Strategic Purpose

THE UNIFIED STRUCTURE FOR SUSTAINABLE WORK

WORKFORCE INNOVATION AND OPPORTUNITY ACT
ANNUAL REPORT, PROGRAM YEAR 2015
# TABLE OF CONTENTS

**EXECUTIVE DIRECTOR’S MESSAGE** ......................................................................................................................................................................................... 3

**WORKFORCE INNOVATION AND STRATEGIES**
- WIOA PLANNING REGIONS ........................................................................................................................................................................... 4
- WIOA UNIFIED STATE PLAN ........................................................................................................................................................................... 5
- S.C. TALENT PIPELINE (Sector Strategies) .............................................................................................................................................. 6
- S.C. TALENT PIPELINE (continued) ......................................................................................................................................................... 7
- INCENTIVE GRANT – LEARN 2 EARN ...................................................................................................................................................... 8
- INCENTIVE GRANT – S.C. JOB READY U .................................................................................................................................................... 9
- SOUTH CAROLINA WORK READY COMMUNITIES ....................................................................................................................................... 10
- PATH ........................................................................................................................................................................................................... 10
- SUSTAINABLE WORK SUCCESS STORIES ........................................................................................................................................ 11
- YOUTH .................................................................................................................................................................................................. 12
- YOUTH (continued) .................................................................................................................................................................................. 13
- YOUTH – EDUCATION 2 EMPLOYMENT (E2E) ........................................................................................................................................ 14
- YOUTH – NATIONAL GUARD .................................................................................................................................................................... 15
- SECOND CHANCE .................................................................................................................................................................................... 16
- BUSINESS ENGAGEMENT ....................................................................................................................................................................... 17
- EVOLVESC .............................................................................................................................................................................................. 17
- BUSINESS ENGAGEMENT (continued) .................................................................................................................................................... 18
- RAPID RESPONSE .................................................................................................................................................................................... 18
- DEFENSE DIVERSIFICATION .................................................................................................................................................................. 18
- INDIVIDUALS WITH DISABILITIES – DISABILITY EMPLOYMENT COALITION ................................................................................... 19
- INDIVIDUALS WITH DISABILITIES – SWDB PRIORITY POPULATIONS COMMITTEE ........................................................................... 20
- VETERANS ............................................................................................................................................................................................ 21
- VETERANS – SUCCESS STORIES ...................................................................................................................................................... 22
- VETERANS – HIRING OUR HEROES ................................................................................................................................................... 22

**CUSTOMER SATISFACTION**
- SC WORKS ONLINE SURVEY .................................................................................................................................................................... 23
- SC WORKS ONLINE SURVEY (continued) ............................................................................................................................................... 24
- BUSINESS SATISFACTION SURVEY ....................................................................................................................................................... 25

**EVALUATION ACTIVITIES**
- PROVISO REPORT .................................................................................................................................................................................. 26

**PERFORMANCE**
- SUMMARY OF PROGRAM YEAR 2015 ............................................................................................................................................................ 27

**PARTICIPANT DATA**
- PARTICIPANTS SERVED ........................................................................................................................................................................... 28
- PARTICIPANTS IN TRAINING ...................................................................................................................................................................... 29

**COST OF WORKFORCE INVESTMENT ACTIVITIES**
- EXPENDITURE EVALUATION .................................................................................................................................................................. 30
- PROGRAM YEAR 2015 WIOA PROGRAM EXPENDITURES ...................................................................................................................... 30
- ADULT, DISLOCATED WORKER, DWT-NEG AND RAPID RESPONSE .................................................................................................. 30
- STATE DISCRETIONARY FUNDS .......................................................................................................................................................... 31
**EXECUTIVE DIRECTOR’S MESSAGE**

Rethinking how we connect with each other and share assets has increased the opportunity to link organizational partnerships to an individual’s success and specifically address populations with barriers to employment.

In South Carolina we are redesigning the workforce framework. As we transitioned into WIOA at the beginning of the program year, the state was already collaborating across a number of disciplines and rethinking the way in which we organize economic and social success.

By defining a common strategic purpose, Team South Carolina can use the unified structure to create opportunities for sustainable work.

This approach began with how we thought about employment. While finding a job for an individual is wonderful, rewarding and certainly a part of our daily strategy, there is a larger purpose.

Our goal is bigger, bolder and more ambitious. We are driven by the vision of career pathways. Careers that are:

- **Available to everyone in the state with resources to identify and address challenges.**
- **Guided by long-term job growth.**
- **Building experiences on knowledge and achieving career markers.**
- **Based on an opportunity to share knowledge — creating an “open-platform” of information for a stronger workforce and for the next generation of employees. It takes many forms, Incumbent Worker Training, On-the-Job Training, Apprenticeships, Defense Diversification — all of which require the collaboration and expertise of multiple disciplines.**

Our collective action creates the blueprint for economic success in South Carolina. Rethinking how we connect with each other and share assets has increased the opportunity to link organizational partnerships to an individual’s success and specifically address populations with barriers to employment. This is a significant step in transforming how we define the effectiveness of our workforce development and thoughtfully and purposefully implement change.

I am excited about the innovative approaches and creative programs that have been born out of South Carolina’s partnerships.

Collaboration is contagious and is creating new forms of wealth in our state – a wealth of resources, assets, ideas, people power and most importantly, a wealth of talented employees for our talent pipeline.

We look forward to continuing these collaborative relationships that drive the strategy at a high level and how they will positively influence the connection between industry and workforce in South Carolina.
WORKFORCE INNOVATION AND STRATEGIES

South Carolina launched into PY 2015 with data, strategies, partnerships and initiatives dynamically focused on assisting priority populations. The year brought many improved initiatives and new projects to directly address the workforce needs in the state.

WIOA PLANNING REGIONS

In PY 2015, South Carolina determined the alignment of regions, taking into consideration the extent to which local areas in a proposed region:

- Shared a single labor market.
- Shared a common economic development area.
- Possessed the Federal and non-Federal resources (including appropriate education and training institutions) to administer activities under WIOA.

Additional factors considered included:

- Population centers.
- Labor force conditions.
- Commuting patterns.
- Industry composition and location quotients.
- Income, poverty and educational attainment.
- In-demand occupations.

The four planning regions were presented to workforce partners and stakeholders and then approved by the State Workforce Development Board in October 2015.

The data collected as part of this process was examined by state workforce partners, including the S.C. Department of Commerce, S.C. Department of Education, the State Technical College System and S.C. Department of Employment and Workforce (DEW). These entities agreed to move the consultation process forward with the 12 workforce areas aligned into four defined regions:

- **Upstate** – Greenville, Upper Savannah, Upstate, and Worklink
- **Central** – Catawba, Lower Savannah, and Midlands
- **Pee Dee** – Pee Dee, Santee Lynches, and Wacammaw
- **South Coast** – Lowcountry and Trident
Strategic Purpose

Through the collaborative efforts of Adult Education, Vocational Rehabilitation, DEW and the Commission for the Blind, South Carolina developed a Unified State Plan in PY 2015, covering the six WIOA core programs:

1. Adult program (Title I of WIOA)
2. Dislocated Worker program (Title I)
3. Youth program (Title I)
4. Adult Education and Family Literacy Act program (Title II)
5. Wagner-Peyser Act program (Title III)
6. Vocational Rehabilitation program (Title IV)

The Unified Plan outlines a shared vision and strategic goals that have been adopted by all core programs, for better alignment and coordination of resources in the future. The core partners will achieve this by strengthening the workforce pipeline and aligning the state’s workforce development resources to use a customer-centered delivery system.

Strengthen the Workforce Pipeline through:

• Facilitation of middle-skill and middle-wage attainment.
• Creation of education and career pathways.
• Development of one, consistently delivered soft skills competency-based curricula.
• Enhancement of school-to-work transition and youth-focused programs.

Align the state’s current public workforce development resources to ensure a customer-centered delivery system by:

• Coordinating business engagement activity across agencies.
• Building and using data driven decision making and evaluation methods.
• Expanding specific partnerships and collaboration.
• Supporting on-going partner work groups.

The state’s goal is to strengthen the workforce pipeline through middle-skill, middle-wage attainment, the development and implementation of sector strategies and career pathways, including targeted education and training that prepares individuals for high-wage occupations in critical industries, and the implementation of a universal soft skills curriculum that addresses the immediate and future needs of employers.

Additionally, measures are being taken at the state and local level to address the needs of individuals with significant barriers to employment.

The state will also work toward aligning current workforce development resources through coordinated business engagement activities, integrated information systems, data and reporting, and expanded partnerships and collaborations.

EXCERPT FROM THE WIOA UNIFIED STATE PLAN
S.C. TALENT PIPELINE (Sector Strategies)

South Carolina began its transformative approach to talent development by aligning key partners, including economic development, education and workforce, around the same goal of creating an ongoing, skilled supply chain for growing industries.

Regional, industry-focused methods to building skilled workforces, based on data, are one of the most effective ways to ensure partners are working toward the same goals and addressing the actual talent needs of businesses rather than the perceived ones.

S.C. Talent Pipeline strategies take a comprehensive, broad-based approach to identifying and addressing skill needs across key industries within a region rather than focusing on the workforce needs of individual businesses on a case-by-case, transactional basis. These strategies require regional partners to establish engaged and sustainable relationships with employers to determine the specific skill and occupational requirements to meet industry needs.

Several factors led South Carolina to adopt an integrated approach to talent pipeline development, including:

- Gov. Nikki Haley declared workforce a “top priority.”
- S.C. Legislative Proviso 117.127 requires that a plan be developed to address the workforce skill shortage in high-growth industries through the collaborative efforts of the S.C. Department of Education, the S.C. Department of Commerce, the State Technical College System and DEW.
- South Carolina continues to recruit new businesses and see expansions in existing industries at a high rate. State goals include addressing 70,000 unfilled jobs in the short term, and providing a highly skilled workforce to new and existing employers in the longer term.
Each of the four regions (Upstate, Pee Dee, Central and South Coast) developed a planning team comprised of representatives from education, economic development and workforce. These teams were responsible for identifying how they could address the workforce gaps.

The end result was a state report which provides an overview of the state and regional data analyses as well as methodologies for moving forward with implementing the Talent Pipeline project. This report is posted on South Carolina’s S.C. Talent Pipeline website, [www.SCTalentPipeline.com](http://www.SCTalentPipeline.com). Strategies will be implemented in PY 2016.
WORKFORCE INNOVATION AND STRATEGIES

INCENTIVE GRANT – LEARN 2 EARN

In PY 2012 South Carolina exceeded WIA and Adult Education performance levels and was consequently awarded a federal incentive grant. The $1,079,016 grant included two components.

The first component focused on career awareness and career pathways for high school students enrolled in South Carolina Career and Technology Education (CATE) and adult education students. The counties included in the grant were identified as most in need of the resources – Allendale, Bamberg, Barnwell, Clarendon, Edgefield, Hampton and Orangeburg.

Besides being a great opportunity for South Carolina partners to address work-based learning in rural areas of the state, the approach aligned with the increased popularity of apprenticeships as an ideal way for students to get hands-on training and experience to complement their classroom curriculum. Therefore, the portion of the grant focused on career awareness and pathways was branded Learn 2 Earn (L2E).

Administered by DEW, the grant included the S.C. Department of Education and the S.C. Technical College System as sub-grantees. Key partners also included high schools, adult education programs, technical colleges, local workforce boards, SC Works Centers, and businesses.

The L2E grant targeted occupations in health care, advanced manufacturing, and transportation, distribution and logistics – many of the high-growth, high-demand industries in South Carolina as defined by the data gathered through the S.C. Talent Pipeline project.

As intended, partnerships were developed between the technical colleges, regional representatives from adult education, career and technology centers and various workforce partners in order to provide students with many training options for a seamless transition between secondary and postsecondary education.

The technical colleges reported:

- 154 TECHNICAL COLLEGE INDIVIDUALS WERE SERVED.
- 82+ CERTIFICATES AND ACADEMIC CREDITS AWARDED.
- 47 PARTICIPANTS EARNED THEIR NATIONAL CAREER READINESS CERTIFICATE.

Examples of industry-recognized credentials include Automotive Service Excellence, National Center for Construction Education and Research in Welding, Patient Care Technician which includes, EKG, Phlebotomy and Certified Nursing Assistant. Also, the colleges were able to reduce barriers to program completion by providing participants with assistance for tuition, books, equipment, tools and testing fees.

Adult education and career and technology students had great success as well. Many of the local adult education providers collaborated with the technical colleges and provided classroom space for college credit classes to be taught on site on alternating days when students were attending their adult education classes. Classes were taught by college instructors, and students received their high school credential/GED, as well as industry recognized credentials.

This model program helped individuals who live in hard-to-reach areas have access to programs that will ultimately help them find sustainable work.
INCENTIVE GRANT – S.C. JOB READY U.

The second component of the incentive grant focused on developing a soft skills curriculum for South Carolina.

Having identified soft skills as a statewide need and part of the skills gap, a task force was created that includes Adult Education, S.C. Department of Social Services, S.C. Vocational Rehabilitation, S.C. Department of Education, S.C. Department of Commerce, the State Technical College System and local workforce areas. The group was charged with identifying and implementing a uniform curriculum that would be available and appropriate for both high school students and adults.

An in-depth search was conducted to acquire a system that would address the needs of all partners as well as be tailored to fit the soft skills requirements as defined by the task force.

Clemson University Center for Workforce Development’s robust Educate Workforce platform was selected, the curriculum was customized and the course was branded.

South Carolina Job Ready U. is a self-paced, 11-module assessment that addresses key workplace skills that the existing and emerging workforce need to be successful in the workplace.

“With larger, more sophisticated industries and multi-national corporations finding South Carolina as a lucrative option for operations, an ongoing objective is to guarantee that South Carolina is ready to meet economic development needs. This includes ensuring that the workforce is equipped with all the elements necessary to fulfill the demands of growing industry in the state. A critical component is supporting the development of strong soft skills.”

Nick Foong
State Workforce Development Board
SC Works Management Committee Chair
WORKFORCE INNOVATION AND STRATEGIES
SOUTH CAROLINA WORK READY COMMUNITIES

Under the leadership of Gov. Haley, South Carolina was chosen as one of four pilot states in 2012 to launch the South Carolina Work Ready Communities (SCWRC) initiative to use data to match potential workers with businesses in every county.

In June 2016, South Carolina became the first fully “work ready” state in the nation, with all 46 counties certified.

Becoming a Certified Work Ready state means unlimited potential for economic growth, providing more opportunities for South Carolinians by allowing communities a feasible way to highlight workforce development efforts and match workers with jobs.

At its core, the SCWRC initiative is a means to measure the quality and capability of a county’s workforce.

Between June 2012 and July 2016, 184,000 people earned certificates through WorkKeys® assessments that showcase their skill levels in several areas, such as applied mathematics, reading for information and locating information. The National Career Readiness Certificate (NCRC) complements credentials such as a high school diploma, industry certificate or college degree. Earning the NCRC demonstrates a willingness and ability to prove the skills important to today’s workplace.

It also shows prospective employers looking to locate in South Carolina that the state can provide the skilled workforce needed.

Approximately 1,200 South Carolina jobs have been profiled since the beginning of the initiative. In PY 2015, SWDB enhanced the SCWRC initiative by providing funds for 108 job profiles to analyze the skills needed for specific positions.

Job profiling links the skills needed for job tasks with WorkKeys® job skill certifications to facilitate effective hiring, training and advancement decisions by employers.

"AS A RESULT OF THE COLLABORATIVE EFFORTS AND PARTNERSHIPS TO STRENGTHEN ECONOMIC DEVELOPMENT, ALONG WITH A SOLID COMMITMENT FROM THE STAKEHOLDERS INVOLVED TO THE WORK READY INITIATIVE, SOUTH CAROLINA IS THE FIRST WORK READY CERTIFIED STATE IN THE NATION. WITH THE PROMISE OF A READY, HIGHLY SKILLED AND QUALITY WORKFORCE, SOUTH CAROLINA IS POISED TO ATTRACT BUSINESSES TO THE COMMUNITY THAT BRING SUSTAINABLE JOBS."

REPRESENTATIVE FORRESTER
STATE WORKFORCE DEVELOPMENT BOARD
COLLABORATION AND PARTNERSHIP COMMITTEE CHAIR

PATH

While South Carolina had a functional Eligible Training Provider List (ETPL) that was being used statewide, WIOA regulations provided an opportunity to rebuild a system that not only had a more user-friendly platform, but that would also build a more robust database.

Under the leadership of SWDB, collaboration between DEW, LWDA and local providers of training developed an innovative approach to capturing training provider and program information as well as incorporating future performance data.

The name of South Carolina’s new ETPL is the Palmetto Academic and Training Hub (PATH).

This new system will allow the public, WIOA participants, front-line staff and partners to view the efficacy and relevance of training options in the state. Training providers will be able to use performance reporting to gauge their programs and make strategic changes or additions based on these metrics.
WORKFORCE INNOVATION AND STRATEGIES
SUSTAINABLE WORK SUCCESS STORIES

ON THE ROAD TO SUCCESS

Deondre Clark’s first priority is to support his one-year-old child. However, it can be hard to provide for yourself, much less be a dependable role model and provider for your children, if you don’t have the skills to obtain a well-paying job. Underemployed, he sought out a career path that would offer him the ability to provide for his family the way that he wanted.

Deondre went to the Santee-Lynches SC Works Center for assistance and was given information on their programs and services. He was excited to hear about occupational training services provided under WIOA in the transportation industry because he was interested in becoming a truck driver.

After career counseling and an assessment to ensure he was prepared for this career advancement, he was approved to be a part of the program and was offered the opportunity to obtain his Class A license upon successful completion of commercial driver’s training with Xtra Mile Trucking in Bishopville, S.C.

Immediately after completing the program, Deondre was hired by McElroy Trucking as an over-the-road CDL Truck Driver earning $16/hour, which allows him to provide for his child and work in an industry that he enjoys.

SECURING HER COUNTRY WHILE SECURING HER FUTURE

Kyianna Jones is a former WIOA participant who is now at one of the country’s leading technology defense firms. A graduate from Lake City High School, she attended Benedict College to pursue a degree in Computer Science Engineering. Not only did she complete her training and attain her degree, she graduated from the school of honors, Magna Cum Laude. Shortly after graduation, Kyianna was hired by the Lawrence Livermore Laboratory in California as a Cyber Defender in conjunction with the Department of Homeland Security. Knowing that her future is still full of possibilities, Kyianna plans to enroll at MUSC to obtain a Ph.D. in Biomedical Engineering.

REACHING FOR THE STARS

After 10 years of working for the same company, Chester County resident Crystal Melton found herself stuck at an unfulfilling job with no opportunities to advance because she didn’t have her GED. Though the position seemed ideal at first, Crystal knew she needed a change.

In 2014, she made the bold decision to leave her job so she could devote her time to back to school and getting her GED. She knew that in order to find a job that would make her happy she would need something more. Crystal contacted Chester County Adult Education, where she met Tonya Graham from SC Works. Her dream was to work in the field of astronomy, and with their help, she started down the path.

Crystal came to school with a plan and was eager to get out in the world and put it into action. She had an opportunity through school, and while interviews can be nerve-wracking for jobseekers, Crystal woke up that morning confident in her abilities to impress her future employer. The work center had helped her with professional guidance, perfect interview outfit, a polished resume and most importantly, she had faith in herself. Crystal’s interview was a “great success,” and she is now happily employed as an intern at the local planetarium.
WORKFORCE INNOVATION AND STRATEGIES

YOUTH

In the past few years, South Carolina has actively improved opportunities for youth. From early education and in-school career preparatory activities to apprenticeships and other work-based learning opportunities, SC Works has coordinated with several agencies across the state to assist youth in finding their paths to successful employment.

In PY 2015, South Carolina’s youth programs seamlessly transitioned to WIOA and were uniquely positioned to comply with new programmatic requirements.

Since South Carolina has been historically focused on the Out of School Youth (OSY) population, local area youth programs already had established program models and recruiting strategies to address youth at this critical stage. With a statewide system in place actively working with OSY, South Carolina met the expenditure requirement for this population, achieving an 88 percent expenditure rate. This has allowed local areas the opportunity to concentrate on developing other youth-centered projects and strengthen program delivery.

To assist S.C. youth programs in the transition to WIOA, the State Youth Coordinator held three statewide

GOING THE EXTRA SMILE

Ashton Taylor Sullivan had limited employability skills and was only able to find work waitressing part-time, barely making ends meet. She enrolled as a participant with the ResCare Workforce Services WIOA Out of School Youth Program once she graduated high school.

Through the help of her talent engagement specialist and talent development facilitator with the program, Ashton decided that she wanted to become a Dental Assistant and eventually work in an orthodontics office.

To improve her employability skills, Ashton attended work-readiness sessions to better prepare herself for the workforce. To gain the critical skills she needed, she enrolled and began classes at the Palmetto School of Career Development, a school that provides entry-level career courses to become certified in specific career paths. Through her training, she became certified in chairside dental assisting, OSHA and radiation safety.

Only a month after she became certified, she began working with Victory Dental Center and began developing the entry-level experience that she needed to advance her career. However, she wanted to be closer to home. Having the education and work skills she needed, Ashton was able to find employment that suited her situation when she got a job with Kids First Dental. This position is not only closer to her home, it allows her to work full-time while completing her degree at York Technical College.
WORKFORCE INNOVATION AND STRATEGIES
YOUTH (continued)

Youth services meetings to provide opportunities for programmatic technical assistance, sharing of state and national best practices, and foster collaboration.

Local Workforce Development Area staff, service providers and partners including the Department of Juvenile Justice and Department of Social Services attended the meetings to hear from their peers and state staff on implementation challenges and celebrate accomplishments. Time was dedicated to discussions on work-based learning, youth committee roles and leveraging resources.

The meetings led to increased partner communication, policy creation and renewed appreciation for the work that South Carolina does to positively impact youth with barriers to employment.

The 12 Local Workforce Development Areas also established new or restructured youth committees to strengthen service delivery and communication among stakeholders while developing a strategic plan to build a talent pipeline for future workforce needs in South Carolina. The committees laid the necessary groundwork to identify priority populations and area-specific challenges, as well as potential initiatives to link youth with education and employment opportunities.

Moving forward, local area youth committees will continue to build on this foundation. Efforts will be devoted to serving the youth most in need and bridging gaps between education and business to ensure youth begin soft skill development while in the K-12 system and participate in career exploration activities.

WIOA Youth Outcomes South Carolina, PY 2014-2015

- Placement in Employment or Education: 74.4% (2014), 74.4% (2015)
- Attainment of Degree or Certificate: 69.6% (2014), 68.8% (2015)
- Literacy or Numeracy Measures: 56.7% (2014), 54.8% (2015)
WORKFORCE INNOVATION AND STRATEGIES
YOUTH – EDUCATION 2 EMPLOYMENT (E2E)

In July 2015, South Carolina was awarded $1.6 million in demonstration funds to implement an innovative program designed to serve disconnected youth in the City of North Charleston. The Trident Workforce Development Area partnered with local stakeholders to establish two youth community centers through the Education 2 Employment (E2E) grant, providing a holistic approach to service delivery.

After a comprehensive assessment, individuals participate in a six-week course of basic education classes and workforce preparation activities. The program also prepares participants for careers through short-term occupational skills training and paid work experience in high-growth industries including manufacturing, information technology, transportation/logistics, health care, specialty trades and hospitality.

These centers, located in high poverty areas, offer youth and young adults, ages 16-29, who are not in school and unemployed, intensive career coaching to assist them in achieving self-sufficiency. Additionally, the program provides support such as parenting classes, drug and alcohol counseling, expungement, transportation and childcare assistance to address barriers to employment.

Through strong community partnerships and leadership, this project is testing new strategies in preparing disconnected youth for success in the labor force.

BUILDING THE FUTURE BRICK BY BRICK

Gene and Chris Oliver were interested in the field of construction but didn’t have the training or connections in the community to help them get their foot in the door.

The brothers connected with E2E through a partnership with the S.C. Department of Social Service’s Able Bodied Worker Program to start their training.

They attended the American College of the Building Arts field trip and immediately fell in love with the idea of learning how to become bricklayers.

The brothers quickly become standout students in their class. When they completed their program at the American College of the Building Arts they were offered employment with Empire Solutions Inc.

Currently, Gene and Chris each earn $18.00 per hour and frequently have the opportunity to work more than 40 hours per week. They also are now connected with the local bricklayers union. But they aren’t done yet. The Oliver brothers are anxious to continue with Empire Solutions and gain enough experience to become Journeymen of their trade. Their apprenticeship program requires 6,000 hours and they are well on their way to becoming the first to successfully complete the E2E apprenticeship program.

BY THE END OF THE FOURTH QUARTER
E2E HAD SERVED 130 YOUTH AND YOUNG ADULTS:

- 65 ENTERED TRAINING
- 11 EARNED HIGH SCHOOL EQUIVALENCY DIPLOMAS
- 33 ENTERED UNSUBSIDIZED EMPLOYMENT
- 17 WERE PLACED IN WORK EXPERIENCE OR ON-THE-JOB TRAINING OPPORTUNITIES
Multiple agencies have come together to give at-risk youth a second chance.

Using part of a $12 million grant from the U.S. Department of Labor, the group initiated the National Guard Youth Challenge program (NGYCP), a multi-phase plan for the youth. Since at-risk youth need a holistic approach toward positive development, the program employs approaches that give participants time, as in a long-term investment, and expertise in the eight core components of the NGYCP.

**Those Components are:**

- **Academic Excellence.**
- **Job Skills.**
- **Health and Hygiene.**
- **Responsible Citizenship.**
- **Community Service.**
- **Leadership/Followership.**
- **Physical Fitness.**

When the participants are chosen for the NGYCP, they begin a 22-week boot camp at the McCrady Training Center located at Fort Jackson. This initial phase, known as the Residential Phase, is designed to give them the structure and discipline needed to move toward self-sufficiency with the eight core components as the foundation of the cadets’ success.

When the cadets initially apply for the program, a mentor is identified in the cadets’ local community. The mentor provides assistance to them and their future plans.

The 12-month Post-Residential Phase, the program’s last phase, places the cadets back into their communities. There they must choose a path. They can:

- **Return to high school.**
- **Find a job.**
- **Volunteer at least 30 hours a week.**
- **Pursue higher education.**
- **Join the military.**

This is when the relationship that the cadet has formed with the mentor is vital because they ensure the participant’s continued success in the real world.

At the end of the program, 40-50 graduates of the NGYCP are selected to further their education through the Job ChalleNGe demonstration through Aiken Technical College at Clemson University’s Youth Learning Institute Camp Long facility. This program is a bi-annual, 20-week experience that gives participants the opportunity to prepare for entry-level positions by completing an Associate of Applied Science credit certificate in one of several high-demand vocational fields in South Carolina.

The S.C. Department of Employment and Workforce’s role in the program, in conjunction with SC Works Lower Savannah, is to support vulnerable youth through programs that build various workforce skills and knowledge through:

- **Mentoring,**
- **Internships,**
- **Apprenticeships,**
- **Job Shadowing,**
- **Career Exploration,**
- **On-the-Job and Customized Training,**
- **Resume Writing and Interviewing, and**
- **Subsidized and Unsubsidized Work Experiences.**

The $12 million grant that Georgia, Michigan and South Carolina share for the NGYCP involves several agencies and organizations. Partners include:

- **S.C. Department of Employment and Workforce,**
- **S.C. Military Department,**
- **S.C. Department of Juvenile Justice,**
- **Lower Savannah Council of Governments,**
- **Midlands Council of Governments.**

Employer partners include:

- **NHC HealthCare North Augusta,**
- **TTX Southeastern Repair Division,**
- **Custom Machine and Welding, Inc., Aiken County,**
- **S.C. Educational Television,**
SECOND CHANCE

Each year, approximately 10,000 people are released from South Carolina prisons. Far too often, ex-offenders are released into the same environment from which they came, lacking the education or skills needed to succeed outside of prison.

In 2014, DEW and the S.C. Department of Corrections (SCDC) developed a pilot program where a case manager from DEW was placed on site with laptops and materials to assist eligible returning citizens in work-skills training.

Ninety days prior to release, ex-offenders are taught employment skills in a one-hour class each day, including:

- workshops
- mock interviews
- resume assistance
- letters of explanation
- basic computer skills
- introduction to the SC Works system
- job search tactics
- soft skills

The last 30-days prior to release are especially important as the case manager prepares individuals for life outside the facility. This includes one-on-one sessions to talk through any fears or concerns they may have about being released, making suggestions and providing guidance and information about other agencies or resources they may need post release.

This is also the time when returning citizens get registered in the SC Works system and begin to apply for jobs online.

As part of the Second Chance initiative, DEW and SCDC provide behind-the-fence job fairs. Inviting ex-offender friendly businesses to come on-site to discuss employment opportunities, these job fairs have resulted in several employment opportunities for participants.

Yes, I have a record, but this job would mean a lot to me and mean more to me than the next person because you are giving me a better opportunity that I wouldn’t already have. They said, we are going to give you a chance, welcome aboard. I couldn’t believe it!

Returning Citizen

This program is giving people a new lease on life. They are learning life-long skills that will provide them with new and exciting opportunities allowing them to provide for their families and, equally important, keeping them from returning to prison.

Cheryl Stanton

Each month after release day, the names of these returning citizens are sent out to the SC Works staff in the field so they may reach out to the individuals in their area to offer continued support.

In addition to the Second Chance program, SC Works also provides monthly assistance by conducting informational sessions in each correctional facility for those who are set to be released that month. These sessions are a way for SC Works to make connections and offer support to these individuals that may not know how to start over. Service information, center locations and contacts are the main focus of these meetings.

Services are also provided in various corrections facilities across the state on an as needed basis. SCDC will contact the center closest to them and request specific workshops in an effort to prepare their ex-offenders for release. The staff within each SC Works region also regularly reaches out to the facilities within their areas to offer support and assistance.

SC Works continues to work closely with all individuals after their release.
**WORKFORCE INNOVATION AND STRATEGIES**

**BUSINESS ENGAGEMENT**

The State Workforce Development Board (SWDB) wanted to address the gaps in business engagement in South Carolina. Many being company owners and leaders themselves, board members were cognizant of the under utilization of resources available through SC Works. They also understood the positive ramifications that trickle throughout the state when businesses take full advantage of programs offered.

After much planning and discussion with partners, a business-engagement strategy was implemented with a goal of engaging 10,000 new employers in PY 2015. Resources were put in place to make local areas successful, including:

- the launch of the Customer Relation Management (CRM) Module, allowing staff to document engagement efforts.
- an Employer Database DVD used to develop a target list of employers per area.

SWDB allocated $120,000 in incentives for the initiative with $10,000 reserved for each local area who met their Business Engagement goals for PY 2015.

Nine of the 12 LWDAs achieved their goal. The remaining three achieved 70 percent or more, with one of those, Trident, obtaining the most engagements in the state.

Future business engagement efforts will transition from a "quantity" to "quality" focus.

<table>
<thead>
<tr>
<th>LWDA</th>
<th>Annual Goal</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>PY 2015</th>
<th>% of Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worklink</td>
<td>685</td>
<td>300</td>
<td>158</td>
<td>142</td>
<td>375</td>
<td>975</td>
<td>142%</td>
</tr>
<tr>
<td>Upper Savannah</td>
<td>382</td>
<td>189</td>
<td>54</td>
<td>277</td>
<td>192</td>
<td>712</td>
<td>186%</td>
</tr>
<tr>
<td>Upstate</td>
<td>712</td>
<td>217</td>
<td>73</td>
<td>63</td>
<td>149</td>
<td>502</td>
<td>70%</td>
</tr>
<tr>
<td>Greenville</td>
<td>1,249</td>
<td>514</td>
<td>204</td>
<td>265</td>
<td>380</td>
<td>1,363</td>
<td>109%</td>
</tr>
<tr>
<td>Midlands</td>
<td>1,512</td>
<td>332</td>
<td>56</td>
<td>593</td>
<td>141</td>
<td>1,122</td>
<td>74%</td>
</tr>
<tr>
<td>Trident</td>
<td>1,647</td>
<td>455</td>
<td>163</td>
<td>157</td>
<td>694</td>
<td>1,469</td>
<td>89%</td>
</tr>
<tr>
<td>Pee Dee</td>
<td>600</td>
<td>484</td>
<td>90</td>
<td>104</td>
<td>262</td>
<td>940</td>
<td>157%</td>
</tr>
<tr>
<td>Lower Savannah</td>
<td>533</td>
<td>311</td>
<td>107</td>
<td>310</td>
<td>215</td>
<td>943</td>
<td>177%</td>
</tr>
<tr>
<td>Catawba</td>
<td>643</td>
<td>484</td>
<td>138</td>
<td>202</td>
<td>170</td>
<td>994</td>
<td>155%</td>
</tr>
<tr>
<td>Santee-Lynches</td>
<td>376</td>
<td>117</td>
<td>145</td>
<td>163</td>
<td>24</td>
<td>449</td>
<td>119%</td>
</tr>
<tr>
<td>Waccamaw</td>
<td>1,014</td>
<td>597</td>
<td>140</td>
<td>116</td>
<td>437</td>
<td>1,290</td>
<td>127%</td>
</tr>
<tr>
<td>Lowcountry</td>
<td>645</td>
<td>447</td>
<td>149</td>
<td>106</td>
<td>176</td>
<td>878</td>
<td>136%</td>
</tr>
<tr>
<td>South Carolina</td>
<td>10,000</td>
<td>4,445</td>
<td>1,477</td>
<td>2,498</td>
<td>3,215</td>
<td>11,635</td>
<td>116%</td>
</tr>
</tbody>
</table>

**Evolvesc**

Funded by SWDB, EvolveSC provided training opportunities for employers to upskill their existing workforce and provided training opportunities for individuals to be hired into positions that require a certification.

**As a result of this innovative training program**

37 employers received $740,869 to train 831 new and incumbent workers

“**The model of a State Workforce Development Board is a relatively unique concept with a list of responsibilities and commitments under the law to align the workforce system to best support employers and jobseekers. By allocating resources to provide businesses with training opportunities to increase the skills of their current workforce, we are supporting a unified vision to attract and maintain quality jobs for South Carolinians.**”

**Pat Michaels**

State Workforce Development Board Board Governance Committee Chair
WORKFORCE INNOVATION AND STRATEGIES

BUSINESS ENGAGEMENT (continued)

RAPID RESPONSE
While the goal of SC Works is to support businesses and supply a workforce for industry, there are times when it is critical that resources be provided to help individuals who have been affected by business layoffs or closings. Early intervention services help workers make informed decisions concerning their future.

The Rapid Response Team Served:

- **130 Companies**
- **7,090 Employees**

$177,870 in Rapid Response funds were provided to businesses at risk of a layoff or closure.

As a Result:

- **4 Employers and 488 Employees Received Training**

DEFENSE DIVERSIFICATION
DEW and the S.C. Department of Commerce worked together in PY 2015 to provide diversification assistance to defense firms, which generated significant outcomes.

A comprehensive supply chain study for the state and an analysis modeling the impact of reductions in Department of Defense contract spending across the state was completed. The detailed report indicates the economic and labor impacts of Department of Defense supply chain expenditures and serves as the basis for building targeted outreach strategies. By helping companies diversify product lines, employers can transition from a specialty product for a target market to an open marketplace.

One hundred and fifteen defense firms were engaged, of which 20 were eligible for diversification assistance.

<table>
<thead>
<tr>
<th>Training Providers</th>
<th>New Sales</th>
<th>Retained Sales</th>
<th># Jobs Retained</th>
<th># Jobs Created</th>
<th># Clients Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCMEP</td>
<td>$93,775,000.00</td>
<td>$165,250,000.00</td>
<td>355</td>
<td>69</td>
<td>161</td>
</tr>
<tr>
<td>Zenetex</td>
<td>$125,200,000.00</td>
<td>$256,550,000.00</td>
<td>730</td>
<td>380</td>
<td>322</td>
</tr>
<tr>
<td>Dilks-Simone Enterprises</td>
<td>$644,600.00</td>
<td>$49,000.00</td>
<td>5</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$219,619,600.00</strong></td>
<td><strong>$421,849,000.00</strong></td>
<td><strong>1,090</strong></td>
<td><strong>490</strong></td>
<td><strong>488</strong></td>
</tr>
</tbody>
</table>

“**We know the struggle businesses face training employees with the right skillset — we are business owners ourselves. Having programs available to upskill current employees or retrain them for a different position solves two problems; it allows companies to keep up with the speed of industry and have a workforce that is competitive in the environment, and it keeps individuals actively employed in the workforce system.”**

Mikee Johnson
State Workforce Development Board Chair
INDIVIDUALS WITH DISABILITIES – DISABILITY EMPLOYMENT COALITION

Knowing that individuals with disabilities are not only a priority population but one of the state’s largest populations with barriers to employment, SC Works is committed to partnering with statewide agencies in an effort to provide the most appropriate and necessary resources for individuals with disabilities to experience employment success.

The S.C. Disability Employment Coalition (SCDEC) formed in the fall of 2014 to address employment barriers for individuals with disabilities in the state. Funded by the Southeast ADA Center and the S.C. Developmental Disabilities Council, SCDEC stakeholders represent state employers, public and private agencies, including, but not limited to:

- Able SC
- S.C. Vocational Rehabilitation Department
- S.C. Commission for the Blind
- LWDAs
- S.C. Department of Social Services
- S.C. Department of Employment and Workforce
- S.C. Department of Health and Environmental Control
- Walgreens
- University of South Carolina
- S.C. Department of Disabilities and Special Needs
- S.C. Protection and Advocacy
- Goodwill
- Developmental Disabilities Council

Committees of the coalition meet on a monthly basis. Workforce partners are participating in coalition efforts to host workshops at SC Works Centers targeted toward people with disabilities interested in learning more about how working affects disability benefits. These events have allowed the centers to reach and serve a broader population ensuring that individuals with disabilities are aware of the many partners that can work together to connect them to employment opportunities.

The Priority Populations Committee of SWDB is supporting the coalition’s mission by bringing awareness of the community resources available for and the importance of hiring inclusively.
Strategic Purpose

WIOA Annual Report PY ‘15

WORKFORCE INNOVATION AND STRATEGIES
INDIVIDUALS WITH DISABILITIES – SWDB PRIORITY POPULATIONS COMMITTEE

Under WIOA there is a new emphasis on serving priority populations. Based on the needs of various identified populations, SWDB established the Priority Populations Committee. The committee’s charter is based on strengthening South Carolina’s workforce system through the development of strategies and policies that ensure priority populations are served.

Extensive data was analyzed and six categories of priority populations were identified in South Carolina:

1. individuals with disabilities,
2. youth with barriers,
3. ex-offenders,
4. veterans,
5. homeless, and
6. long-term unemployed.

In determining priority populations, a percentage of the state population was used as the first criteria. People with disabilities ranked highest at 13.9 percent. Smaller percentages were recorded in veterans and youth with barriers, while the long-term unemployed, ex-offenders and homeless were significantly less.

While this committee is working to remove any barriers to employment that priority populations in South Carolina might face, individuals with disabilities will be a main focal point of the committee’s work.

By celebrating the best practices of effective initiatives already in place and opening conversations between groups that can leverage resources and finding support for innovative programs, the SWDB Priority Populations Committee is leading the way for successful, sustainable employment opportunities for those who have the greatest barriers to employment.

“Priority populations make up about 32 percent of South Carolina’s entire population. Having this committee in place allows us to identify the barriers that these individuals face, and focus on ways to provide them with as many opportunities to be a part of the workforce as possible. We also want to recognize the great work that is already being done in the state and use these as best practices. This committee is the beginning of great things that will come.”

JAY HOLLOWAY
STATE WORKFORCE DEVELOPMENT BOARD PRIORITY POPULATIONS COMMITTEE CHAIR

<table>
<thead>
<tr>
<th>Population Type</th>
<th>#</th>
<th>% of Total Population*</th>
</tr>
</thead>
<tbody>
<tr>
<td>People with disabilities (including youth)</td>
<td>657,453</td>
<td>13.9%</td>
</tr>
<tr>
<td>Veterans</td>
<td>385,471</td>
<td>8.2%</td>
</tr>
<tr>
<td>Youth with barriers</td>
<td>372,491</td>
<td>7.9%</td>
</tr>
<tr>
<td>Long-term unemployed (27 weeks or more)</td>
<td>47,000</td>
<td>1.0%</td>
</tr>
<tr>
<td>Ex-offenders</td>
<td>9,354</td>
<td>0.2%</td>
</tr>
<tr>
<td>Homeless</td>
<td>5,057</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

*Based on 2014 total population for South Carolina of 4,727,273.
WORKFORCE INNOVATION AND STRATEGIES

VETERANS

South Carolina is a leading state in efforts to support and assist military personnel and veterans. In a recent article published by U.S. News and World Report, several S.C. colleges and universities participate in federal initiatives helping veterans and active-duty service members pay for their degrees and were top-ranked among all regional universities in the South.

The support of educational resources for our veterans creates a wealth of learning and skill opportunities that feed into South Carolina business and industry.

Likewise, through various workforce efforts, South Carolina continues to work closely with the veterans community to improve their employment rate.

From March of 2014 to March 2015, the unemployment rate for veterans 18 and older was 4.4 percent. South Carolina’s veteran unemployment rate is below the S.C. unemployment rate of 5.2 percent and the national rate of 4.9 percent.

Additionally, advanced case management training was conducted for DVOPs and career development specialists, and business services training was provided for LVERs and recruiters.

LVER Employer Outreach
15 IN PERSON CONTACTS PER WEEK

DVOP Outreach Program
NEWLY ENROLLED VETERANS WITH A SIGNIFICANT BARRIER TO EMPLOYMENT — FOUR PER MONTH

The Jobs for Veteran State Grant (JVSG) program finished PY 2015 exceeding 11 of its negotiated performance measures and not meeting two performance measures. For the first time DEW reduced its compliance measure of services to non-veterans by JVSG funded staff to 0 percent. Through this program, 23,000 unique veterans received services during PY 2015 with 8,000 entering employment.

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. 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, they indicate their veteran status.

From there, those individuals identified as veterans are given priority job referrals and one-on-one client centered 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 of eligible programs, and
- Veterans have dedicated areas in SC Works Center resource rooms.

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

Special emphasis is placed on homeless veterans, ensuring there is sufficient outreach to aid and assist with placement. SC Works veteran staff visit soup kitchens and homeless shelters to make connections and offer guidance.

In conjunction with the Veterans Administration Health Care for Homeless Veterans program, SC Works staff participate in homeless veterans’ Stand Downs – an event where homeless veterans are provided with a broad range of necessities including food, clothing, medical, legal and mental health assistance, and job counseling.

<table>
<thead>
<tr>
<th>S.C. Performance Outcomes for Q4 PY 2015</th>
<th>Negotiated Rate PY 2015</th>
<th>Actual</th>
<th>Goals Met? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans’ Entered Employment Rate (VEER)</td>
<td>57%</td>
<td>64%</td>
<td>Y</td>
</tr>
<tr>
<td>Veterans’ Employment Retention Rate (VERR)</td>
<td>83%</td>
<td>85%</td>
<td>Y</td>
</tr>
<tr>
<td>Veterans’ Average Earnings (VAE) (Six-Months)</td>
<td>$15,000</td>
<td>$15,879</td>
<td>Y</td>
</tr>
<tr>
<td>Disabled Veterans’ EER (DVEER)</td>
<td>52%</td>
<td>56%</td>
<td>Y</td>
</tr>
<tr>
<td>Disabled Veterans’ ERR (DVERR)</td>
<td>80%</td>
<td>82%</td>
<td>Y</td>
</tr>
<tr>
<td>Disabled Veterans’ AE (DVAE) (Six Months)</td>
<td>$15,750</td>
<td>$16,412</td>
<td>Y</td>
</tr>
</tbody>
</table>
WORKFORCE INNOVATION AND STRATEGIES

PERSISTENCE PAYING OFF

Air Force Veteran Pamela McLean knew she was ready for work but was having trouble navigating the labor market in South Carolina. She had been in the state for just a few months helping her husband start up his business when she decided she should start searching for career opportunities of her own, but wasn’t sure how to start.

She attended a meeting where an SC Works LVER was talking about services available for veterans, and, after a short discussion, he referred her to the DVOP in the local office.

When she arrived at SC Works, she impressed the staff so much that she was introduced to the area manager. She was even considered for a LVER position in another region. Unfortunately, the office was too far from her home so it wasn’t the right fit.

When her LVER learned of a position at the United Way of the Piedmont, he emailed her the job description, believing she was the perfect fit. Pamela immediately applied for the position and got the job.

Pamela is the perfect example of how professionalism and persistence can really pay off in the job search. She was able to find a job that utilized her skills and expertise, close to home, in an area that was previously unfamiliar to her. Staying focused meant accomplishing her goal.

FINDING LONG-TERM EMPLOYMENT VISION

Richard Hyder served in the Army and National Guard Armory for six years, and while he has a disability that affects his vision in one eye, it doesn’t prevent him from performing job duties. However, Richard had yet to find the right career and seemed to be in and out of employment. With the help of the Spartanburg and Cherokee county SC Works offices, he was continually able to find the next job; he was ready to get a vision for his long-term future.

Richard worked with two local DVOP representatives, who informed him of a new Dollar Tree Distribution center coming to Cowpens, South Carolina. He was excited about the prospect of joining a company new to the area, but with a well-established business plan that would offer long-term employment and a career path. In Richard’s eyes, this was the ideal position for him.

Richard applied to work for Dollar Tree Distribution and quickly began his new position. He didn’t let his disability hold him back and is now working in a brand-new facility right down the street from his home.

VETERANS – HIRING OUR HEROES

DEW continues its partnership with Hiring our Heroes, a nationwide initiative to match veterans with careers. An alliance between the Department of Labor and the U.S. Chamber of Commerce, Hiring Our Heroes provides workshops which focus on resume writing, interviewing skills, military skills translation and tips for successfully navigating hiring fairs. In PY 2015, two very successful Hiring our Heroes events were held in South Carolina.

<table>
<thead>
<tr>
<th>Hiring Our Heroes Events</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Events Held</td>
<td>2</td>
</tr>
<tr>
<td>Employers Represented</td>
<td>142</td>
</tr>
<tr>
<td>Veteran Jobseekers</td>
<td>392</td>
</tr>
<tr>
<td>Resumes Collected</td>
<td>1,097</td>
</tr>
<tr>
<td>Interviews Conducted</td>
<td>393</td>
</tr>
<tr>
<td>Firm Job Offers</td>
<td>61</td>
</tr>
</tbody>
</table>
CUSTOMER SATISFACTION
SC WORKS ONLINE SERVICES (SWOS) SURVEY

In PY 2015, jobseekers and businesses were surveyed to determine their level of satisfaction with the services received through SC Works and SC Works Online Services (SCWOS). Jobseekers and businesses are able to provide feedback on SCWOS anytime they are logged into the system.

The survey focuses on questions such as ease of system navigation, ability to find the information for which they were searching and reasons for utilizing the system.

More than 4,500 jobseekers, businesses and youth provided feedback on SCWOS. Results indicate that more than half of respondents found SCWOS easy to use, but slightly less than half indicated found what they were looking for when using SCWOS.

Considering that 92 percent of the users indicated they visited SCWOS for job search purposes, the feedback indicates that SC Works must continue to provide technical assistance on how to use SCWOS for job-seeking activity.

### SC WORKS ONLINE SURVEYS

<table>
<thead>
<tr>
<th>Which type of user best describes you?</th>
<th>Number of Times Answered</th>
<th>Percent of Times Answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth (18 years old or less)</td>
<td>40</td>
<td>0.9%</td>
</tr>
<tr>
<td>Jobseeker</td>
<td>4380</td>
<td>95.6%</td>
</tr>
<tr>
<td>Employer</td>
<td>44</td>
<td>1.0%</td>
</tr>
<tr>
<td>Labor Market Analyst/Researcher</td>
<td>12</td>
<td>0.3%</td>
</tr>
<tr>
<td>Other</td>
<td>107</td>
<td>2.3%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>4583</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Please indicate your reason for visiting SC Works Online Services</th>
<th>Number of Times Answered</th>
<th>Percent of Times Answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Search</td>
<td>4227</td>
<td>92.2%</td>
</tr>
<tr>
<td>Career planning/Occupational Research</td>
<td>72</td>
<td>1.6%</td>
</tr>
<tr>
<td>Locate education or training providers</td>
<td>40</td>
<td>0.9%</td>
</tr>
<tr>
<td>Find employer contact information</td>
<td>67</td>
<td>1.5%</td>
</tr>
<tr>
<td>Research/Reports</td>
<td>13</td>
<td>0.3%</td>
</tr>
<tr>
<td>Planning/Policy making</td>
<td>4</td>
<td>0.1%</td>
</tr>
<tr>
<td>Just looking around</td>
<td>33</td>
<td>0.7%</td>
</tr>
<tr>
<td>Employer looking for candidates</td>
<td>26</td>
<td>0.6%</td>
</tr>
<tr>
<td>Other</td>
<td>101</td>
<td>2.2%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>4583</strong></td>
<td></td>
</tr>
</tbody>
</table>
# CUSTOMER SATISFACTION

## SC WORKS ONLINE SURVEY (continued)

### It was easy to find what I needed

<table>
<thead>
<tr>
<th>Answer</th>
<th>Number of Times Answered</th>
<th>Percent of Times Answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>589</td>
<td>12.9 %</td>
</tr>
<tr>
<td>Agree</td>
<td>1807</td>
<td>39.4 %</td>
</tr>
<tr>
<td>Neither Agree or Disagree</td>
<td>1649</td>
<td>36.0 %</td>
</tr>
<tr>
<td>Disagree</td>
<td>357</td>
<td>7.8 %</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>181</td>
<td>3.9 %</td>
</tr>
</tbody>
</table>

**Total: 4583**

### SC Works Online Services is easy to use

<table>
<thead>
<tr>
<th>Answer</th>
<th>Number of Times Answered</th>
<th>Percent of Times Answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>603</td>
<td>13.2 %</td>
</tr>
<tr>
<td>Agree</td>
<td>1876</td>
<td>40.9 %</td>
</tr>
<tr>
<td>Neither Agree or Disagree</td>
<td>1529</td>
<td>33.4 %</td>
</tr>
<tr>
<td>Disagree</td>
<td>414</td>
<td>9.0 %</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>161</td>
<td>3.5 %</td>
</tr>
</tbody>
</table>

**Total: 4583**

### SC Works Online Services met my needs

<table>
<thead>
<tr>
<th>Answer</th>
<th>Number of Times Answered</th>
<th>Percent of Times Answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>504</td>
<td>11.0 %</td>
</tr>
</tbody>
</table>

### SC Works Online Services met my needs

<table>
<thead>
<tr>
<th>Answer</th>
<th>Number of Times Answered</th>
<th>Percent of Times Answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agree</td>
<td>1733</td>
<td>37.8 %</td>
</tr>
<tr>
<td>Neither Agree or Disagree</td>
<td>1970</td>
<td>43.0 %</td>
</tr>
<tr>
<td>Disagree</td>
<td>240</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>136</td>
<td>3.0 %</td>
</tr>
</tbody>
</table>

**Total: 4583**

### Overall, how would you rate your visit to SC Works Online Services?

<table>
<thead>
<tr>
<th>Answer</th>
<th>Number of Times Answered</th>
<th>Percent of Times Answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>817</td>
<td>17.8 %</td>
</tr>
<tr>
<td>Good</td>
<td>1943</td>
<td>42.4 %</td>
</tr>
<tr>
<td>Fair</td>
<td>813</td>
<td>17.7 %</td>
</tr>
<tr>
<td>Poor</td>
<td>270</td>
<td>5.9 %</td>
</tr>
<tr>
<td>No Opinion</td>
<td>740</td>
<td>16.1 %</td>
</tr>
</tbody>
</table>

**Total: 4583**
BUSINESS SATISFACTION SURVEY

With the increased focus on business engagement in PY 2015, business feedback is essential in determining evaluating provision of services, whether they considered the services provided as quality engagement.

A business satisfaction survey was sent to 3,437 employers that received services in the fourth quarter of PY 2015 to capture feedback. 134 businesses responded – a four percent response rate.

Based on the feedback, businesses primarily sought recruitment assistance, of which they conducted candidate searches, and 76 percent found it to be easy to do so. However, the surveys revealed that 59 percent of the businesses were not aware of hiring and training incentives. Positive indicators reflected businesses thought services were responsive and customer oriented.

This feedback confirms business services teams must continue to be responsive, but also take time to educate employers on the hiring incentives and other services available.

WHAT SERVICES DID YOU RECEIVE THROUGH SC WORKS?

ARE YOU AWARE OF HIRING AND TRAINING INCENTIVES FOR EMPLOYERS?

HOW QUICKLY DID SC WORKS RESPOND TO YOUR REQUEST FOR SERVICES?
EVALUATION ACTIVITIES

PROVISO REPORT

Because successful workforce development is about building partnerships and working with a unified purpose, the S.C. General Assembly passed Proviso 117.127 which brings together several state agencies to provide individuals with access to training and education programs.

THE PROVISO CREATES A PARTNERSHIP BETWEEN

- S.C. TECHNICAL COLLEGE SYSTEM
- S.C. DEPARTMENT OF COMMERCE
- S.C. DEPARTMENT OF EDUCATION
- S.C. DEPARTMENT OF EMPLOYMENT AND WORKFORCE

AND CHARGES THEM WITH DEVELOPING A STATE-WIDE PLAN TO INCREASE ACCESS TO

- TRAINING
- DUAL CREDIT COURSES
- ADULT EDUCATION PROGRAMS, AND
- CAREER AND TECHNOLOGY COURSES AND PROGRAMS

It further requires the plan to include findings and recommendations, revealed in an evaluation of the state’s workforce, regarding costs and opportunities of enhancing existing, or creation of new, subsidized programs. These programs should offer career training, certification and job placement assistance to people pursuing careers in the high-demand jobs in the state’s critical-need industries.

The evaluation was initiated in August, 2015 and was completed by February 1, 2016, when it was presented to the S.C. General Assembly.

Business and industry leaders across the state were engaged through electronic surveys and in-depth phone interviews about existing and future training programs to ensure they provide the necessary skills and training to prepare the emerging and existing workforce. The evaluation sought feedback from business and industry on projected growth in recruitment requirements related to credentialing and preferred methods to recruit qualified candidates, to include the awareness and use of SC Works business tools.

To gather this information, 760 surveys via email were sent to business and industry leaders across the state. This effort garnered 202 responses, a 27 percent response rate, which is above the national average. The average response rate for an email survey is 20 percent to 25 percent.

The top five industries represented in the electronic survey responses were:
1. Advanced Manufacturing
2. Construction
3. Health Care
4. Hospitality and Tourism
5. Distribution, Agriculture, Childcare and Pharmacy.

The size of companies that responded varied: 33 percent were companies with 300 or more employees; 33 percent had 100-300 employees; 15 percent had 50-100 employees; and 19 percent had less than 50.

When asked about expected growth over the next 2-5 years:
• 71 percent expect to grow by at least ten people over the next two years.
• 74 percent expect to grow by at least ten people over the next five years.
• 83 percent expect attrition due to retirement.

The respondents’ top three recruiting sources were:
• Online recruiting websites such as Monster and CareerBuilder 68.66%
• Technical college career centers 53.73%
• SC Works centers 52.74%

When asked about existing career pathway tools, the top four included:
• Internship/Co-Op 70.56%
• Training Leading to Recognized Credential/Certification 65.99%
• Adult Apprenticeships 55.33%
• Customized Short-Term Training 54.82%

In-depth phone interviews with 23 business leaders across the state were conducted to assess in more detail their specific needs as they relate to workforce challenges.

Recommendations made following the evaluation:
• Increase dual enrollment offerings and participation
• Enhance Career and Technology Education (CATE) Programs of Study offerings and participation
• Focus initiatives around the identified sectors
• Increase veteran outreach
• Increase engagement of priority populations
• Encourage greater apprenticeship participation
• Increase short-term credentialed training for in-demand fields
• Integrate soft skills, interpersonal skills and critical-thinking practice in all education and training
• Expand recruitment strategies for business and industry that shifts screening systems from specific skills to competency-based
Through Training and Employment Guidance Letter (TEGL) 30-14, the Employment and Training Administration afforded the opportunity to states to either extend all of their previously negotiated Program Year 2014 performance goals into Program Year 2015 or renegotiate targets for PY 2015. South Carolina accepted the offer to extend PY’14 goals into PY 2015. Reports for PY 2015 performance reflect South Carolina exceeding seven and meeting two of the U.S. Department of Labor (DOL) performance goals. Ten out of the twelve local workforce development areas met or exceeded all of their performance measures.

### PY 2015 WIOA PERFORMANCE REPORT SUMMARY

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Group</th>
<th>Goal</th>
<th>% of Goal</th>
<th>Actual</th>
<th>Goal</th>
<th>% of Goal</th>
<th>Actual</th>
<th>Goal</th>
<th>% of Goal</th>
<th>Actual</th>
<th>Goal</th>
<th>% of Goal</th>
<th>Actual</th>
<th>Goal</th>
<th>% of Goal</th>
<th>Actual</th>
<th>Goal</th>
<th>% of Goal</th>
<th>Actual</th>
<th>Goal</th>
<th>% of Goal</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Placement in Employment or Education</strong></td>
<td>Youth (14-21)</td>
<td>70.5</td>
<td>105.5%</td>
<td>74.41</td>
<td>80.0</td>
<td>86.5%</td>
<td>69.24</td>
<td>73.8</td>
<td>106.6%</td>
<td>80.18</td>
<td>81.0</td>
<td>103.4%</td>
<td>83.75</td>
<td>67.2</td>
<td>105.4%</td>
<td>70.83</td>
<td>68.5</td>
<td>103.8%</td>
<td>72.49</td>
<td>71.9</td>
<td>97.9%</td>
<td>69.75</td>
</tr>
<tr>
<td><strong>Attendance of Degree or Certificate</strong></td>
<td>Youth (14-21)</td>
<td>71.0</td>
<td>96.5%</td>
<td>68.33</td>
<td>80.0</td>
<td>98.3%</td>
<td>78.54</td>
<td>74.4</td>
<td>111.3%</td>
<td>82.80</td>
<td>78.0</td>
<td>115.1%</td>
<td>89.77</td>
<td>66.5</td>
<td>69.3%</td>
<td>46.05</td>
<td>64.0</td>
<td>93.9%</td>
<td>63.56</td>
<td>77.0</td>
<td>81.8%</td>
<td>63.00</td>
</tr>
<tr>
<td><strong>Literate or Numeracy Gains</strong></td>
<td>Youth (14-21)</td>
<td>58.5</td>
<td>93.7%</td>
<td>54.79</td>
<td>67.4</td>
<td>99.8%</td>
<td>67.4</td>
<td>55.0</td>
<td>127.0%</td>
<td>69.84</td>
<td>84.6</td>
<td>101.9%</td>
<td>86.21</td>
<td>53.6</td>
<td>94.9%</td>
<td>59.32</td>
<td>56.6</td>
<td>81.3%</td>
<td>41.14</td>
<td>61.5</td>
<td>87.6%</td>
<td>53.85</td>
</tr>
<tr>
<td><strong>Earned Employment</strong></td>
<td>Adults</td>
<td>72.0</td>
<td>111.0%</td>
<td>79.9</td>
<td>69.1</td>
<td>112.8%</td>
<td>77.99</td>
<td>71.0</td>
<td>118.5%</td>
<td>83.9</td>
<td>74.4</td>
<td>110.0%</td>
<td>81.82</td>
<td>72.0</td>
<td>114.2%</td>
<td>82.2</td>
<td>77.3</td>
<td>103.5%</td>
<td>80.05</td>
<td>86.7</td>
<td>104.5%</td>
<td>87.9</td>
</tr>
<tr>
<td><strong>Retention Rate</strong></td>
<td>DW</td>
<td>92.7</td>
<td>101.6%</td>
<td>93.99</td>
<td>93.3</td>
<td>98.5%</td>
<td>91.94</td>
<td>95.1</td>
<td>96.4%</td>
<td>92.66</td>
<td>93.4</td>
<td>105.3%</td>
<td>98.08</td>
<td>95.7</td>
<td>98.4%</td>
<td>93.91</td>
<td>92.7</td>
<td>98.0%</td>
<td>90.87</td>
<td>90.1</td>
<td>104.3%</td>
<td>93.94</td>
</tr>
<tr>
<td><strong>Average Earnings</strong></td>
<td>DW</td>
<td>11,000</td>
<td>102.1%</td>
<td>$15,150</td>
<td>11,552</td>
<td>94.5%</td>
<td>$19,000</td>
<td>10,063</td>
<td>102.0%</td>
<td>$15,259</td>
<td>12,962</td>
<td>98.3%</td>
<td>$11,958</td>
<td>91,899</td>
<td>100.1%</td>
<td>$13,688</td>
<td>11,554</td>
<td>102.6%</td>
<td>$11,850</td>
<td>11,554</td>
<td>112.2%</td>
<td>$12,406</td>
</tr>
</tbody>
</table>

**Color Coding**

- Exceeds Goal: Actual Performance is greater than 100.0% of the goal.
- Meets Goal: Actual Performance is between 90.0% and 100.0% of the goal.
- Did Not Meet Goal: Actual Performance is under 90.0% of the goal.

*These measures include program exits from 10/01/14 to 09/30/15.
**These measures include program exits from 04/01/14 to 03/31/15.
***These measures include program exits from 07/01/15 to 06/30/16.
PARTICIPANT DATA

PARTICIPANTS SERVED

In PY 2015 5,467 adults, 2,444 dislocated workers, and 2,448 youth were served in the 12 Local Workforce Development Areas.

Number of WIOA Adult, Dislocated Worker, and Youth Participants Served South Carolina, PY 2014-2015

A NEW ROAD TO EMPLOYMENT

Mark Walker was employed with ArcelorMittal for four years before the plant closed in July 2015. In August he enrolled with the WIOA program as a dislocated worker and immediately began working with his career coach to find a new opportunity.

In his initial meetings with his coach, Mark shared that he had received his Associates Degree in Electronic Technology from Horry County Technical College and that he would like to enroll into a training program that would complement his degree to ensure job stability. He knew that in order to get back on his feet quickly he would have to choose a program that was short term.

After looking into his options, Mark selected DC Training to obtain his CDL license. After successfully completing the program he went on to become a full-time employee with Southeast Power Corporation.
PARTICIPANT DATA
PARTICIPANTS IN TRAINING

2,131 adults and 889 dislocated workers received training in PY 2015.

Number of Adults and Dislocated Workers Receiving Training
South Carolina, PY 2014-2015

- Adults: 2,939 in 2014, 2,131 in 2015
- Dislocated Workers: 1,156 in 2014, 889 in 2015
COST OF WORKFORCE INVESTMENT ACTIVITIES

EXPENDITURE EVALUATION

A quarterly expenditure analysis was created in PY’13 to evaluate program fund expenditures of local workforce development areas. Non-administration expenditures were characterized into three categories: training and related expenses, staff working directly with participants, and other staff and operating costs. Training and related expenses consist of participant costs such as assessments, instructional training, on-the-job training, work experience/internships, and supportive services. Staff working directly with participant costs is defined as those salaries and fringe benefits of staff that have direct participant contact such as case managers, eligibility staff, and business services team members who organize work-based learning opportunities. Other staff and operating costs are those associated with staff salaries, operating expenses, and indirect cost associated with operating the program. This information is used by SWDB committees and workgroups during program evaluations.

TOTAL COST PER ADULT PARTICIPANT: $2,622.15

TOTAL COST PER YOUTH PARTICIPANT: $4,274.77
COST OF WORKFORCE INVESTMENT ACTIVITIES
STATE DISCRETIONARY FUNDS

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>Funding Allocated</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot EvolveSC</td>
<td>$741,235</td>
<td>37 employers received $740,869 to train 831 new and incumbent workers</td>
</tr>
<tr>
<td>Incumbent Worker Training (IWT)</td>
<td>$720,000</td>
<td>88 employers were served and 2,000 employees received training</td>
</tr>
<tr>
<td>Job Profiles</td>
<td>$162,800</td>
<td>108 jobs were profiled leading to an increase in the use of WorkKeys® as a recruitment tool</td>
</tr>
<tr>
<td>Apprenticeships for target populations (youth, people with disabilities, ex-offenders, veterans)</td>
<td>$267,200</td>
<td>$119,000 was awarded to serve the youth population and 25 youth have been enrolled. $148,000 was awarded to serve returning citizens</td>
</tr>
<tr>
<td>Incentives for PY ‘14</td>
<td>$100,000</td>
<td>Local areas were incentivized to meet performance and program enhancement targets</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>$1,991,235</strong></td>
<td></td>
</tr>
</tbody>
</table>

South Carolina businesses report their number one issue is a sustainable, highly educated workforce of technicians, engineers, sales professionals, managers and entrepreneurs. Working towards the unified goal of supporting efforts leading to a capable, productive and sustainable workforce, the State Workforce Development Board has aligned many initiatives with the State Chamber of Commerce’s Education and Workforce Priorities.

- 10 percent yearly increase in the number of students completing a Career and Technology Education (CATE) Program1 of Study leading to a specialized stackable credential of value. Sector Strategies/S.C. Department of Education’s YES initiative.
- 10 percent yearly increase in Technical College issued certificates and credentials in areas that support South Carolina’s workforce sector strategies.
- South Carolina will exceed the national average for awarding 2 and 4 college degrees in disciplines that support South Carolina’s workforce sector strategies.
- Double the number of businesses supporting WorkKeys® and registered as Work Ready Communities supporters.
- Apprenticeship will continue growing at a yearly rate of 10 percent.
- Businesses participating in the Youth Apprenticeship Initiative will increase by 10 percent each year and will be in all 46 counties.

www.scchamber.net/workforce-education/2020-education-goals
Through the collaboration of the S.C. Department of Employment and Workforce (DEW) and its partners, South Carolina continues to succeed in the workforce.

Area Development magazine, a leading executive magazine covering economic development, ranked South Carolina number three as a top state for doing business in 2015 based on business environment, labor climate and infrastructure and global access.

Area Development is not the only publication to recognize the success that South Carolina has in the workforce. Colliers International, a commercial real estate company, released a study in June 2016 on the reasons why South Carolina leads other states in foreign direct investments (FDI). According to Colliers’s report, “While every company has different methods for choosing a new location, three factors are at the top of every list: strong workforce, international presence and global connectivity.” Having such a high FDI allows South Carolina’s labor market to continue to grow.

In Collier’s report, 6,300 new jobs have been created just by having high investments in the area.

With companies investing in South Carolina and building a demand for workers, it is vital the state provides a trained and skilled workforce to meet their needs.

U.S. News and World Report not only ranked several South Carolina universities and colleges among the top public schools in the Southern region, but also named many as top schools for veterans to pursue their degree.

The State Technical College System is also worth noting as many of the schools within the system receive grants to expand industry specific programs. With these grants, schools can provide better resources to engage students and make available the best possible learning experiences. Having these established schools and programs ensures a skilled workforce that promises sustainability of the state’s workforce system.