%	53.4	61.5	105.4%	64.8
*Entered Employment Rate	Adults	69.7	104.0%	72.3	69.1	106.5%	73.6	71.0	93.9%	66.7	71.7	105.9%	75.9	70.5	104.8%	73.9	75.4	103.2%	77.3	66.7	99.3%	66.3
	DW	73.9	107.6%	79.5	71.2	102.1%	72.7	80.0	102.6%	82.1	75.0	110.3%	82.7	76.4	101.6%	77.6	85.2	97.7%	83.2	75.5	105.1%	79.4
**Retention Rate	Adults	86.4	99.3%	85.8	88.8	97.0%	86.2	83.8	101.7%	85.2	91.0	99.5%	90.6	87.1	98.3%	85.6	89.5	92.3%	82.6	86.0	98.2%	84.5
	DW	91.5	101.0%	92.4	93.3	100.9%	94.1	92.0	103.3%	95.1	96.3	97.2%	93.6	94.4	99.6%	94.0	90.7	99.9%	90.6	90.1	101.7%	91.7
**Average Earnings	Adults	10,514	105.2%	\$11,064	11,538	89.3%	\$10,305	10,063	91.8%	\$9,243	12,192	91.8%	\$11,190	11,889	91.5%	\$10,877	10,769	108.3%	\$11,659	11,054	96.6%	\$10,681
	DW	15,100	95.7%	\$14,449	14,908	89.2%	\$13,296	13,621	103.5%	\$14,098	15,643	88.4%	\$13,836	17,319	81.1%	\$14,045	15,000	106.9%	\$16,031	17,800	90.1%	\$16,035

Performance Measure	Group	Pee Dee			Lower Savannah			Catawba			Santee Lynchs			Waccamaw			Lowcountry		
		Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual
*Placement in Employment or Education	Youth (14-21)	66.0	119.8%	79.1	67.4	111.9%	75.4	63.3	90.8%	57.5	63.6	96.7%	61.5	74.8	110.8%	82.9	67.4	83.1%	56.0
*Attainment of Degree or Certificate	Youth (14-21)	80.0	113.8%	91.1	64.0	102.2%	65.4	65.0	111.7%	72.6	65.6	98.5%	64.6	72.0	102.5%	73.8	68.6	94.2%	64.7
***Literacy or Numeracy Gains	Youth (14-21)	64.3	113.0%	72.6	50.9	93.1%	47.4	57.5	107.3%	61.7	51.9	110.1%	57.1	51.9	130.4%	67.7	50.0	120.7%	60.3
*Entered Employment Rate	Adults	66.3	102.1%	67.7	66.3	101.3%	67.2	66.9	109.9%	73.5	69.7	110.6%	77.1	72.4	108.7%	78.7	67.3	111.4%	75.0
	DW	72.6	104.2%	75.6	76.0	96.3%	73.2	75.4	107.5%	81.1	71.0	116.6%	82.8	78.1	109.1%	85.2	72.0	108.5%	78.1
**Retention Rate	Adults	85.6	102.8%	88.0	87.5	93.9%	82.2	84.3	106.1%	89.5	89.1	96.4%	85.9	85.8	104.5%	89.6	85.9	89.6%	77.0
	DW	92.0	100.9%	92.9	91.4	94.4%	86.3	92.1	102.5%	94.4	91.5	101.3%	92.7	91.7	101.4%	92.9	87.3	101.2%	88.4
**Average Earnings	Adults	10,443	108.1%	\$11,291	10,165	104.9%	\$10,659	11,225	100.3%	\$11,254	11,104	113.4%	\$12,592	10,350	103.8%	\$10,744	9,751	91.6%	\$8,936
	DW	13,898	106.5%	\$14,803	14,345	89.2%	\$12,791	15,100	100.2%	\$15,133	13,800	104.1%	\$14,364	15,100	97.1%	\$14,665	13,270	84.9%	\$11,269

Color Coding
Exceeds Goal Actual Performance is greater than 100.0% of the goal
Meets Goal Actual Performance is between 80.0% and 100.0% of the goal
Did Not Meet Goal Actual Performance is under 80.0% of the goal

\*These measures include program exiters from 10/1/12 to 9/30/13.   Within 1% of exceeding goal.

\*\*These measures include program exiters from 4/1/12 to 3/31/13.

\*\*\*These measures include program exiters from 7/1/13 to 6/30/14.

**PROGRAM YEAR 2013 COST PER ADULT PARTICIPANT**

- South Carolina served 12,106 total adults in PY 2013 and 14,285 and in PY 2012. Total adults include participants from both adult and dislocated worker fund streams, excluding those who were self-service only.
- For PY 2013, the per participant cost for total adults was \$2,192 compared to \$1,997 in PY 2012, a \$215 increase. This increase in the cost per adult participant is due to fewer participants being served, as well as rising training costs and increases in one-stop infrastructure and operational expenses including customer case management and follow-up.

**Cost Per Adult Participant  
South Carolina, PY 2012-2013**



**PROGRAM YEAR 2013 WAIVERS**

**DOL Approved WIA Waivers: Advancing a Job-Driven Workforce System**

<b>WAIVERS</b>	<b>DESCRIPTION</b>	<b>JOB-DRIVEN ELEMENTS BEING ADVANCED</b>
<b>Adult and Dislocated Worker Funds Transfer Authorization</b>	Waiver of WIA Section 133(b)(4) to increase the allowable transfer amount between local Adult and Dislocated Worker (DW) funding streams allocated to a local area. This waiver gives LWIBs transfer authority from 20% to 50% between Adult and DW funding streams to allow for greater flexibility in meeting local labor market demands and customer needs.	<p>The flexibility afforded in this waiver allows LWIAs to use funds for the populations most in need at any given time. In essence, all elements are advanced by the ability to transfer funds, as needed.</p> <ul style="list-style-type: none"> <li>▪ Element 2: Offers work-based learning opportunities with employers, including on-the-job training, internships, pre-apprenticeships, and Registered Apprenticeships as training paths to employment.</li> <li>▪ Element 5: Promotes a seamless progression from one educational stepping stone to another, and across work-based training and education, so individuals' efforts result in progress.</li> <li>▪ Element 6: Breaks down barriers to accessing job-driven training and hiring for any American who is willing to work, including access to supportive services and relevant guidance.</li> </ul>
<b>Employer Contribution for Customized Training</b>	Waiver of WIA Section 101(8)(C) of the required 50% employer contribution for customized training. This waiver permits a sliding scale: 1) no less than 10% match for employers with 50 or fewer employees, and 2) no less than 25% match for employers with 51-250 employees. For employers with more than 250 employees, the statutory requirement of 50% contribution applies.	<p>This waiver gives business services staff an additional incentive to offer employers and promotes a job-driven system.</p> <ul style="list-style-type: none"> <li>▪ Element 1: Works up-front with employers to determine local or regional hiring needs and design training programs that are responsive to those needs.</li> </ul>
<b>Employer Reimbursement for OJT</b>	Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for on-the-job training (OJT). This waiver permits the following reimbursement amounts: 1) up to 90% for employers with 50 or fewer employees, and 2) up to 75% for employers with 51-250 employees. For employers with more than 250 employees,	<p>These two waivers greatly help businesses offset costs of training and breakdown barriers to employment for difficult to serve populations:</p> <ul style="list-style-type: none"> <li>▪ Element 1 – Work up-front with employers to determine local or regional hiring needs and design training programs that are responsive to those needs.</li> <li>▪ Element 2 - Offer work-based learning opportunities with employers- including on-the-job training, internships, and pre-apprenticeships and</li> </ul>

	the statutory requirement of up to 50% applies.	<p>Registered Apprenticeship as training paths to employment.</p> <ul style="list-style-type: none"> <li>▪ Element 5 – Promote a seamless progression from one educational stepping stone to another, and across work-based training and education, so individuals’ efforts result in progress.</li> <li>▪ Element 6 – Break down barriers to accessing job-driven training and hiring for any American who is willing to work, including access to supportive services and relevant guidance.</li> </ul>
<b>Rapid Response Funds for IWT</b>	Waiver of WIA Section 134(a)(1)(A) to permit a portion of the funds reserved for rapid response activities to be used for incumbent worker training (IWT). This waiver allows up to 40% of rapid response funds to be used for incumbent worker training as part of a layoff aversion strategy only.	<p>The use of rapid response and local funds for IWT and for the reduction of data collection both enhance the following elements:</p> <ul style="list-style-type: none"> <li>▪ Element 1: Works up-front with employers to determine local or regional hiring needs and design training programs that are responsive to those needs.</li> <li>▪ Element 2: Offers work-based learning opportunities with employers, including on-the-job training, internships, pre-apprenticeships, and Registered Apprenticeships as training paths to employment.</li> </ul>
<b>Local Funds for Incumbent Worker Training (IWT)</b>	Waiver of WIA Section 134(a) permitting local workforce investment areas to use a portion of their local funds for incumbent worker training. With this waiver, local areas can use up to 10% of their local Dislocated Worker and Adult funds for incumbent worker training as part of a layoff aversion strategy only.	<p>The use of rapid response and local funds for IWT and for the reduction of data collection both enhance the following elements:</p> <ul style="list-style-type: none"> <li>▪ Element 1: Works up-front with employers to determine local or regional hiring needs and design training programs that are responsive to those needs.</li> <li>▪ Element 2: Offers work-based learning opportunities with employers, including on-the-job training, internships, pre-apprenticeships, and Registered Apprenticeships as training paths to employment.</li> </ul>
<b>Collection of Data for Locally-Funded IWT</b>	Waiver of 20 CFR 666 and 667.300(a) to reduce the collection of participant data for incumbent workers. This waiver allows the State to discontinue the collection of the following Workforce Investment Act Standardized Record Data (WIASRD) elements: single parent, unemployment compensation eligible status at participation, low income, TANF, other public assistance, homeless individual and/or runaway, and offender.	<p>The use of rapid response and local funds for IWT and for the reduction of data collection both enhance the following elements:</p> <ul style="list-style-type: none"> <li>▪ Element 1: Works up-front with employers to determine local or regional hiring needs and design training programs that are responsive to those needs.</li> <li>▪ Element 2: Offers work-based learning opportunities with employers, including on-the-job training, internships, pre-apprenticeships, and Registered Apprenticeships as training paths to employment.</li> </ul>

<b>ITAs for Older and Out-of-School Youth</b>	<p>Waiver of 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older and out-of-school youth. Through this waiver youth are provided with greater training options. Youth will have more options to get assistance with portions of apprenticeship and may promote progression of education. This may also remove unnecessary barriers to job-driven training for youth.</p>	<p>The following elements will be enhanced:</p> <ul style="list-style-type: none"> <li>▪ Element 2: Offers work-based learning opportunities with employers, including on-the-job training, internships, pre-apprenticeships, and Registered Apprenticeships as training paths to employment.</li> <li>▪ Element 5: Promote a seamless progression from one educational stepping stone to another, and across work-based training and education, so individuals' efforts result in progress.</li> <li>▪ Element 6: Breaks down barriers to accessing job-driven training and hiring for any American who is willing to work, including access to supportive services and relevant guidance.</li> </ul>
<b>Common Measures</b>	<p>Waiver of Section 136(b) permitting the State to replace the 17 WIA performance measures with the 9 common measures. This waiver allows SC to be evaluated on the 9 performance measures only. Staff can concentrate efforts to affect the most important outcomes of education, employment, and earnings.</p>	<p>This waiver affects all elements at some level, but most particularly element 4.</p> <ul style="list-style-type: none"> <li>▪ Element 1: Works up-front with employers to determine local or regional hiring needs and design training programs that are responsive to those needs.</li> <li>▪ Element 2: Offers work-based learning opportunities with employers, including on-the-job training, internships, pre-apprenticeships, and Registered Apprenticeships as training paths to employment.</li> <li>▪ Element 3: Make better use of data to drive accountability, inform what programs are offered and what is taught, and offer user-friendly information for job seekers to choose what programs and pathways work for them and are likely to result in jobs.</li> <li>▪ Element 4: Measure and evaluate employment earning outcomes.</li> <li>▪ Element 5: Promote a seamless progression from one educational stepping stone to another, and across work-based training and education, so individuals' efforts result in progress.</li> <li>▪ Element 6: Breaks down barriers to accessing job-driven training and hiring for any American who is willing to work, including access to supportive services and relevant guidance.</li> <li>▪ Element 7: Create regional collaborations among American Job Centers, education institutions, labor, and non-profits.</li> </ul>

<p><b>Training Provider Eligibility</b></p>	<p>Waiver of 20 CFR 663.530 which requires that all mandated performance items must be submitted and acceptable levels met for programs/courses to remain on the Eligible Training Provider List (ETPL). This waiver allows the state to postpone the determination of subsequent eligibility of training providers. The waiver also allows the state to provide an opportunity for training providers to re-enroll and be considered enrolled as initially eligible providers. The flexibility of this waiver allows viable training options to remain invaluable.</p>	<p>The following elements will be enhanced:</p> <ul style="list-style-type: none"> <li>▪ Element 1: Works up-front with employers to determine local or regional hiring needs and design training programs that are responsive to those needs.</li> <li>▪ Element 2: Offers work-based learning opportunities with employers, including on-the-job training, internships, pre-apprenticeships, and Registered Apprenticeships as training paths to employment.</li> <li>▪ Element 5: Promote a seamless progression from one educational stepping stone to another, and across work-based training and education, so individuals' efforts result in progress.</li> <li>▪ Element 7: Create regional collaborations among American Job Centers, education institutions, labor, and non-profits.</li> </ul>
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## Waiver Usage by Local Workforce Investment Area

In program year 2013, South Carolina had nine DOL approved waivers as identified in Table 4 below. Local workforce investment areas have utilized several waivers that added flexibility to ensure access to training opportunities, increase fiscal accountability and fund utilization, and strengthen workforce and economic development partnerships. The availability of the waivers, whether used during the program year or not, allowed local areas to have and offer the tools to meet the ever-changing needs of both job seekers and businesses, and improve the effectiveness of the services available within their regions. Although waivers for customized training and locally funded IWT were not utilized in PY 2012, local areas acknowledge the importance of having this flexibility, in the event that SC businesses need such services.

**Table 4. Waiver Usage Summary  
South Carolina, PY 2013**

Local Area	Transfer Flexibility	Customized Training Employer Match	OJT Reimbursement Rate	Rapid Response for IWT	Local Funds for IWT	ITAs for Older &	Collection of Data for RR and Locally Funded IWT	Common Measures	Eligible Training Provider List (ETPL)
WorkLink	✓		✓	✓		✓	✓	Used by All 12 LWIAs	
Upper Savannah			✓	✓		✓	✓		
Upstate				✓			✓		
Greenville	✓		✓	✓		✓	✓		
Midlands	✓		✓	✓			✓		
Trident			✓	✓			✓		
Pee Dee	✓		✓	✓			✓		
Lower Savannah	✓		✓			✓			
Catawba			✓	✓		✓	✓		
Santee-Lynches			✓						
Waccamaw	✓		✓						
Lowcountry			✓						

## Transfer Authority Between Adult and Dislocated Worker Fund Streams

South Carolina has had a long standing waiver allowing local fund transfer authority between adult and dislocated worker fund streams. Over the years, the flexibility has

gone up to 50%, then to 100%, and back to 50% where it currently stands. Fund transfer flexibility has been promoted in South Carolina as an overall fiscal management strategy that ensures non-disruptive customer service and timely expenditure of WIA funds. Federal to state and state to local allocation formulas often do not accommodate the reality of present and fluctuating needs within workforce areas. Local areas typically transfer dislocated worker funds to adult funds, which increases fiscal capacity to serve a greater number of adult customers. Since local areas can request additional assistance funds from Rapid Response for unmet needs in serving dislocated workers, there is no impact on present or future dislocated worker customers. Additionally, the worker groups certified under Trade petitions utilize Trade Adjustment Assistance funds for training versus WIA funds. Such resource sharing allows local areas to identify excess capacity quickly and transfer WIA resources to serve additional adults in need of intensive services and training. Most areas, 9 of 12, transferred funds in PY 2013, with six LWIAs utilizing the transfer flexibility offered through the waiver.

### **Individual Training Accounts (ITAs) for Youth**

Five of our local workforce investment areas benefited from the ITAs for Older and Out-of-School Youth in PY 2013. South Carolina received DOL's approval on the ITAs for youth waiver in January 2010. The availability of the waiver has resulted in a streamlined approach to serving out-of-school youth and an increase in youth training. The majority, 75.5% in PY 2013, of South Carolina's youth participants were out-of-school and were most in need of flexibility and a variety of training options. Some 569 youth participants, an increase from last year, received occupational training in PY 2013 as a result of the availability of this waiver.

# SC WORKS

## SANTEE-LYNCHES

### OJT Success Story

#### Meet William Moriarty



#### **Workforce Challenge**

*William holds a Bachelor's Degree in Chemistry and a Master's Degree in Education, but needed some additional assistance with searching for and obtaining full-time employment. He was the sole provider of his household and had exhausted all his savings. He was willing to try out any job opportunity that was available.*

#### **Workforce Solution**

*The Camden Business Services Representative (BSR) reviewed William's resume and thought he would be a great candidate for the On-the-Job Training program, which is offered to local employers. The BSR took William's resume to Martech Research, a local employer in Bishopville, SC, who hires Lab Technicians and Chemists.*

#### **Outcomes & Benefits**

*Martech contacted William the next day to set up an interview. He was offered a Process Chemist position through OJT. He has successfully completed his OJT program with Martech and has continued as a full-time employee.*

### Employer On-the-Job Training Reimbursement

Another long held waiver that provides added flexibility for small businesses and OJT participants is the OJT reimbursement waiver. Since PY 2009, South Carolina has held the waiver with the following sliding scale OJT wage reimbursement: up to 90% for businesses with 50 or fewer employees and up to 75% for businesses with 51-250 employees. For businesses with more than 250 employees, a 50% reimbursement rate applies.

Small businesses have historically made significant contributions to our state's economy; yet they generally have fewer resources to recruit and provide training. Marketing OJT to small businesses has been a key part of state and local area business services strategies. The majority of regular, WIA-funded OJT agreements are with small to medium-size businesses. The impact of the OJT reimbursement waiver for small businesses has been described as very beneficial by LWIAs.

Results show, WIA participants who receive training produce better performance outcomes. This is significantly increased when training is provided through an OJT versus classroom approach.

**Table 5. Entered Employment Rate Comparison  
South Carolina, PY 2013**

	<b>Total Results</b>	<b>Participants Who Received Training</b>	<b>Participants Who Received OJT</b>
<b>Adult</b>	72.5%	75.3%	87.6%
<b>Dislocated Worker</b>	79.5%	80.9%	93.5%

To further employment outcomes of individuals and breakdown barriers to employment, particularly for the long-term unemployed, South Carolina will implement an additional OJT employer reimbursement waiver in PY 2014. South Carolina is the first state to be approved for an OJT employer reimbursement waiver, allowing the use of a sliding scale for employer contribution based on the length of the participant’s unemployment: 1) up to 90% employer reimbursement where OJT is provided to individuals unemployed for 28 weeks or more, and 2) up to 75% employer reimbursement where an OJT is provided to individuals unemployed between 16-27 weeks. Where OJT is provided to individuals unemployed less than 16 weeks, the current statutory requirements of 50 percent applies.

**Rapid Response Funds for Incumbent Worker Training (IWT)**

In PY 2013, South Carolina was the first state to be given approval to use up to 40% of its Rapid Response funds for Incumbent Worker Training (IWT) when part of a layoff aversion strategy. Over the last several years, the state and LWIAs have successfully operated an IWT model, utilizing up to 20% of its Rapid Response funds, to assist businesses and workers in remaining productive and competitive. Training provided using Rapid Response-IWT funds must be part of a layoff aversion strategy and is restricted to skill attainment activities. The primary goal of Rapid Response - Incumbent Worker Training is to provide whatever assistance we can to retain valued members of our business and industrial communities through a thriving, viable workforce. Secondly, the goal is to continue to grow the skills of the workforce in preparation for future business and industrial needs.

In PY 2013, a total of \$918,903 of Rapid Response funds was committed to South Carolina businesses as an integral part of layoff avoidance strategies.

- 18 businesses in eight of the state’s 12 LWIAs received training grants to update the skill sets of employees while boosting the competitive health of the respective businesses.

With the additional availability of RR-IWT funds for layoff aversion strategies, up to 40% of RR-IWT total state funds through the DOL approved waiver, South Carolina plans to address anticipated changes in South Carolina’s defense industry in PY 2014. Defense firms facilitate an important role in South Carolina’s economy, providing high-paying jobs that require a trained and dedicated workforce. The Department of Defense

budget cuts already imposed and those looming in the future pose a significant risk to the short-term and long-term sustainability of the defense firms in South Carolina. Simultaneously, South Carolina's Aerospace Strategic Plan emphasizes that the state must expand and improve the existing aerospace supply chain to meet the needs of this rapidly developing ecosystem.

As such, SCDEW is partnering with the SC Department of Commerce to engage defense firms, encouraging them to diversify into other growing industries, primarily the aerospace industry, promoting more balanced portfolios. Defense firms that meet certain criteria will be provided diversification assistance, to include Incumbent Worker Training in industry required ISO and ASO standards, giving them and their workers a competitive edge in the rapidly developing aerospace industry.

## ***PROGRAM YEAR 2013 BUSINESS SERVICES ACTIVITIES***

The Economic Development Department at DEW is responsible for streamlining and integrating business services at the state and local workforce levels in order to increase business retention and promote rapid reemployment. Through the integration of workforce programs, in collaboration with economic development allies, the public workforce system can assist businesses throughout the entire economic cycle, from expansion, to down-sizing, to stabilization, to growth. Local Business Services Teams, which include a cross-section of workforce partners who provide specialized services to businesses in their areas, are functioning in all 12 local workforce investment areas. In addition to local team meetings, teams also participate in quarterly meetings facilitated by DEW's Business Services Department to discuss business services delivery, build and strengthen workforce program linkages and alignment, and share best practices.

### **Rapid Response Services**

When businesses are forced to downsize, Rapid Response services are provided to both company management and the employees affected. Layoff aversion potential is first explored with management to minimize or even prevent the need for layoffs. However, when layoffs are inevitable, the goal of Rapid Response services is to reduce the period between unemployment and suitable reemployment for South Carolina workers. An experienced team of state and local workforce staff provide the impacted worker group with on-site reemployment services, assistance with resume writing and preparation for interviews, career counseling, available job information, and referrals to partnering programs.

A prime example for South Carolina’s flexibility and readiness to provide Rapid Response services is that of Caterpillar, Inc. In May 2014, the company announced its plans to close the facility in Fountain Inn. The closure projected to leave 380 full-time employees and 130 temporary workers without work. In partnership with staff from the Wagner-Peyser, Trade Adjustment Assistance (TAA), and Workforce Investment Act (WIA) programs, the SC Rapid Response Team provided 6 days of around the clock services; including state jobs bank registration, resume writing assistance, WIA orientations and eligibility reviews, UI claims filing demonstrations, and job search workshops. More than ten staff members from across the entire state successfully served 244 Caterpillar dislocated workers over a two week period in June 2013.

Altogether, during program year 2013:

- 132 businesses were provided assistance with downsizing, and
- Services were provided to workers impacted by the loss of 8,428 positions.

Through a partnership agreement with DEW, the South Carolina Manufacturing Extension Partnership (SCMEP) conducts an assessment of businesses that may be facing layoffs or closures. This partnership includes a no-cost, competitiveness review of the business to determine the types of assistance needed, to include Rapid Response-Incumbent Worker Training. The competitiveness review will:

- Reveal/confirm limiting factors holding the business back;
- Provide a snapshot of how the business is performing in comparison to other companies; and
- Provide a roadmap to improve competitiveness, performance, and the bottom line.

In order to utilize funds for Rapid Response-Incumbent Worker Training, results of the review have to reveal that layoffs would be imminent without intervention, and the roadmap for improvement must confirm a need for employee training and identify the specific training needs. During program year 2013, Rapid Response-IWT funds were awarded to 18 companies to retool more than 900 Incumbent Workers.

**Table 6. Rapid Response Activity\***  
South Carolina, PY 2013

Total # of Businesses Served	Total # of Businesses Served With RR	Total # of Businesses Served With RR-IWT	Total Amount Rapid Response Funds Obligated for RR-IWT	Total # of Workers Averted from Unemployment	Investment per Employee to Prevent Separation and/or Promote Rapid Re-employment Through Credentialing
150	132	18	\$918,903	604	\$1,621

\* Provides businesses and impacted workers with short-term, early intervention and immediate assistance with layoffs.

# SC WORKS

## MIDLANDS

### ***Business Success Story***



*On August 22, Element Electronics announced it would open a manufacturing plant in Fairfield County and begin production of flat screen televisions, eventually hiring over 500 employees by 2019. Element Electronics is participating in a larger initiative of Wal-Mart's to bring jobs back to the U.S.*

*The Trade Adjustment Act (TAA) program had qualified many of the surrounding area workers that had been laid off during the recession. SC Works Midlands staff worked with Element to furnish Labor Market Information (LMI) data to establish wage ranges for the various positions.*

*SC Works participated in several hiring events with Element, including information sessions held at Midlands Technical College. The South Carolina Department of Employment & Workforce along with SC Works and WIA staff screened over 1,000 applications to help begin with the hiring of the first assembly line.*

*Working alongside partners -- Central SC Alliance, DEW and readySC, the SC Works Midlands team has been there from the start. SC Works has placed a large number of WIA participants into jobs with Element TV through the On-the-Job Training program.*

## **Southeastern Business Services Representatives Forum**

For the first time ever, Business Services Representatives from South Carolina, North Carolina, and Georgia gathered in Asheville, North Carolina from June 26-27, 2014, to discuss regional business services strategies. The Southeastern Business Services Representative Forum was hosted by the Mountain Area Workforce Development Board, which is directed by Phil Monk. The forum featured two plenary sessions, two breakout sessions, and a tour of the onsite incubator.

The “Local and State Approach to OJT: Good to Great” plenary session, presented by Brenda Savage and Tim Mathis of North Carolina, provided valuable information on participant and employer eligibility. It further addressed contract requirements, skills gap analysis, training plan development, trainee skills evaluation, and general provisions of the program. The second plenary session was “GeoSol for Businesses”. Laura Bhandari and Paul Toomey from Geographic Solutions, Inc. gave an overview on the navigation and utilization of the online case management system (called SC Works Online Services in South Carolina), in managing employer accounts.

One of the breakout sessions was presented by a representative from Baker Communications, Inc. “Relationship Management” focused on identifying behavioral traits in prospective customers and learning how to tailor strategy in order to effectively gain their trust and cooperation in utilizing public workforce services. The other breakout session, conducted by John Metcalf, was on organizational effectiveness and was held primarily for Georgia attendees.

South Carolina, North Carolina, and Georgia Business Services Representatives also had an opportunity to experience first-hand a food service industry “incubator” facility. The incubator is a state of the art structure with the ability to support several entrepreneurs needing space to prepare their food products. At the food service incubator, food products are commercially made and distributed to clients for sale.

## **NASWA National Business of the Year Award Presented to Schaeffler Group-INA**

"The NASWA National Business of the Year Award recognizes a business that demonstrates outstanding accomplishments resulting in a positive impact on its workforce, industry and community. Recipients of this Award are also recognized for the business' support and use of the state or local public workforce system.

Schaeffler Group-INA develops and produces precision parts--from ball bearings to complete shifting modules, which increase the productivity of machines, lower automobile fuel consumption and help develop advanced medical equipment. The Schaeffler Group's INA brand has operated for more than 40 years in Cheraw, South Carolina, a small town of about 6,000 near the border of North Carolina. The company is a staple in the community, employing almost 1,800 people.

Schaeffler has partnered with local and state agencies, workforce partners, and high schools to enhance and expand the workforce. The company has partnered with ready SC and Northeastern Technical College to provide a two-week training course allowing potential employees to learn about the company, job duties, product lines, and career opportunities. Schaeffler also co-developed an apprenticeship program with Apprenticeship Carolina at the Northeastern Technical College, which has been the source of talent for its workforce pipeline. Over 175 students have graduated since its inception in 1988, fostering a retention rate of 87 percent. Moreover, since 2012, ResCare Workforce Services, located in SC Works Centers, has actively assisted Schaeffler in the attainment of qualified employees through the Workforce Investment Act On-the-Job Training program.

Schaeffler also supports the Work Ready Communities Initiative and utilizes additional SC Works services such as job posting, recruitment, applicant screening, and on-the-job training. The company has participated in SC Works job fairs held at Florence Darlington Technical College and taken part in Career Day at a local high school in the community.

Schaeffler Group-INA has done an outstanding job of promoting job creation, particularly in the rural, underserved area of Cheraw. The company recently implemented new product lines in response to growth in the demand from auto manufacturers such as Nissan, BMW, Lexis, Land Rover, and Ford. Since this expansion was announced in late 2012, the Cheraw campus has hired 320 people, lowering the unemployment rate and increasing residents' financial stability, which also contributes to the economic health of the local community.

Schaeffler Group-INA is employee-focused. Schaeffler Group-INA is a proponent of training and education for its employees, and annually offers \$3,500 reimbursement for undergraduate level and \$5,600 reimbursement for graduate-level education for employees who maintain a "C" or above grade point average. The company provides each employee \$300 per year to join a wellness/fitness center of their choice. Schaeffler Group-INA also partners with Chesterfield County Hospital and McLeod Health to encourage employees to take advantage of free medical services. The company also recruits through an in-house referral program, encouraging current employees to make referrals for potential new hires and rewarding them with paid time off or gas cards if their referred candidates are hired.

Schaeffler Group-INA recently partnered with two area high schools, Chesterfield and Cheraw, to develop a new course on machine tooling. Upon completion, each student obtains college credits that transfer to Southpoint Community College.

Worldwide, Schaeffler Group sees social responsibility as a prerequisite for lasting corporate success, and as highlighted above, its actions demonstrates it is an integral part of its business."

Source: National Association of State Workforce Agencies, The 2014 Salute to the Leadership

# SC WORKS

## WACCAMAW

### *Business Success Story*



*Peter Gasca needed to hire a new warehouse worker for his thriving toy business. Wild Creations focuses on providing EcoAquariums to customers through internet sales worldwide and was recently ranked as one of the top small businesses in the country by Inc. Magazine.*

*George Lytle went to his local SC Works Center after experiencing difficulty in finding employment due to his blemished background. George was soon enrolled in the WIA program. He attended resume writing workshops and received coaching on interviewing. He also received a federal bonding letter so that he could present it to potential employers. George was then referred to Wild Creations.*

*Peter decided to give George a chance and hire him through an On-Job-Training (OJT) contract. After successfully completing the OJT contract, George was retained as a full time employee.*



# SC WORKS

## WORKLINK

### *Business Success Story*



*Sharpe Manufacturing, Inc. (SMI), which specializes in milling and turning, has been utilizing the On-the-Job Training Program, through SC Works WorkLink, since March 2011. "The OJT Program has enabled SMI to expedite the hiring process in some situations," stated Jeff Sharpe, President of SMI. "This has allowed for additional hiring for SMI and increased employment opportunities for individuals in the community that might not have otherwise been available as quickly."*

*The individuals administering the OJT program make the contracting process for an employer reasonable and manageable. SMI has enjoyed a good working relationship with the SC Works WorkLink over the past few years.*



## **PROGRAM YEAR 2013 STATE EVALUATIONS**

### **Local Workforce Area Reports**

In PY 2013, the Department of Employment and Workforce's Business Intelligence Department (BID) finalized Local Workforce Area Reports for all 12 LWIAs in South Carolina. The overarching goal of the reports is to share data with business, government, labor, education, and other community leaders that have an expressed commitment to workforce development which was and still is essential to the state's economic vitality.

Moreover, these twelve reports assist local officials as they develop policies, help the business community in making investment decisions, and allow workers to assess their employment options. It also lets interested parties know where South Carolina regions stand when it comes to workforce needs and industrial projections. During PY 2013, the LWIA Reports were presented to each local workforce investment board and are available for download on the SC LMI website.

Methodology/Approach: The Business Intelligence Department of DEW compiles and publishes employment statistics, job forecasts, wage data, demographics, and other labor market information to help public and private organizations better understand today's complex workforce. The Local Workforce Area Reports provide a comprehensive view of the status of each LWIA's workforce and economy. The reports include an analysis of each area's workforce, industries, economic climate, and factors that affected all three. Forecasts are also included for the workforce, industries, and the economy.

#### Questions the Evaluation Addressed:

- What is the LWIA's economic, industry, and demographic make-up?
- What are the characteristics of the LWIA's workforce supply chain?
- What are the employment trends and workforce skills, needs, and demands of businesses?
- What are the local area's workforce challenges?
- What are ways workforce and economic development leaders, policymakers, and others can address workforce challenges and create beneficial opportunities for businesses and workers?

Timeline: Data collection and analysis for the Local Workforce Area Reports was completed in PY 2013.

Summary of Evaluation Findings: Employment statistics, job forecasts, wage data, demographics, and other labor market information varied for each of the 12 local workforce investment areas. The differences illustrate the uniqueness and landscape of each of the areas. Similarities were typically reflective of regionalism. In the future, it is

anticipated that regional workforce reports will also be developed to drive and support regional efforts to improve the workforce and grow business opportunities.

### SC Works Online Services (SCWOS) Customer Satisfaction Survey

SCWOS is South Carolina’s job search site and case management system for the WIA, TAA, and Wagner-Peyser programs. SC Works Online Services is a great resource that is heavily used by jobseekers to meet their employment and training needs. In PY 2013, there were over 94,000 new users to the site and more than 320,000 individuals receiving workforce services.

**Table 7. Master Summary Report  
South Carolina, PY 2013**

Summary	Total
Number of Individuals that Registered	94,471
Number of Individuals that Logged In	221,991
Number of Individuals Receiving Services (non-duplicated)	321,794
Number of Services Provided to Individuals	6,641,052
Number of Internal Job Orders Created	24,787
Number of Internal Job Referrals Created	575,239
Number of Services Provided Employers	214,178

As a part of efforts to continuously improve the virtual site, a customer satisfaction survey is conducted of SCWOS users.

Methodology/Approach: All new SCWOS registrants receive one notification, via their personal email or through SCWOS email, requesting feedback about the SC Works Online Services system. Survey requests are sent within a couple of days after initial registration.

#### Questions the Evaluation Addressed and Summary of Evaluation Findings:

During PY 2013, 21,437 individuals responded to the SCWOS Customer Satisfaction Survey.

- Type of SCWOS users:
  - Jobseekers – 96.6%
  - Others – 1.7%
  - Employers – 1.0%
  - Youth (18 or younger) – 0.6%
  - Labor Market Analysts/Researchers – 0.2%
- Most respondents strongly agree or agree that SCWOS is easy to use (64.4%), has easy to find needed information (62.1%), and is a system that meets their needs (54.4%).

- The top three reasons people visit the site are to job search (93.4%), find employer contact information (1.6%), and for career planning/occupational research (1.6%).
- Overall, survey respondents rated their visit to the SC Works Online Services site, as follows: Excellent (19.4%), Good (44.6%), Fair (19.0%), Poor (5.1%), and No Opinion (12.0%).

Deliverables: On an on-going basis, data and feedback from the SCWOS Customer Satisfaction Survey is used to make continuous improvements, helping to ensure SCWOS consistently meets the needs and expectations of users.

### **Labor Market Information Customer Service**

During PY 2013, DEW's Business Intelligence Department continued to work closely with state and local education officials, workforce development boards, economic development agencies, and businesses to provide them with information that will enhance their goals to bring new employment establishments to the state, develop education and training alternatives for jobseekers, and create sustainable jobs for South Carolina.

As BID staff delivered quality assistance to customers, particular attention was given to local workforce areas and Wagner-Peyser staff. In return, LWIA and Wagner-Peyser staff shared the resources and information they consumed with their customers, partners, and stakeholders, thereby expanding the reach of valuable labor market information to their regions. These efforts permit the leverage of time, talent, and resources to impact and assist the greatest number of customers across the state.

There was continued interest in information and training provided by the LMI Department. Customers asked for speakers and/or trainers at conferences and meetings. BID staff delivered 51 presentations at high schools to audiences of parents, students, and counselors, as well as at conferences for workforce professionals.

With BID staff more visible to our customers and the extensive training provided, SC LMI saw a 38% increase in data requests this program year. The BID's efforts resulted in 12 new products, targeting 12 customer groups.

### **Post-SWIB Meeting Survey**

In PY 2013, the State Workforce Investment Board (SWIB) began conducting evaluations after each board meeting. The survey was developed by the SWIB's Board Governance Committee to measure meeting efficiency and effectiveness.

Methodology/Approach: The post-SWIB meeting survey is distributed electronically to all board members within five days of each board meeting. There are nine questions total, eight of which use the Likert Scale and one open-ended question:

1. I received the materials I needed to prepare for the meeting.
2. I had adequate time to review the preparatory materials prior to the meeting.
3. The meeting followed the agenda.
4. About the right amount of time was spent on each agenda item.
5. The presentations were useful to me.
6. I am comfortable asking questions during the meeting.
7. The setting was appropriate for the meeting.
8. The technology was appropriate for the meeting.
9. In one sentence, please tell us one thing that could be done to improve SWIB meetings.

Deliverables: Survey responses are tallied, and the survey report is shared with SWIB members at the next meeting. Prior to distribution to the board, responses to the post-SWIB meeting survey are reviewed by the Board Governance Committee for recommendations to the full board.

Summary of Evaluation Findings: The post-SWIB meeting response rate has been around 37%, on average. Overall, respondents feel the meetings are run efficiently and effectively. As such, going forward, the Board Governance Committee will ask more open-ended questions and use the survey mechanism as a means to identify workforce best practices and potential workforce development strategies, per board member observations. To increase the response rate, the survey will be offered both electronically and in hard copy form.

## **Job Seeker Survey**

A Job Seeker Customer Satisfaction Survey has been deployed in SC Works Centers throughout the state to measure customer satisfaction with services and assistance received in the centers.

Timeline: Job Seeker Survey data was available for July 1, 2013 – June 30, 2014.

Deliverables: Data and feedback collected from the surveys is being used to identify process improvement needs and shape future plans and goals. The information will be shared with local workforce investment boards and their SC Works Centers as a tool for recognition and improvement.

Methodology/Approach: SC Works Center operators have been asked to place a link to the Job Seeker Survey on all resource room computers. Posters have been placed in some Centers to make job seekers aware of the survey. The survey is currently not

being widely used in all SC Works Centers. Going forward, efforts to increase usage by all SC Works Centers will become a focus.

Questions the Evaluation Addressed and Summary of Evaluation Findings:

From July 1, 2014 to June 30, 2014, 169 job seekers responded to the Job Seeker Survey. Survey respondent demographics include:

- The majority (81.7%) of respondents were unemployed.
- A little over one-third (39.6%) were ages 22-44, almost one-third (28.4%) were 45-54, and 27.2% were 55 or older.
- Most (43.8%) job seekers visiting an SC Works Center and completing a survey had at least a high school diploma or GED; 18.9% had some college; 18.4% had an Associate’s Degree or greater; 10.1% had less than a high school diploma; and 5.9% had some type of license or certificate.

Below is an extract of the questions asked and responses received:

**What are the primary reasons for visiting the SC Works Centers? (Check all that apply.)**

Answer Options	Response Percent
Apply for a job/Get help with my job search	76.9%
Use computers for job search activities	34.3%
Get information about available services	22.5%
Attend a workshop or other group activity	5.9%
Meet with an employer	3.6%
Meet with SC Works Center staff for a scheduled appointment	4.1%
Not Answered	0.0%

**During my visit, SC Works Center staff were...**

Answer Options	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	Not Answered
Available	89.9%	4.7%	3.0%	2.4%
Knowledgeable	88.1%	3.0%	4.2%	4.7%
Helpful	89.3%	4.1%	3.6%	3.0%
Polite	89.3%	3.0%	3.6%	4.1%

**The following services or resources were helpful to me:**

<b>Answer Options</b>	<b>Strongly Agree/Agree</b>	<b>Neutral</b>	<b>Strongly Disagree/Disagree</b>	<b>Did Not Use</b>	<b>Not Answered</b>
Computer assisted job search (including use of SC Works Online Services)	88.7%	4.1%	1.8%	5.3%	0.0%
Workshops	52.6%	14.8%	1.2%	31.4%	0.0%
Individual job counseling/coaching	56.8%	11.2%	1.8%	30.2%	0.0%
Access to or availability of equipment (computers, fax, copier, etc.)	87.5%	6.5%	0.6%	5.3%	0.0%
Referrals to other services or agencies	66.9%	10.7%	1.2%	21.3%	0.0%
Printed materials (newspapers, books, etc.)	65.1%	10.1%	1.8%	23.1%	0.0%

**While at the SC Works Center, I found the following resources easy to use and understand:**

<b>Answer Options</b>	<b>Strongly Agree/Agree</b>	<b>Neutral</b>	<b>Strongly Disagree/Disagree</b>	<b>Did Not Use</b>	<b>Not Answered</b>
Computer assisted job search (including use of SC Works Online Services)	84.6%	4.7%	4.2%	6.5%	0.0%
Workshops	50.3%	11.8%	2.4%	35.5%	0.0%
Individual job counseling/coaching	59.2%	9.5%	3.0%	28.4%	0.0%
Access to or availability of equipment (computers, fax, copier, etc.)	80.5%	8.3%	2.4%	8.9%	0.0%
Referrals to other services or agencies	63.3%	11.8%	3.0%	21.9%	0.0%
Printed materials (newspapers, books, etc.)	62.1%	9.5%	3.6%	24.9%	0.0%

**How SATISFIED were you with the:**

<b>Answer Options</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Did Not Use</b>	<b>Not Answered</b>
Range of services available	89.4%	7.1%	1.8%	1.8%	0.0%
Quality of services	89.4%	5.9%	3.0%	1.8%	0.0%
Timeliness of services	86.4%	7.1%	5.4%	1.2%	0.0%
Understanding of the next steps for your job search	85.3%	7.7%	3.0%	4.1%	0.0%

## Summary of Job Seeker Survey Findings:

- **Reason for Visit:** Most people visit SC Works Centers for job search related reasons: apply for a job, get help with searching for a job, or use computers for job search activities.
- **Staff:** The majority of job seeker respondents agrees or strongly agrees that SC Works Center staff are available, knowledgeable, helpful, and polite.
- **Resources:** Survey respondents rated the top four most helpful Center services or resources as 1) computer assisted job search; 2) access to or availability of equipment (computers, fax, etc.); 3) referrals to other services or agencies; and 4) individual job counseling/coaching. The majority of respondents also agreed/strongly agreed that these services or resources are easy to use and understand.
- **Satisfaction with Services:** Of the 169 job seekers who participated in the survey, 89.4% of them were satisfied with the range and quality of services available. Some 86.4% of job seekers were satisfied/very satisfied with the timeliness of services, and 85.3% were pleased with understanding the next steps in the job search process.

## SC Works Certification Standards

South Carolina is continuing implementation of the SC Works Certification Standards, which are the foundation for promoting a more efficient and effective way of offering workforce services and improving the employability of job seekers and the competitiveness of employers. The State Workforce Investment Board approved Standards, which provide a roadmap for consistent, excellent services to our customers. The Standards consist of three parts - job seeker, business, and one-stop management.

In PY 2014, a workgroup will reconvene to further refine the Standards and determine the evaluation process. Trainings will also be conducted, as needed, to continue preparing local workforce investment areas for the evaluation. Evaluations were expected to be completed in June 2014; however, additional research was conducted to determine how best to develop and implement the evaluation process.

Timeline: Evaluations of LWIAs and SC Works Centers against the SC Works Certification Standards (Business Services, Job Seeker, and Management) are expected to occur in PY 2014 and 2015.

Methodology/Approach: The SC Works Certification Standards evaluation process will include both on-site and desktop reviews. A Review Team(s) of 3-5 persons will be formed to include at least one representative from the SWIB and a partner organization or a peer-to-peer review team may be used. Review Teams will evaluate 13 comprehensive SC Works Centers against the Job Seeker and Management Standards. The Business Services Standards will be used to evaluate each of the 12 LWIAs as a whole or at the regional level. An evaluation tool will be used to determine

if Standard elements are Met or Not Met. A summary report of findings and promising practices for each SC Works Center and LWIA is expected to be developed following each review. To be a certified SC Works Center, at least 80% of the Management and Job Seeker Standards must be met, and 80% of the Business Services Standards must be met to be a certified LWIA. All certifications will last for a three-year period, starting July 1, 2014.

Deliverables: A report summarizing findings and promising practices for each SC Works Center and LWIA reviewed against the Standards will be developed before the end of PY 2015.

<b>Questions the SC Works Certification Standards Will Address</b>		
<b>Management</b>	<b>Job Seeker</b>	<b>Business</b>
<ul style="list-style-type: none"> <li>▪ Is it evident that there is partner integration through non-duplication of services and efficient and effective service delivery in the SC Works Center? Does the customer see the Center as a single business unit?</li> <li>▪ Is the management structure clear, as are the roles and responsibilities of the partners at the SC Works Center as they relate to the management and governance of the Center?</li> <li>▪ Does the SC Works Center have integrated staff development plans?</li> <li>▪ How is the SC Works Center accountable for results?</li> <li>▪ Is the SC Works Center accessible so that all job seekers and business customers can fully participate in the services offered?</li> <li>▪ Does the SC Works Center maintain a professional appearance?</li> <li>▪ Is there sufficient space and capacity for key functions in the SC Works Center?</li> <li>▪ Is the SC Works Center safe and secure?</li> </ul>	<ul style="list-style-type: none"> <li>▪ Does the SC Works Center measure satisfaction with both processes and outcomes for existing job seeker customers?</li> <li>▪ Is feedback from job seekers used to improve services?</li> <li>▪ What system does the LWIA/SC Works Center have in place to assess projected employer demand?</li> <li>▪ How does the LWIA/SC Works Center align job seeker resources with projected employer demand?</li> <li>▪ Are there multiple access points for job seekers to obtain SC Works services?</li> <li>▪ Is there a consistent menu of job seeker services at the SC Works Center?</li> <li>▪ Are job seekers able to get the services they need as efficiently as possible while maintaining a customer service focus?</li> <li>▪ Is staff well trained in every LWIA and SC Works Center?</li> <li>▪ Do SC Works Center staff quickly determine the purpose of the customer's visit and promptly direct to the appropriate place or person?</li> <li>▪ Does the SC Works Center</li> </ul>	<ul style="list-style-type: none"> <li>▪ Is providing services to the business community a priority?</li> <li>▪ Is there a fully integrated multi-agency Business Services Team comprised of representatives from each of the federally mandated partners?</li> <li>▪ Is the Business Services Team managed as a unified activity?</li> <li>▪ Is there a strong link between the activities of the Business Services Team, economic development, and education entities?</li> <li>▪ Does the Business Services Team operate from a written LWIB business engagement plan designed in response to business needs?</li> <li>▪ Are businesses consulted on the critical success factors for the workforce area?</li> <li>▪ Is satisfaction with both processes and outcomes measured for existing business customers?</li> <li>▪ Is customer behavior used as the primary indicator of customer satisfaction?</li> <li>▪ Does the workforce area offer a consistent menu of demand-</li> </ul>

	<p>have a well equipped resource room with highly trained staff to provide a broad range of job seeker services?</p> <ul style="list-style-type: none"> <li>▪ All customers learn about the full range of services that are available through the SC Works Center in a customer-focused, program-neutral way?</li> <li>▪ Does the LWIA and SC Works Center offer effective assessment and career guidance services to all job seekers?</li> <li>▪ The SC Works Center provides resources to assist customers with marketing themselves for employment?</li> <li>▪ The SC Works Center has information on as many jobs as possible available in the market?</li> <li>▪ How does the SC Works Center help job seekers advance their skill, education, and occupational skill attainment?</li> </ul>	<p>driven services?</p>
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**PROGRAM YEAR 2013 WIA STATE RESERVE HIGHLIGHTS**

**GED Funding Initiative**

In PY 2013, as a way of strengthening South Carolina’s workforce, the SWIB awarded \$100,000 in State Reserve funding to the SC Department of Education in support of General Education Development (GED) testing. The SWIB-funded support of GED Testing is designed to financially assist individuals pursuing a GED through Adult Education programs of the SC Department of Education. To date, of the 624 individuals supported by this grant to take the full battery of GED tests, 89% have obtained their GED.

## Incentive Funds for Local Area Performance

For PY 2013 local area performance, \$100,000 was approved by the State Workforce Investment Board from PY 2012 State Reserve funding. Incentive funds for PY 2013 performance were awarded based on LWIAs' performance outcomes on DOL common measures and the LWIAs' ability to meet the following criteria for PY 2013:

- 1) Exceed DOL performance goals at 90% or more of goal and
- 2) Increase the number of GEDs by 25% from PY 2012.

## Workforce Development Partnership Symposium

Each year, the State Workforce Investment Board and the SC Department of Employment and Workforce host the Workforce Development Partnership Symposium. The Symposium is a staff development and training event that brings together workforce partners statewide. The conference hosts leadership meetings, speakers and workshops covering a wide variety of topics related to workforce development. Participants include state and local workforce investment board members, workforce and economic development professionals, and staff from partner agencies. This year's conference, themed Let's Grow South Carolina: Building a High Competitive Workforce, attracted approximately 250 attendees.

The Symposium also provides an opportunity to honor businesses as well as volunteers, LWIBs, and SC Works Centers who have played an integral part in the development of South Carolina's workforce. WIA participants are also acknowledged with awards presentations for their persistence and determination to overcome obstacles to complete training and obtain self-sufficient employment.

## **PROGRAM YEAR 2013 ADDITIONAL STATE HIGHLIGHTS**

### Veterans Programs and Services

#### Operation Palmetto Employment

February 2014, South Carolina embarked upon a new initiative, Operation Palmetto Employment, to further assist and support veterans in our state. A statewide initiative launched by Governor Nikki Haley and supported by the SC National



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Guard and the SC Department of Employment and Workforce, Operation Palmetto Employment is a commitment to help our service members, family members, and veterans find meaningful civilian careers. As a part of the initiative, SC Works Centers across the state serve as a one-stop employment resource for South Carolina’s military community. DEW’s efforts with the South Carolina veterans community has contributed to increasing the employment rate of veterans 18 and older. From March 2012 to March 2013, the unemployment for veterans dropped from 6.9% to 4.1%, a 2.8% decrease. South Carolina has the nation’s sixth lowest veteran unemployment rate.

Hiring our Heroes

DEW continues its involvement with Hiring our Heroes, a nationally partnered event between the Department of Labor and the United States Chamber of Commerce. Hiring Our Heroes provides workshops for veterans and other military jobseekers. Workshops focus on resume writing, interviewing skills, military skills translation, and tips for successfully navigating hiring fairs. In PY 2013, four Hiring our Heroes events were held in South Carolina, yielding positive results.

Veterans Retraining and Assistance Program

The SC Department of Employment and Workforce ran the Veterans Retraining and Assistance Program (VRAP) from 2012 to 2014. The program offered 12 months of retraining assistance in “high-demand” occupations to veterans who are unemployed and between the ages of 35 and 60. Although DEW staff is in the process of conducting final follow-up, results of the VRAP program show 3,356 veterans with approved applications and 1,916 enrolled in training.

**Table 8. Hiring Our Heroes Events  
South Carolina, PY 2013**

Number of Events Held	4
Number of Employers Represented	184
Number of Veteran Job Seekers	1,483
Number of Resumes Collected	2,144
Number of Interviews Conducted	606
Number of Provisional/Conditional Jobs Offered	215
Number of Firm Job Offers	162

Gold Card Initiative

South Carolina reports monthly on Gold Card veterans’ registration and staff assisted services. In PY 2013, 288 gold card veterans registered, and 279 received staff assisted services. The state continues to track these veterans utilizing a Wagner-Peyser special program activity. Follow-up to provide any needed intensive services is conducted bi-monthly, at a minimum.

## Metrics

<b>Local Veterans Employment Representative (LVER)</b>	
Employer Outreach	15 in person contacts per week
Recruitment/Outreach Coordination (Job/Hiring Fairs)	4 events per year

<b>Disabled Veterans Employment Outreach Program Specialist (DVOP)</b>	
Newly Enrolled Veterans with a Significant Barrier to Employment	4 per month
Intensive Services Provided to Veterans by a DVOP	Minimum of 45% quarterly

## Priority of Service

The state has implemented priority of service throughout the SC Works system by making one-stop staff aware of how to identify veterans and eligible persons. Training was provided to all SC Works veteran staff in May 2014. Other program management staff were trained in the fall of 2014 and are also provided with updates during monthly regional manager meetings. Within the SC Works Centers, priority of service is promoted through signage and different colored routing slips. Through SC Works Online Services, when an individual registers, he/she indicates their veteran status. From there, those individuals identified as veterans are given priority job referrals and one-on-one case management. Other ways priority of service is carried out in South Carolina include:

- Veterans go to the front of the line for employment services,
- A 24-hour veterans hold is placed on job orders,
- Veterans go to the head of the waiting list if eligible for programs, and
- Veterans have dedicated areas in SC Works Center resource rooms.

## Outreach

Veteran staff continues to conduct outreach by attending yellow ribbon ceremonies in support of service members and their families following deployments. They work closely with the SC Army National Guard Employment Advisors to assist these guardsmen/reservists who were displaced during pre/post deployment.

Special emphasis is placed on the homeless veterans, ensuring there is sufficient outreach to and assistance and placement of homeless veterans. SC Works staff visit soup kitchens and homeless shelters and also participate in homeless veterans stand-downs in conjunction with the Veterans Administration Health Care for Homeless Veterans program.

In South Carolina, there are two new Homeless Veterans Re-Integration Program grantees: one in the Trident region and the other in the Midlands. These grantees work closely with prison pre-release centers to assist incarcerated veterans in their transition back into civilian life.

During employer outreach, SC Works veterans staff promote incentive programs for veterans such as Work Opportunity Tax Credit (WOTC) and Federal Bonding. Veteran staff also target federal contractors who are required to exercise veteran's preference in hiring activities.

# SC WORKS

## WACCAMAW

### **WIA Veteran Success Story**

#### **Meet James Anderson**



#### **Workforce Challenge**

*James was unemployed and wanted to start a new career. He is a United States Coast Guard veteran and also has experience in sales and building supplies. James stated he was interested in being a paramedic and was interested in receiving training at Horry-Georgetown Technical College (HGTC).*

#### **Workforce Solution**

*James was found to be WIA adult eligible. He started the paramedic program at HGTC during the fall 2011 semester.*

#### **Outcomes & Benefits**

*James did extremely well in his program of study and graduated in May 2013, with a 3.59 cumulative GPA, with an Associate's Degree in Applied Science - Emergency Medical Technology. Immediately after graduation, James gained employment at TransMed as a paramedic.*

## **James F. Walls Employee Award Presented to Eric McAbee**

"The James F. Walls Workforce Agency Employee Award honors an employee whose conduct demonstrates outstanding dedication to customers and colleagues, and extraordinary service to the local community.

Mr. Eric McAbee has served as a Disabled Veterans Employment Representative (DVDP) and as a Local Veterans' Employment Representative (LVER), for the South Carolina Department of Employment and Workforce (DEW) since 2006. Prior to his promotion to a LVER position in the Spartanburg SC Works Center in December 2013, he served as a DVDP within the same SC Works Center.

Mr. McAbee embodies DEW's mission of providing quality, customer-driven workforce services that promote financial stability and economic growth by routinely going above and beyond the required duties of his position to serve veterans and their communities. The most notable example of his dedication to serve is the assistance he provided one veteran, Mr. William "Wild Bill" Honeycutt, in overcoming a wide array of obstacles between April 2012 and May 2014.

When introduced to Mr. Honeycutt, Mr. McAbee immediately became engaged, conducting intensive case management services, leveraging resources from multiple state agencies and community-based organizations, including the South Carolina Veterans Administration, Goodwill Industries, Seeds of Hope, Merit Place Veteran's Boarding House, and Sun Valley Mobile Home Park. Through Mr. McAbee's assistance and perseverance, Mr. Honeycutt overcame homelessness, alcohol dependency, and obtained employment, all within six months.

After helping Mr. Honeycutt overcome these barriers to employment, Mr. McAbee kept in touch with Mr. Honeycutt over the 26 month period, where during this time, Mr. Honeycutt became terminally ill. Committed to serving veterans, Mr. McAbee worked to reunite Mr. Honeycutt with his family that he had become estranged from due to his prior substance abuse. Concerned about whether Mr. Honeycutt would have the opportunity to spend time with his family prior to his death, Mr. McAbee reached out to one of Mr. Honeycutt's sisters, and was successful in reuniting him with his sister, two brothers and his daughter prior to Mr. Honeycutt's passing away.

Mr. McAbee's compassionate and selfless dedication to Mr. Honeycutt far exceeds the statutory requirements of service delivery of DVDPs as it relates to serving targeted veteran populations. His commitment to serving veterans empowers those he serves, and positions partners to effectively provide assistance to those in need.

Mr. McAbee received his Associates Degree in General Education from Spartanburg Community College in December 2008. He served in the United States Navy, as Boatswains Mate between 1995 and 1999."

Source: National Association of State Workforce Agencies, The 2014 Salute to the Leadership

# SC WORKS

## WACCAMAW

### **Wagner-Peyser Success Story**



*At the beginning of December 2013, the Waccamaw region decided to “Adopt a Family” for the holidays. SC Works Waccamaw asked that the SC Department of Social Services (DSS) identify a family in need of adoption. DSS staff referred a family that had moved to the area after the husband was offered a great career opportunity. Shortly after relocating, the husband abandoned his wife and five children. The mom was unemployed, and they were living in a house they could no longer afford. This would be the first holiday as a very low-income, single-parent family.*

*SC Works Waccamaw staff obtained gifts for each family member and prepared a meal with all the trimmings. In an effort to not spoil the surprise, arrangements were made to meet the mom nearby at a convenience store. Staff loaded up her car, while she looked on. She was feeling so blessed that she cried “happy tears”.*

*In the process of serving this family, SC Works Waccamaw staff learned that the mom had previously held a supervisory position with a high-volume call-center prior to moving to the area. She had applied with StarTek, a call-center located in the Myrtle Beach area but knew thousands of people were applying and her chances of being selected for an interview would be slim. After SC Works Waccamaw presented her resume to StarTek, she was called for an interview. Mom received an offer of employment with StarTek. She started her new career in February 2014, turning holiday struggles into more tears of happiness.*