

# WORK MATTERS

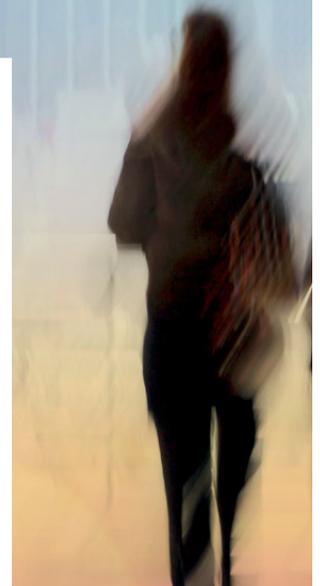
SOUTH CAROLINA PY 2017 WIOA ANNUAL REPORT



**3,200+**  
**Employment Workshops**  
provided through  
SC Works centers  
each year.



**125,000**  
people added to the  
labor force in the  
last three years.



**2,190 workers**

are anticipated to have received  
training funded through the  
Incumbent Worker Training Grants.



**2,228,000**  
people working  
across the state  
as businesses  
continue to hire  
at record levels.

**SC WORKS**

**5-of-5**

National Jobs for  
America's Graduates  
(JAG) award was  
given to JAG-SC for  
the 7th consecutive  
year for exceeding  
all five of the national  
standards.



**\$3.8 Million in Grants**

recently awarded by the **State Workforce  
Development Board** to fund statewide  
workforce development initiatives.

**5,000**

Vets find  
employment each  
year with the help  
of DEW.



**245,900 Jobs**  
Employment  
projections show  
that by 2026 all  
industries are  
projected to grow  
by 11.9 percent.



**200% Increase**

In the number of Back to Work programs that  
have been added across the state to help  
homeless individuals become  
self-sustaining.

**\$114,219,000**  
potential tax credits  
through Work  
Opportunity Tax  
Credits issued  
last year to South  
Carolina businesses.



# CONTENTS

EXECUTIVE DIRECTOR'S MESSAGE	3
UNIFIED STATE PLAN	5
PY 2017 FUNDED INITIATIVES	6
SECTOR PARTNERSHIPS AND CAREER PATHWAYS	9
PRIORITY POPULATIONS	10
RAPID RESPONSE	12
BACK TO WORK	14
SECOND CHANCE INITIATIVE	15
POSTSECONDARY EVALUATION	16
DATA INTEGRITY	18
WIOA TITLE I PERFORMANCE	19
PY 2017 WIOA TITLE I ANNUAL PERFORMANCE REPORT SUMMARY	21
PERFORMANCE MEASURES	22
THE FACES OF SUCCESS	23
CUSTOMER SURVEYS	24
TECHNICAL ASSISTANCE	26
THE FACES OF SUCCESS	27
SOUTH CAROLINA'S FEATURED PROMISING PRACTICES	28

# EXECUTIVE DIRECTOR'S MESSAGE



South Carolina enjoyed several months of record-breaking hiring coupled by declining unemployment in Program Year 2017 (PY 2017). It is within this thriving economic environment that creative and dynamic workforce support becomes more crucial than ever because jobseekers are more frequently those with barriers than those without, and expanding businesses increasingly worry about where they will find candidates to fill future openings.

I recently read an article about LeBron James' I Promise School. It is a place that not only educates the child, but offers such services to the child's support system as a food pantry for the family, transportation services, expenses-paid GED classes for parents, etc. It is this type of robust and overlapping service model that makes it possible for individuals to not just get a job, but keep a job long-term, find a

successful and financially cumulative career, and be a role model and mentor to the next generation in the talent pipeline.

This type of expansive workforce design has ranked South Carolina in the top five states for doing business for five years in a row by *Area Development*. Of particular interest is South Carolina's high rating for Leading Workforce Development Programs – a result of an enhanced synergy developed through the recent effort to share resources and assets.

As you will see in this report, the SC Works system benefits from a state enhanced by inspired, motivated and enthusiastic workforce partners. Through partnerships and strategic planning focused on “Work Matters,” we are now layering the state with a textured blend of resources, programs, training and services – simultaneously global in vision and customized by region.

Our collaborative infrastructure is evolving through data integration and technological enhancements that will result in the continued strength of our talent pipeline. This is an excellent catalyst to build upon an outstanding record.

Cheryl M. Stanton, Executive Director: PY 2017

Having served in executive leadership with this agency for several years, I am constantly pleased by the success and standards by which SC Works serves South Carolinians. Moreover, I am excited to be part of the system's momentum as Acting Executive Director and am assured that the synergistic relationship between education, economic development and workforce will continue to be the source of innovative ways to support the state's economy and workforce.

Jamie D. Suber, Acting Executive Director





# THE WORKFORCE LANDSCAPE OF SOUTH CAROLINA

ALL INDUSTRIES ARE  
PROJECTED TO GROW  
BY 11.9 PERCENT OR  
BY 245,900 JOBS  
BY 2026.

PY 2017 was a precedent-setting year with record breaking levels of employment, coupled with significant investments in training our workforce. Yet, many South Carolinians remain unemployed even with a booming economy. The disconnect is partially due to the lack of access to affordable childcare and public transportation, which are major barriers for individuals who are seeking employment or need training to become employed.

While Workforce Innovation and Opportunity Act (WIOA) dollars can provide some assistance through supportive services for eligible participants, with the many competing demands and

dwindling funding, the investments in childcare or transportation are steadily decreasing.

The State Workforce Development Board (SWDB) has spearheaded infrastructure related to employment and training needs by funding pilots that address the lack of public transit through the expansion of existing routes to industrial parks and training institutions. While start-up costs are higher than costs to sustain a route, the response has been tremendous and additional education and economic development partners are exploring ways to make similar investments.

State workforce partners are collaborating on strategies to expand access to affordable childcare. WIOA funds can be used to cover childcare costs, but there is a gap of available childcare providers in the state. With low wages associated with childcare occupations, it is not a field where public resources are being invested to address the shortage.

While the lack of transportation and childcare is an issue nationally, South Carolina is taking measures now to bridge the gaps, mindful that we must address these infrastructure issues if we are to prepare those with the greatest barriers to be competitive in the workforce.



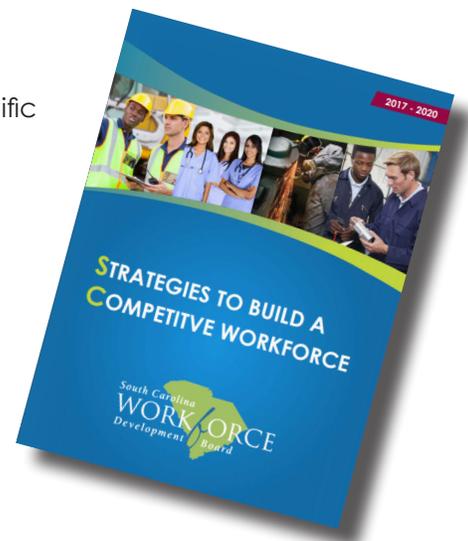
# WORKFORCE INNOVATION AND OPPORTUNITY ACT UNIFIED STATE PLAN

[https://www.scworks.org/media/WIOA/Full\\_SC\\_State\\_Plan\\_Modification.pdf](https://www.scworks.org/media/WIOA/Full_SC_State_Plan_Modification.pdf)

In PY 2017, the WIOA core partners represented by DEW, the S.C. Department of Education's Office of Adult Education, the S.C. Commission for the Blind, the S.C. Vocational Rehabilitation Department and S.C. Department of Social Services (DSS), worked together to modify the Unified State Plan. The approach that the core partners took to make modifications was to create a more system-focused plan by incorporating the vision, objectives and strategies outlined in the 2017-2020 SWDB strategic plan, *Strategies to Build a Competitive Workforce*.

Additionally, the economic and workforce analysis from the Unified Plan was updated with current data, and activities and initiatives were aligned to specific objectives and strategies, instead of partner programs.

Progress made in the SWDB strategic plan also reflects progress made in achieving the state's strategic vision and goals. Each strategy in the SWDB strategic plan is aligned to the appropriate SWDB committee and each committee maintains an action plan that identifies the method and timeline for executing each strategy. Committee action plans are evaluated no less than quarterly. Because of the alignment between the strategic plan and the WIOA state plan, progress at the committee level also indicates progress toward achieving the state's vision, objectives and strategies. A careful review of both plans showed that progress has been made, not just among the core partner group, but across the state, towards achieving the shared vision of building a skilled talent pipeline.





PY 2017  
**FUNDED  
INITIATIVES**

In PY 2017, the integration of the strategies and goals of the SWDB strategic plan and the Unified State Plan was reflected in the initiatives funded through the SWDB. These initiatives represent the continued development of a cohesive, collaborative and innovative workforce system focused on effectively serving South Carolina's workers and businesses.

THIS PAST YEAR, THE  
SWDB AWARDED  
**\$3.8** MILLION IN  
FUNDING INCLUDING:

## JOBS FOR AMERICA'S GRADUATES OUT- OF-SCHOOL (OOS) PILOT GRANTS

## DIGITAL LITERACY DEMONSTRATION GRANTS

## WORKFORCE INNO- VATION GRANTS

Projects funded by all three initiatives focused on either a priority population as outlined by the SWDB or one of South Carolina's high-growth, in-demand industry sectors and demonstrated collaboration among workforce stakeholders to provide innovative solutions that go beyond meeting workforce needs.

# 1

## JOBS FOR AMERICA'S GRADUATES OUT-OF-SCHOOL (OOS) PILOT GRANTS

JAG is a state-based, national non-profit organization dedicated to preventing and recovering drop-outs among young people with multiple barriers to success. South Carolina's JAG In-School program was launched in 2005 and has assisted more than 11,000 youth statewide. Based on the success of the In-School Model, the SWDB established the **Jobs for America's Graduates Out-of-School (JAG OOS) Pilot Grant** in PY 2017. The JAG OOS Grant is currently funding two programs dedicated to recovering students who have already left the traditional educational system: the JAG OOS Program at Wil Lou Gray Opportunity School, established through S.C. Vocational Rehabilitation Department, and the JAG OOS Program at the Trident Literacy Association.

# 2

## DIGITAL LITERACY DEMONSTRATION GRANTS

A recent study by the Pew Research Center indicated that roughly 1 in 10 adults said they would have difficulty finding programs and services online, contacting potential employers via email, filling out a job application online, finding available jobs online, and using computers to create a resume. The Digital Literacy Demonstration Grant was established to combat this growing digital skills gap in today's workforce. This initiative funded three programs, each targeted at addressing digital literacy skills with priority populations: Epworth Children's Home, working with foster youth; Greenville County Schools Lifelong Learning, working with adults who are low income and/or lacking a GED; and the Medical University of South Carolina's Project Rex, working with young adults with autism.

IT IS REPORTED THAT PEOPLE WHO USE THE  
INTERNET TO SEARCH FOR WORK REDUCE  
THEIR TIME UNEMPLOYED BY

**25 PERCENT,**  
AND THAT AROUND

**50 PERCENT**  
OF TODAY'S JOBS REQUIRE DIGITAL  
LITERACY — A PERCENTAGE THAT IS  
EXPECTED TO GROW TO

**77 PERCENT**  
IN THE NEXT DECADE.

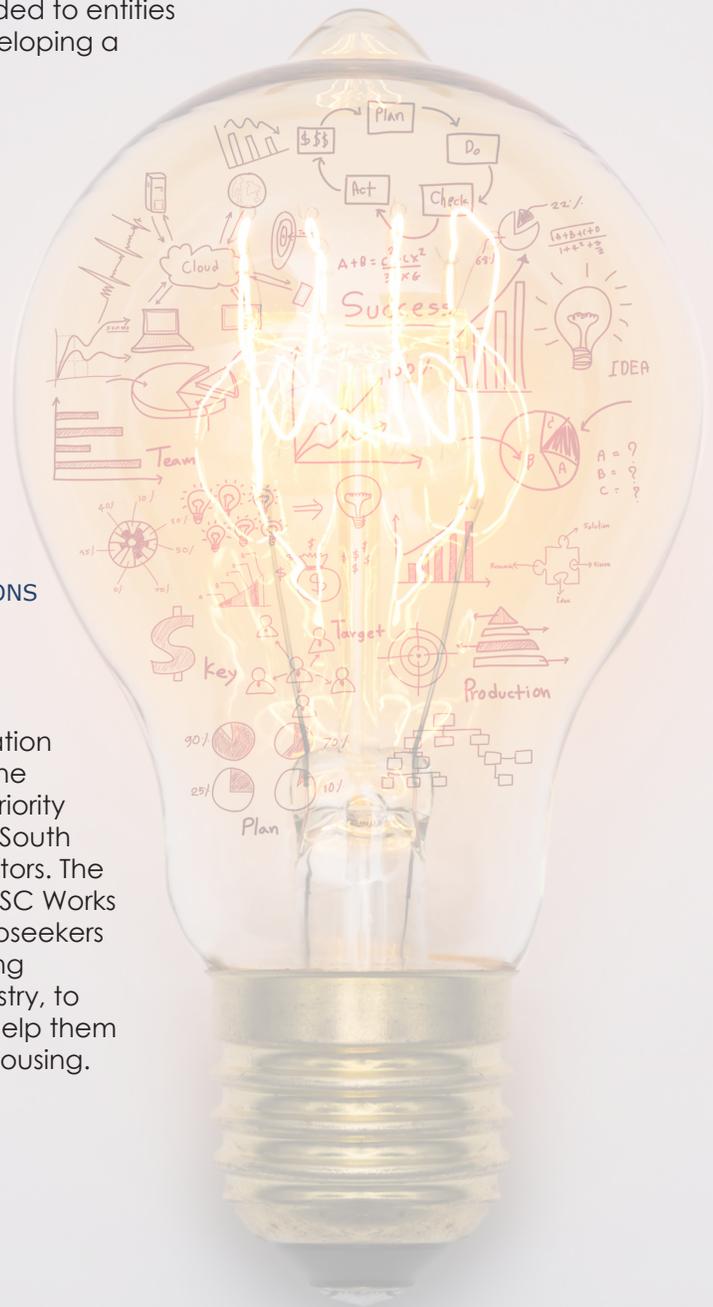
# WORKFORCE INNOVATION GRANTS

# 3

Seven **Workforce Innovation Grants** were awarded to entities that demonstrated promising strategies for developing a skilled pipeline of workers:

- SCHOOL DISTRICT 5 OF LEXINGTON AND RICHLAND COUNTIES
- ECKERD YOUTH ALTERNATIVES
- UPSTATE WORKFORCE BOARD
- MIDLANDS TECHNICAL COLLEGE
- ABLE SC
- MIDLANDS HOUSING ALLIANCE/TRANSITIONS
- PIEDMONT TECHNICAL COLLEGE

Each project funded through Workforce Innovation Grants aligns with the vision and objectives of the SWDB's Strategic Plan and addresses either a priority population, as outlined by the SWDB, or one of South Carolina's high-growth, in-demand industry sectors. The projects vary greatly, from capacity building in SC Works centers to ensure that the needs of disabled jobseekers are met, to introducing at-risk youth to mentoring opportunities available in the construction industry, to providing resources to homeless individuals to help them find sustainable employment and permanent housing.



# SECTOR PARTNERSHIPS AND CAREER PATHWAYS

DEW, the S.C. Department of Commerce, S.C. Department of Education, and the S.C. Technical College System launched the SC Talent Pipeline Initiative at the end of PY 14 with the vision of:

- A workforce pipeline that has the technical training and skill set needed to fill current and emerging high-growth, high-demand occupations,
- Career pathway programs and systems that are aligned to the skill needs of business and industry, enabling job seekers and workers to not only obtain competitive employment but to also advance along a meaningful career pathway, and
- Sustained, trusted partnerships among workforce, economic development, and education partners.

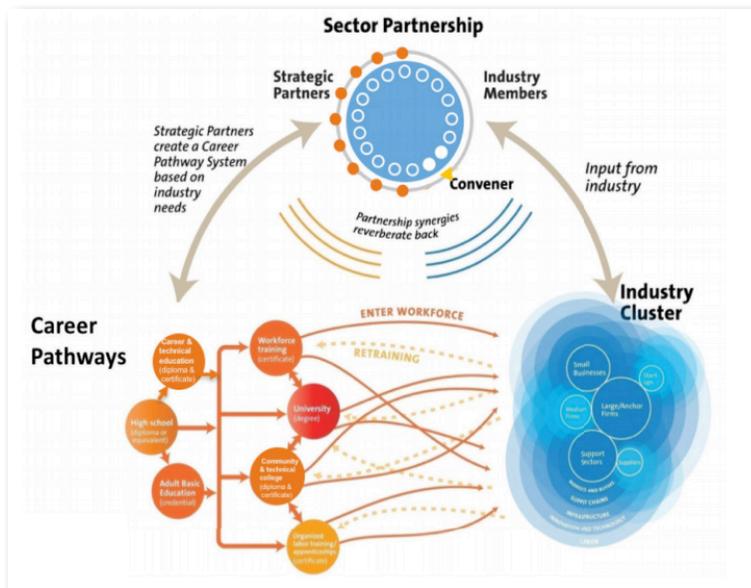
that statistical evidence shows to improve employment opportunities for workers and to increase their wages once on the job.

Because of this evidence, state leaders adopted a sector strategies approach for aligning partners and their resources and investments to the needs of business and industry.

workforce supply gap analyses, an initial asset map of federal and state resources for employment and training services, and a preliminary framework for state and regional roles in business engagement. Results of the supply gap analyses were vetted with business and industry representatives.

Additionally, South Carolina made a concerted effort to gain perspective and learn best practices from other states which was used to refine the state's strategy to include the formation of regional sector partnerships and the development of career pathways as key elements.

Sector partnerships will be formed regionally and used as the vehicle for truly understanding the needs of business and industry and



A number of factors served as catalysts for these efforts, including state legislative activity, the need for alignment of resources and investments across public partners, a high number of unfilled middle-skill, middle-wage jobs, and the passage of WIOA.

At the time, over half the states were exploring or implementing sector strategies, making the model the most consistently adopted approach to meeting businesses' needs for skilled workers and workers' needs for good jobs. Sector strategies are among the few workforce solutions

South Carolina has focused extensively on gathering and analyzing data to identify critical industries, defined as high-growth, high-demand, at the state and regional levels and to better understand talent supply and demand for these industries. Local areas organized as regions, each receiving individualized guidance and support and funding from the SWDB as they began to develop and implement strategies for working collaboratively to address the needs of individual businesses and industries as a whole. Program year 2017 efforts specifically, produced state and regional

aligning public partners and their resources and investments to address these needs. Because of this alignment across partners and with business, it is expected that strong regional sector partnerships will result in career pathway systems that align education and training programs with the needs of industry and that provide clear sequences of stackable credits and credentials across multiple institutions that enable students and jobseekers to advance in careers in the targeted industry. Such systems will ensure a strong regional pipeline of current and emerging talent.

# PRIORITY POPULATIONS

Understanding the importance of a diverse and inclusive workforce, the South Carolina state and local workforce development boards have committees to address the workforce development needs of priority populations. The Priority Populations Committee (PPC) of the SWDB aims to strengthen South Carolina's workforce system through the development of strategies and policies that ensure priority populations are served with focused efforts on:



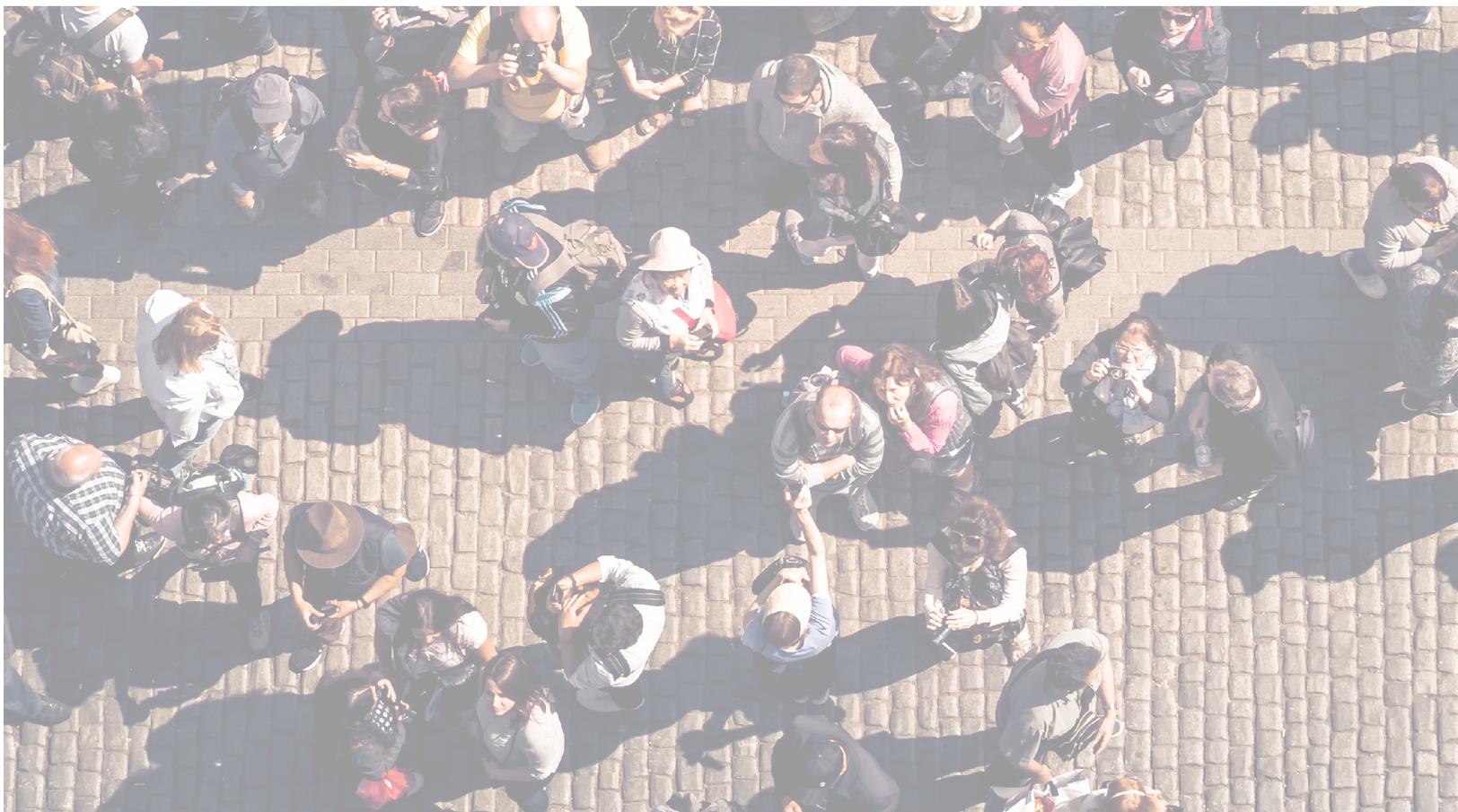
The committee's objectives are to increase the number of priority populations gaining employment, assess engagement rates of priority populations within the SC Works system, identify and evaluate existing policies, enhance existing policies or develop new policies to support SC Works engagement of priority populations, support the development and creation of training programs and work-based learning opportunities for priority populations, and increase outreach efforts to connect priority populations to employment and training resources.

Overall PY 2017 initiatives support many of the objectives of the PPC, including the SWDB-funded JAG Out-Of-School (OOS) Grant and the Digital Literacy Demo Grant. The PPC moved to stand up an Advisory Council consisting of subject matter experts who serve one or more of the identified priority populations. The Advisory Council supports the PPC and supplies recommendations for achieving the committee's objectives. In each LWDA, both youth and disability standing committees support the efforts of the local workforce development boards, ensuring the workforce development system addresses the needs of priority populations. Strategies in serving priority populations are unique to the needs of each LWDA. Best practices supported by local youth and disability committees include

collaboration with local school districts for work experiences, joint lunch-and-learn meetings between Vocational Rehabilitation staff and WIOA Title I staff, development of local outreach materials for use in the SC Works centers, review of referral processes for increased collaboration, and staff disability awareness and sensitivity training. The PPC has served as a public platform to share LWDA best practices during quarterly meetings.

Additionally, South Carolina conducted an asset map of resources and programs for priority populations and found the most significant gap exists for returning citizens. As a result, while efforts are underway to enhance service delivery to all individuals who face barriers, there has been a laser focus on building our capacity to serve

ex-offenders. SC Works centers have been placed in several correctional facilities around the state and hundreds of businesses have been recruited as "second-chance" employers. The SWDB has funded several initiatives to increase services for this population, to include apprenticeships for Priority Populations, which has facilitated the employment of ex-offenders in the construction industry through registered apprenticeships, and Re-entry Employment and Training Grants, which provide occupational training to offenders before their release. The SWDB will fund the deployment of Re-entry Navigators into SC Works centers across the state as well, bridging ex-offenders to the resources they need to successfully transition back to the community and into employment.





# RAPID RESPONSE

The state's approach to layoff aversion includes a number of strategies, including early identification of at-risk businesses, assessment of needs through a no-cost competitiveness review that outlines critical areas of concern and immediate and future needs of the business, and delivery of services to address risk factors.

Other resources and services that may be available to an at-risk business are:

- EMPLOYEE TRAINING,
- CONNECTING THE BUSINESS TO SHORT-TERM COMPENSATION PROGRAMS, LOAN PROGRAMS, ETC.,
- LINKING THE BUSINESS TO ECONOMIC DEVELOPMENT ACTIVITIES,
- CONDUCTING A SUPPLIER ANALYSIS,
- ASSISTING WITH THE DEVELOPMENT OF IN-STATE BUSINESS CONNECTIONS AND NETWORKING, AND
- REMOVING BARRIERS THAT MAY BE PREVENTING EFFICIENT OPERATIONS

## OR STIFLING GROWTH.

Early identification of at-risk businesses is typically accomplished through regular business engagement by DEW and partner agency business consultants, including engagement by the SC Manufacturing Extension Partnership (MEP) and the S.C. Department of Commerce. Business engagement typically occurs at the local-level, through the coordinated efforts of Integrated Business Services Teams (IBSTs). Representation on these teams varies by local area, but generally includes workforce, economic development, human services and often education partners. Teams meet at least quarterly as an opportunity to strengthen partnerships, share best practices, and align business engagement and outreach efforts.

The PY 2017 Rural Counties Rapid Response Pilot is an example of this type of collaboration and

partnership among DEW, the S.C. Department of Commerce, and MEP to address the needs of manufacturing businesses in rural South Carolina. The layoff or closure of a business located in a small, rural community can have a major impact on employees, employers and the entire local economy. The main goal of the Rural Counties Rapid Response Pilot is to identify businesses that may be at-risk in five of the state's most impoverished counties, provide a no-cost competitiveness review to determine critical need areas and develop and deliver solutions directly aligned with the business's needs.

Through the pilot, 29 businesses have been engaged; South Carolina has invested \$130,000 in rapid response/layoff aversion IWT and provided funding for staff that is proactively and strategically engaging businesses.

The pilot has presented an opportunity for multiple partners to integrate their services to develop a customized solution. One example of this is using a sector partnership model to align workforce, economic development and education entities to address the talent needs of textile manufacturers in the eastern part of the state.

Sector partnerships are regional partnerships of business leaders

from a targeted industry who work together with workforce development, economic development, education, community-based organizations and other public partners to address the shared workforce and other competitiveness needs of the sector. For business leaders, sector partnerships serve as a place to efficiently and effectively collaborate with industry peers and public partners to tackle common

issues that impact the sector's competitiveness, such as the need for a skilled workforce, infrastructure improvements, supply chain coordination and others. Many of the issues that affect businesses in a targeted industry, and that may ultimately put the business at-risk of layoff or closure, can be addressed through a high-performing sector partnership.

**BOTH WIOA STATEWIDE DISCRETIONARY FUNDS AND WIOA RAPID RESPONSE FUNDS ARE USED TO PROVIDE EMPLOYEE OR INCUMBENT WORKER TRAINING (IWT). RAPID RESPONSE-FUNDED IWT IS LIMITED TO LAYOFF AVERSION ACTIVITIES. IN PY 2017, RAPID RESPONSE-FUNDED INCUMBENT WORKER TRAINING GRANTS (RRIWT) WERE AWARDED TO 21 AT-RISK BUSINESSES. APPROXIMATELY 435 WORKERS HAVE OR ARE STILL RECEIVING TRAINING THROUGH THE GRANTS, WHICH TOTAL \$1,059,659. AN ADDITIONAL \$1,411,850 IN STATEWIDE DISCRETIONARY FUNDING WAS AWARDED TO LWDAs TO PROVIDE TRAINING FOR APPROXIMATELY 2,190 WORKERS.**

In the instances where a layoff or closure cannot be avoided, the following are examples of the resources and services that are available to businesses and their employees:

- UNDERSTANDING UNEMPLOYMENT INSURANCE BENEFITS,
- PERSONALIZED JOB SEARCH ASSISTANCE AND JOB REFERRALS,
- RESUME WRITING/UPDATING
- COMPUTER LITERACY WORKSHOPS,
- INDIVIDUAL SCHOOL AND TRAINING OPPORTUNITIES, AND
- WORK READINESS ASSESSMENT.



# BACK TO WORK

In 2015, DEW began piloting the Back to Work program in Columbia to help homeless individuals enter the workforce through an intensive six-week employment boot camp. Year over year, this program has seen exponential success in helping formerly homeless individuals prepare for and find employment to gain independence. In 2017, the

program expanded to Greenville. Building on the success of Columbia and Greenville, four new locations were added in PY 2017.

This program provides a combination of transitioning participants to housing, as well as the necessary career guidance and soft skills training to maintain gainful



employment and self-sufficiency, creating a comprehensive approach for long-term success.

Back to Work Graduates 2017-2018		
Location	Partner Agency	Graduates
Greenville	Phoenix Center	30
Greenwood	MEG's House	8
Midlands	Transitions Housing	94
Waccamaw	New Directions Homeless Shelter	4
Lower Savannah	Victory Tabernacle Deliverance Temple	4
Trident	Home of Hope	3
64% are employed or in training		

**200 %** increase in the number of Back to Work programs that have been added across the state to help homeless individuals become self-sustaining.



# SECOND CHANCE INITIATIVE

In partnership with the S.C. Department of Corrections, the Second Chance initiative was created to help returning citizens learn a skill and understand how to successfully search for a job. By helping individuals prepare for employment, they gain confidence, purpose and direction, helping to reduce the rate of recidivism. Through this initiative, SC Works provides a full-

time employee, acting as a coach, and other materials necessary to assist returning citizens in work-skills training. Ninety days prior to release, ex-offenders are taught employment and soft skills in a classroom setting for one hour each day. During the last 30 days, participants work directly with an SC Works counselor to become registered in SCWOS and craft a resume in order to apply for jobs

online once released. A critical component of the success of this initiative is the Federal Bonding Program and the Work Opportunity Tax Credit, both of which participants are equipped to discuss with employers. These programs give businesses the tools to confidently employ this underutilized workforce.

Second Chance Program		
Location	Enrolled	Completed
Manning Correctional	692	338
Camille Griffin Graham Correctional	201	113

An average of 67% of those who have completed the program are employed.



**\$4,341,600**  
potential tax credits issued through Work Opportunity Tax Credits to South Carolina businesses for hiring ex-felons.



**90 days**  
prior to release, ex-offenders are taught employment and soft skills for one hour each day.



# POSTSECONDARY EVALUATION

As part of the state's effort to build a skilled workforce, the SWDB wanted to assess how best to invest state and federal funding into training given the rising cost of postsecondary education, as well as the burden of student debt carried by a large number of students. Quantifying the benefits of postsecondary education is of increasing importance to educate students, parents and other education and economic development stakeholders.

Understanding differences in employment and wage rates across sectors can also inform higher education decision makers as the state strives to ensure an appropriate talent pipeline for the future employment landscape. As such, the SWDB funded a detailed evaluation on the employment outcomes of recent postsecondary graduates.

The S.C. Commission on Higher Education (CHE) and DEW collaborated to match postsecondary completion data with unemployment insurance wage records to evaluate several research questions:

- What are the characteristics of students found in the DEW wage records compared to those who are not? Are there certain types of students who are more likely to remain in the state and find employment one and five years post-graduation?
- What are the median earnings for students one and five years post-graduation and how do those earnings vary based on degree level, college major, and other demographic characteristics? How have wages changed for FY2009-10 graduates one year and five years post-graduation? Which college majors appear to have the highest wage growth potential during an individual's early career?
- In what industries are SC college graduates most likely to be employed? How does the industry composition vary based on the student's college major?
- How have median wages changed one year post-graduation for those student who graduated in FY2009-10 (during the height of the Great Recession) vs. students who graduated in FY2014-15 (during more "normal" economic times)? Can these wage changes provide insight into majors in high or low demand in the workforce?

The evaluation assessed two cohorts of postsecondary graduates from CHE for the time periods FY 2009-2010 with employment and wage data from DEW and FY 2014-2015 and. Data was analyzed to determine the percentage of completers who are employed and their average wages one-year and five-year post-graduation. An evaluation of differences by instructional program code, degree level, race, gender, geography of origin and age was completed for each cohort. Particular attention was given to determining average employment rates and wages for students completing programs related to the five statewide sectors identified as part of the state's talent pipeline initiative.

## THE EVALUATION FOUND:

- The likelihood of remaining in the state and becoming employed varies dramatically based on personal characteristics, higher education institution type, degree level and field of study.
- Median annual earnings tend to increase dramatically (6.3 percent per year) for individuals between their first and fifth year post-graduation for those meeting minimum wage thresholds across all degree levels.
- Those students graduating with an associate's degree earned more than those graduating with a bachelor's degree both one and five years into the student's career.
- The college majors associated with South Carolina's talent pipeline initiative showed either above average wages (\$35,238) one year post-graduation or higher than average wage growth (6.3 percent per year) between the first and fifth year.

Postsecondary Evaluation Findings			
Sector	CIP Code	Median Earnings 1-Year	Annual Wage Growth
Diversified Manufacturing	Precision Production (48)	\$29,166	10.1%
Business and Information Technology Service	Information Technology (11) Business (52)	\$34,065 \$33,268	8.5% 7.8%
Healthcare	Health (51)	\$44,082	3.9%
Construction	Construction Trades (46)	\$29,241	9.8%
Transportation, Logistics and Wholesale Trade	Transportation and Material Moving (49)	\$30,463	8.3%
	<i>All Majors</i>	\$35,238	6.3%

This evaluation represents a first step in helping to inform policy makers, families and students regarding returns on investment for postsecondary education. The evaluation was shared with the public and is posted on DEW's website at: [https://dew.sc.gov/docs/default-source/default-document-library/post-secondary-workforce-evaluation-10-12-17.pdf?sfvrsn=5763eadf\\_2](https://dew.sc.gov/docs/default-source/default-document-library/post-secondary-workforce-evaluation-10-12-17.pdf?sfvrsn=5763eadf_2). The evaluation was presented to the SWDB at the September 2017 board meeting ([https://www.scworks.org/media/WIB/09-29-17\\_SWDB\\_Minutes.pdf](https://www.scworks.org/media/WIB/09-29-17_SWDB_Minutes.pdf)) and has since been shared with the General Assembly, the Education and Economic Development Coordinating Council, CHE, the State Technical College System, the S.C. Department of Education, the State Chamber of Commerce and LWDA's.

The study has been used as verification by school and career advisors when sharing options with students and jobseekers. It has also been cited for community outreach efforts, marketing the advantages of occupational trainings compared to pursuing a four-year degree.

Moving forward, this evaluation serves as a pilot for future longitudinal studies and lays the groundwork for data sharing that will be required to complete more detailed analyses of education and workforce topics of interest to policy makers and other stakeholders.



# DATA INTEGRITY

South Carolina's approach to ensuring data integrity of participant information is centered around monitoring of data in South Carolina Works Online System (SCWOS) and conducting reviews of physical participant files created at the local area level. During the monitoring process, the following information is reviewed to validate a sampled portion of the data being reported to the state:

1. ELIGIBILITY DETERMINATION INCLUDING A REVIEW OF THE ADEQUACY OF APPLICABLE SUPPORTING DOCUMENTATION.
2. SC WORKS CENTERS PROCESSES FOR DATA ENTRY AND RETENTION OF SUPPORTING DOCUMENTATION.
3. DOCUMENTATION TO SUBSTANTIATE ACTIVITIES AND CASE NOTES BEING ENTERED IN SCWOS.
4. VERIFICATION AND AUTHORIZATION OF TRAINING ACTIVITIES TO VALIDATE ALLOWABLE SUPPORTIVE SERVICES.
5. AUTHORIZATION OF BUSINESS SERVICE AGREEMENTS SUCH AS ON-THE-JOB TRAINING AND WORK EXPERIENCE TO SUPPORT PARTICIPANT RELATED ACTIVITIES.
6. COMPREHENSIVE REVIEWS OF SCWOS DETAILED REPORTS AND AD HOC'S DESIGNED TO IDENTIFY OUTLIER DATA SETS THAT SHOULD BE FURTHER REVIEWED.

# WIOA TITLE I PERFORMANCE

South Carolina's PY 2016 and 2017 negotiated levels of performance for the primary indicators of performance are outlined below.

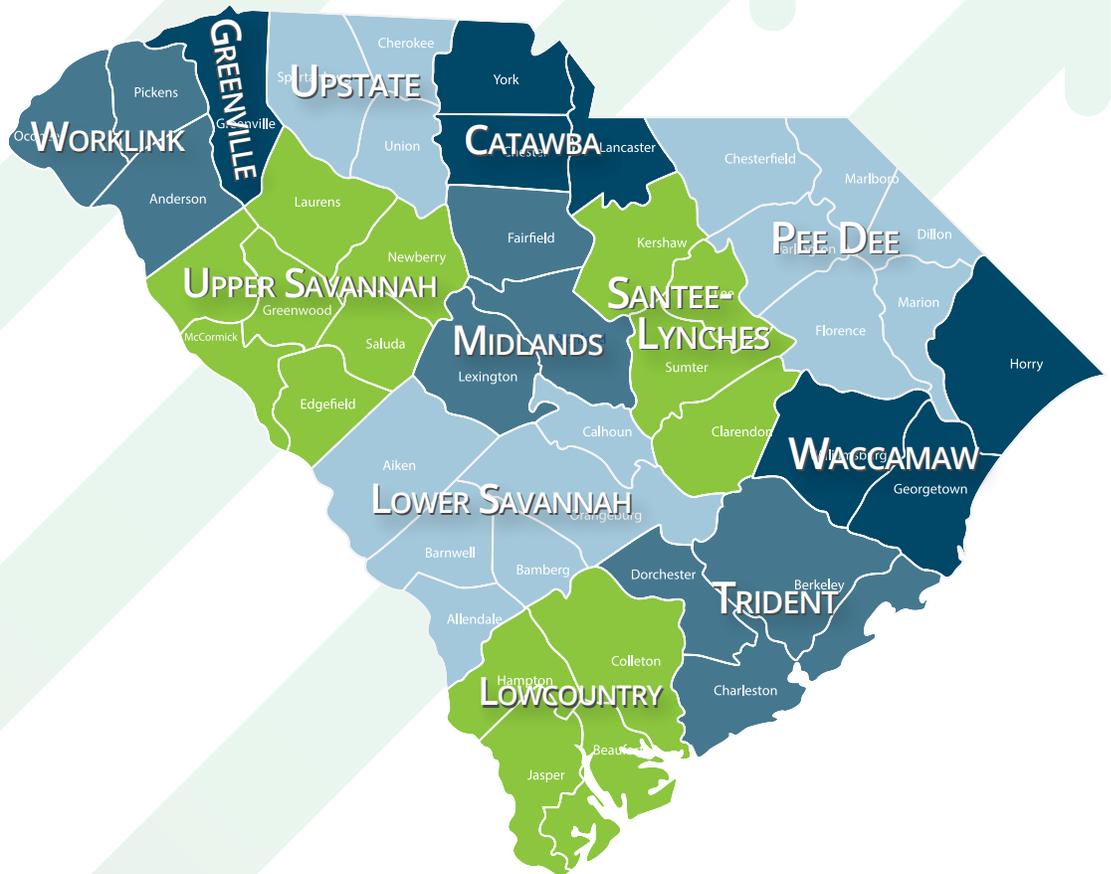
<b>WIOA Title I Performance</b>		
	<b>2016</b>	<b>2017</b>
	<b>Negotiated Goal</b>	<b>Negotiated Goal</b>
<b>Employment Rate in the Second Quarter After Exit</b>		
Adult	73.1%	75.3%
Dislocated Worker	77.0%	79.3%
Youth	75.1%	76.6%
Wagner-Peyser	64.0%	64.0%
<b>Employment Rate in the Fourth Quarter After Exit</b>		
Adult	70.8%	72.9%
Dislocated Worker	75.0%	77.3%
Youth	67.6%	69.1%
Wagner-Peyser	66.0%	66.0%
<b>Median Earnings Second Quarter After Exit</b>		
Adult	\$4,628.00	\$4,859.00
Dislocated Worker	\$6,100.00	\$6,405.00
Youth	BASELINE	BASELINE
Wagner-Peyser	\$4,405.00	\$4,405.00
<b>Credential Attainment within Four Quarters After Exit</b>		
Adult	51.0%	52.5%
Dislocated Worker	54.4%	56.0%
Youth	68.1%	69.6%
Wagner-Peyser	N/A	N/A
<b>Measurable Skill Gains</b>		
Adult	BASELINE	BASELINE
Dislocated Worker	BASELINE	BASELINE
Youth	BASELINE	BASELINE
Wagner-Peyser	BASELINE	BASELINE
<b>Effectiveness in Serving Employers</b>		
Adult	BASELINE	BASELINE
Dislocated Worker	BASELINE	BASELINE
Youth	BASELINE	BASELINE
Wagner-Peyser	BASELINE	BASELINE

# WIOA TITLE I PERFORMANCE

For PY 2017, the state exceeded all negotiated levels of performance goals and over the course of the year, improved upon baseline indicators through the hard work of staff in the LWDA's. In South Carolina, all LWDA's agreed to the same performance goals as the state negotiated with the DOL, but individual median earnings were negotiated separately with

each local area. A few areas did not meet the credential attainment goal, but an increased understanding of how the indicator is calculated has already had a positive impact on the accuracy of reported data. DEW has recently been able to provide LWDA's with numerators and denominators for each of the performance indicators, affording local staff

the opportunity to follow up with customers and possibly improve performance prior to quarterly or annual submission. South Carolina currently has a common-exit policy between Wagner-Peyser, Jobs for Veteran State Grants, Adult, Dislocated Worker, Youth and Trade Adjustment Assistance.



# PY 2017 WIOA TITLE I ANNUAL PERFORMANCE REPORT SUMMARY

Performance Measure	Group	State			Workdink			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
Employment Rate Q2	Adults	73.1	107.5%	78.6	73.1	116.6%	85.2	73.1	112.2%	82.0	73.1	113.8%	83.2	73.1	112.0%	81.9	73.1	104.1%	76.1	73.1	105.2%	76.9
Employment Rate Q4*	Adults	70.8	112.1%	79.4	70.8	119.9%	84.9	70.8	112.3%	79.5	70.8	120.8%	85.5	70.8	120.1%	85.0	70.8	111.3%	78.8	70.8	100.7%	71.3
Median Earnings	Adults	4,628	120.6%	5,581	4,236	145.3%	6,153	4,292	106.9%	4,588	4,800	130.6%	6,268	5,400	90.5%	4,888	5,220	97.3%	5,077	5,100	122.3%	6,238
Credential Rate*	Adults	51.0	141.4%	72.1	51.0	117.6%	60.0	51.0	158.0%	80.6	51.0	163.3%	83.3	51.0	147.1%	75.0	51.0	116.7%	59.5	51.0	135.7%	69.2
Measurable Skill Gains	Adults	N/A	N/A	42.3	N/A	N/A	46.4	N/A	N/A	29.4	N/A	N/A	35.8	N/A	N/A	43.8	N/A	N/A	16.0	N/A	N/A	48.5
Employment Rate Q2	DW	79.3	106.6%	84.5	77.0	108.2%	83.3	77.0	115.6%	89.0	77.0	115.8%	89.2	77.0	107.4%	82.7	77.0	106.9%	82.3	77.0	106.1%	81.7
Employment Rate Q4*	DW	75.0	111.9%	83.9	75.0	133.3%	100.0	75.0	112.9%	84.7	75.0	133.3%	100.0	75.0	111.9%	83.9	75.0	109.3%	82.0	75.0	101.3%	76.0
Median Earnings	DW	6,100	116.1%	7,084	5,900	119.8%	7,068	5,821	114.4%	6,657	6,350	132.5%	8,415	6,400	94.5%	6,050	7,065	95.0%	6,710	7,000	123.5%	8,647
Credential Rate*	DW	54.4	141.4%	76.9	54.4	122.6%	66.7	54.4	143.0%	77.8	54.4	183.8%	100.0	54.4	113.1%	61.5	54.4	136.9%	74.5	54.4	137.9%	75.0
Measurable Skill Gains	DW	N/A	N/A	31.3	N/A	N/A	42.3	N/A	N/A	20.7	N/A	N/A	29.6	N/A	N/A	35.8	N/A	N/A	18.2	N/A	N/A	40.0
Employment, Education or Training Placement Rate Q2	Youth	75.1	105.6%	79.3	75.1	99.9%	75.0	75.1	107.3%	80.6	75.1	118.4%	88.9	75.1	90.9%	68.3	75.1	103.9%	78.0	75.1	113.3%	85.1
Employment, Education or Training Placement Rate Q4*	Youth	67.6	117.0%	79.1	67.6	123.2%	83.3	67.6	105.6%	71.4	67.6	125.1%	84.6	67.6	103.1%	69.7	67.6	116.0%	78.4	67.6	126.0%	85.2
Median Earnings	Youth	N/A	N/A	3,279	N/A	N/A	3,401	N/A	N/A	3,794	N/A	N/A	2,104	N/A	N/A	2,366	N/A	N/A	4,189	N/A	N/A	3,652
Credential Rate*	Youth	68.1	106.9%	72.8	68.1	111.5%	75.9	68.1	120.6%	82.1	68.1	90.3%	61.5	68.1	86.5%	58.9	68.1	84.4%	57.5	68.1	103.2%	70.3
Measurable Skill Gains	Youth	N/A	N/A	49.2	N/A	N/A	70.7	N/A	N/A	29.2	N/A	N/A	54.3	N/A	N/A	67.8	N/A	N/A	32.3	N/A	N/A	45.5

Performance Measure	Group	Pee Dee			Lower Savannah			Catawba			Santee-Lynches			Waccamaw			Lowcountry			Color Coding
		Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	
Employment Rate Q2	Adults	73.1	119.2%	87.1	73.1	111.8%	81.7	73.1	110.9%	81.1	73.1	112.4%	82.2	73.1	122.0%	89.2	73.1	105.6%	77.2	Exceeds Goal Actual Performance is greater than 100.0% of the goal
Employment Rate Q4*	Adults	70.8	120.9%	85.6	70.8	115.5%	81.8	70.8	115.3%	81.6	70.8	116.8%	82.7	70.8	117.7%	83.3	70.8	111.4%	78.9	Meets Goal Actual Performance is between 90.0% and 100.0% of the goal
Median Earnings	Adults	4,300	117.6%	5,058	4,258	136.1%	5,796	4,050	123.3%	4,995	4,628	107.0%	4,953	4,200	126.9%	5,330	4,250	119.6%	5,083	
Credential Rate*	Adults	51.0	148.4%	75.7	51.0	163.3%	83.3	51.0	139.4%	71.1	51.0	126.9%	64.7	51.0	143.7%	73.3	51.0	171.0%	87.2	
Measurable Skill Gains	Adults	N/A	N/A	42.0	N/A	N/A	36.8	N/A	N/A	38.6	N/A	N/A	56.4	N/A	N/A	52.9	N/A	N/A	44.9	
Employment Rate Q2	DW	77.0	111.3%	85.7	77.0	111.7%	86.0	77.0	119.0%	91.6	77.0	113.2%	87.2	77.0	101.3%	78.0	77.0	90.1%	69.4	Did Not Meet Goal Actual Performance is under 90.0% of the goal
Employment Rate Q4*	DW	75.0	114.3%	85.7	75.0	107.3%	80.5	75.0	124.3%	93.2	75.0	111.1%	83.3	75.0	118.0%	88.5	75.0	104.4%	78.3	
Median Earnings	DW	6,000	118.5%	7,112	5,773	113.1%	6,528	6,100	121.6%	7,419	5,700	133.2%	7,592	6,100	130.1%	7,937	6,100	105.8%	6,453	
Credential Rate*	DW	54.4	127.9%	69.6	54.4	168.6%	91.7	54.4	129.8%	70.6	54.4	147.1%	80.0	54.4	167.8%	91.3	54.4	173.5%	94.4	
Measurable Skill Gains	DW	N/A	N/A	25.6	N/A	N/A	20.9	N/A	N/A	35.7	N/A	N/A	40.0	N/A	N/A	40.4	N/A	N/A	50.0	
Employment, Education or Training Placement Rate Q2	Youth	75.1	109.3%	82.1	75.1	113.3%	85.1	75.1	107.5%	80.7	75.1	91.3%	68.6	75.1	110.0%	82.6	75.1	105.3%	79.1	Baseline Indicator is in Baseline status until PY'20
Employment, Education or Training Placement Rate Q4*	Youth	67.6	118.8%	80.3	67.6	120.6%	81.5	67.6	118.8%	80.3	67.6	103.3%	69.8	67.6	122.2%	82.6	67.6	116.3%	78.6	
Median Earnings	Youth	N/A	N/A	2,466	N/A	N/A	3,770	N/A	N/A	3,006	N/A	N/A	3,126	N/A	N/A	3,736	N/A	N/A	4,359	
Credential Rate*	Youth	68.1	130.0%	88.5	68.1	95.0%	64.7	68.1	97.1%	66.1	68.1	123.1%	83.8	68.1	122.8%	83.6	68.1	48.9%	33.3	
Measurable Skill Gains	Youth	N/A	N/A	52.3	N/A	N/A	53.1	N/A	N/A	28.6	N/A	N/A	38.9	N/A	N/A	59.6	N/A	N/A	42.9	

-- These indicators will not have 4 full quarters of data reported until the period ending 12/31/2018

Within 1% of exceeding goal.

# PERFORMANCE MEASURES

## Effectiveness in Serving Employers (ESE)

South Carolina chose two approaches to measure ESE: Employer Penetration Rate and Repeat Business Customer Rate. Through a collaborative effort between several agencies in South Carolina, the Department of Education's Office of Adult Education, the

Commission for the Blind, DEW, DSS and the Vocational Rehabilitation Department, multiple meetings were held over the past 12 months to discuss performance, and more specifically, the ESE measure. The results of this effort are below:

Results of the ESE		
Pilot Approaches	Numerator	Rate
	Denominator	
Employer Penetration Rate	15,388	11.5 %
	133,644	
Repeat Business Customer Rate	7,450	47.0%
	15,844	

## Quarterly Census of Employment and Wages (QCEW)

QCEW data was used as the denominator for the Employer Penetration Rate indicator and the numerator included individual work sites who received at least one employer service during the period of performance. The denominator for the Repeat Business Customer Rate reflected the number of businesses served in PY 2016 and the numerator included the number of those

businesses served in PY 2016 who were also served in PY 2017.

Also involved in the collaborative effort between partner agencies were conversations revolving around the unique services each agency provides to employers, and which of the employer service categories each should fall into for reporting purposes. Each agency,

while discerning their own service mappings, reviewed other agencies' mappings to determine if there were better categories in which to put their own services. The results of the mappings of employer services are reflected in the ESE employer services indicators reported below:

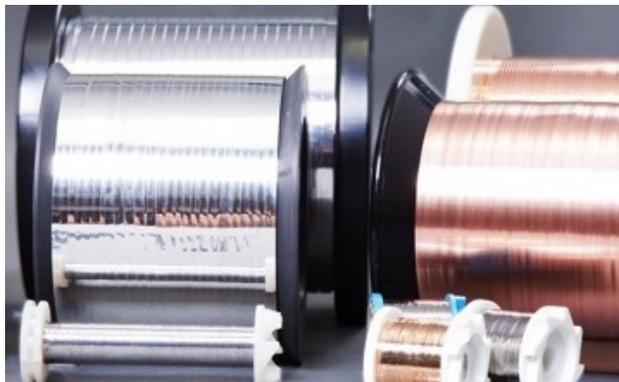
Quarterly Census of Employment and Wages (QCEW)	
Employer Service	Establishment Count
Employer Information and Support Services	10,785
Workforce Recruitment Assistance	6,581
Engaged in Strategic Planning/ Economic Development	24
Accessing Untapped Labor Pools	1,986
Training Services	540
Incumbent Worker Training Services	128
Rapid Response/Business Downsizing Assistance	119
Planning Layoff Response	96

# THE FACES OF SUCCESS

## FINDING TALENT:

- Datasoft Tech, an employer in the Greenville area, reached out to the Greenville SC Works Center for more information about participating in a job fair.
- The employer also wanted to update their SC Works Online Services (SCWOS) postings.
- The positions they had in SCWOS had been open for weeks and several prominent staffing agencies had been working to fill them.
- While SC Works staff was conducting a search, they found Mr. Hall, a veteran.
- Within the hour, his resume had been submitted and the employer scheduled an interview with him that same week.
- The employer thought so highly of Mr. Hall, he was made a job offer minutes after leaving his interview.

The screenshot shows the SC Works Online Services job search page. At the top, it says "Please choose one of the methods below to view available job openings in the area you selected. To create an automated job search (virtual recruiter), select criteria below, perform the search and then save your search at the bottom of the results screen." Below this is an "IMPORTANT WARNING: Always be on the lookout for job scams! Learn more on how to protect yourself against online scams and identity theft." There are five tabs: "Quick Job Search", "Advanced Job Search", "Job Search by Employer", "Job Search by Education", and "Job Number Search". Below the tabs, it says "You may enter any combination of search criteria below. When you have completed entering your search criteria information, click the Search button/link." There is a "[ Search ]" button. Under "Search Criteria", there is a dropdown menu for "Area (click to change):" with "Richland" selected. There is a text input field for "Keywords (e.g. Accountant):" with a "Show Keyword Search Options" link. There is also a "Show Additional Quick Search Options" link. At the bottom right, there is a green "Search" button.



## WITH THE RIGHT TOUCH:

- Ms. Whiten held temporary assignments, but wanted to obtain a full time manufacturing position.
- She met with a workforce consultant and together they created an Individualized Employment Plan.
- With help from the workforce consultant, she updated her resume and attended interview workshops to improve her skillsets.
- Her workforce consultant reached out to the Human Resources department at Ulbrich Specialty where she had previously been turned down three times.
- Because of her updated resume that effectively marketed herself, the company asked her to come in for an interview.
- She was offered a full-time position at Ulbrich Specialty Wire Products.

# CUSTOMER SURVEYS

## TO JOBSEEKERS AND BUSINESSES

In PY 2017, 4,182 jobseekers completed the customer satisfaction survey that is system generated to determine their level of satisfaction with the services received in SC Works Online Services (SCWOS). The survey focuses on the ease of use and if SCWOS met the needs of the customer. In addition to the survey, jobseekers are able to provide feedback on SCWOS at any point during their visit to the website.

Which type of user best describes you?		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Youth (18 years old or less)</a>	40	1.0 %
<a href="#">Jobseeker</a>	3992	95.5 %
<a href="#">Employer</a>	50	1.2 %
<a href="#">Labor Market Analyst/Researcher</a>	3	0.1 %
<a href="#">Other</a>	97	2.3 %
		<b>Total: 4182</b>

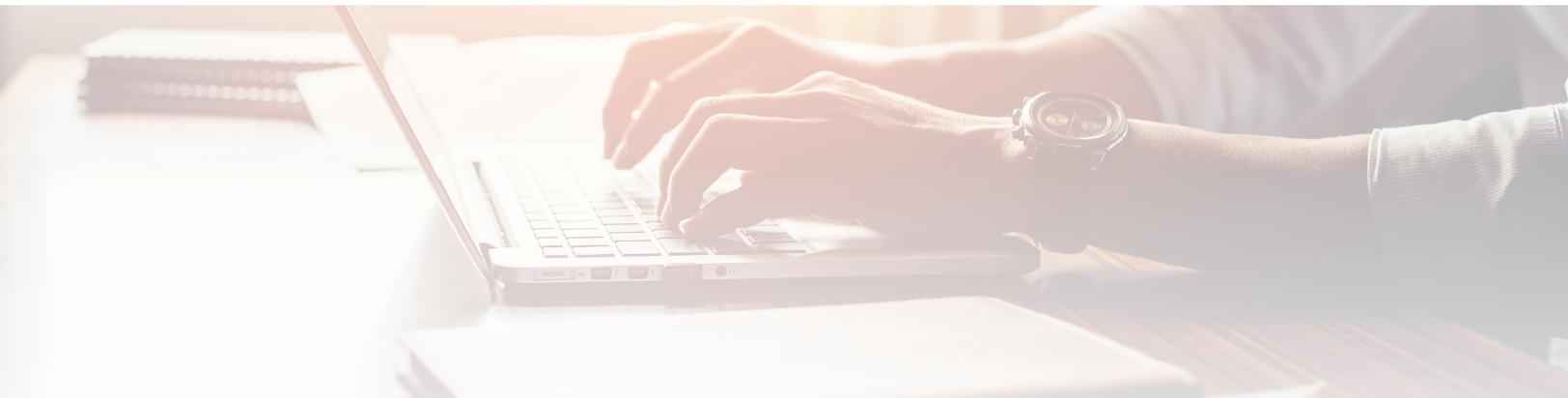
Please indicate your reason for visiting SC Works Online Services		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Job Search</a>	3841	91.8 %
<a href="#">Career planning/Occupational Research</a>	69	1.6 %
<a href="#">Locate education or training providers</a>	31	0.7 %
<a href="#">Find employer contact information</a>	51	1.2 %
<a href="#">Research/Reports</a>	7	0.2 %
<a href="#">Planning/Policy making</a>	6	0.1 %
<a href="#">Just looking around</a>	33	0.8 %
<a href="#">Employer looking for candidates</a>	19	0.5 %
<a href="#">Other</a>	125	3.0 %
		<b>Total: 4182</b>

It was easy to find what I needed		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Strongly Agree</a>	524	12.5 %
<a href="#">Agree</a>	1603	38.3 %
<a href="#">Neither Agree or Disagree</a>	1401	33.5 %
<a href="#">Disagree</a>	427	10.2 %
<a href="#">Strongly Disagree</a>	227	5.4 %
		<b>Total: 4182</b>

SC Works Online Services is easy to use		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Strongly Agree</a>	521	12.5 %
<a href="#">Agree</a>	1640	39.2 %
<a href="#">Neither Agree or Disagree</a>	1343	32.1 %
<a href="#">Disagree</a>	448	10.7 %
<a href="#">Strongly Disagree</a>	230	5.5 %
		<b>Total: 4182</b>

SC Works Online Services met my needs		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Strongly Agree</a>	472	11.3 %
<a href="#">Agree</a>	1551	37.1 %
<a href="#">Neither Agree or Disagree</a>	1690	40.4 %
<a href="#">Disagree</a>	272	6.5 %
<a href="#">Strongly Disagree</a>	197	4.7 %
		<b>Total: 4182</b>

Overall, how would you rate your visit to SC Works Online Services?		
Answer	Number of Times Answered	Percent of Times Answered
<a href="#">Excellent</a>	713	17.0 %



The results of the survey indicate that more than half of the respondents found SCWOS easy to use and they were able to find the information they were seeking on the website. Slightly less than half indicated that

the system met their needs, and 100 percent of respondents said their visit was rated as excellent. Of the respondents, 95.5 percent were jobseekers. DEW's intent is to formulate a new employer survey

to align with the services reported through the ESE performance indicators. The system may then target businesses by multiple filtered criteria, including: LWDA, county, employer size or industry type.

# TECHNICAL ASSISTANCE

# 1

The SWDB has requested that a comprehensive sanctions policy that goes beyond statutory sanctions be written to address not only compliance with the WIOA statute, regulations and guidance, but also adherence to the SWDB policies and procedures. South Carolina is requesting assistance in the form of access to best practice policies from other states, DOL review of draft(s) policies, and support from DOL for guidance/policy written if challenged.

# 2

South Carolina has been approved for a waiver from the requirement to get performance information on all students in programs on the Eligible Training Provider List. The waiver has been helpful in allowing us to keep an adequate list to include providers unwilling to send personal student information. There has been action statewide to collaborate with other agencies and organizations to create a statewide database to house the information needed for WIOA and much more. The Coordinating Council on Workforce Development is working toward writing potential legislation which would make this possible. South Carolina is interested in practices of other states that receive the data required for performance reporting from training providers for all students, specifically from states that do not have legislation in place to force data sharing.

# 3

The State and Local Workforce Development Boards have made great efforts in using available funds to assist the hardest to serve populations through allocations and innovative grant opportunities. Although this is the expectation of WIOA, the required documentation for eligibility is often not available to these populations. Additionally, referrals are not helpful when transportation and the ability to get the documents are not accessible to the individuals. Supportive services are not an option prior to participation in a WIOA program. Self-attestation may work for certain eligibility criteria, but not all. The state is seeking ways to be able to serve the individuals who need the program and services the most while not putting the state at risk.

# THE FACES OF SUCCESS

## LIFE BEYOND HALFWAY:

- Mr. Blackwell was staying at a halfway house, hoping to improve his situation, but unsure how to start.
- He met with a workforce consultant who gave him an overview of the services available at the SC Works centers.
- Immediately he saw the benefit of the Federal Bonding program and how it could help him find a job.
- The workforce consultant helped Mr. Blackwell prepare his resume in the SC Works Online Services system and work on his interviewing skills, including how to answer difficult questions that might come up about his background and explain the benefits of the Federal Bonding Program.
- Mr. Blackwell received a job referral for a position as a maintenance worker with American Luxury Coach, a family-owned business. His duties included detailing and performing maintenance on large trucks.
- With his success, Mr. Blackwell gained confidence and began to aim higher, deciding to pursue his dream of getting his commercial driver's license.
- After speaking with his workforce consultant, they referred him to the WIOA program.
- He was approved for the program and chosen to attend the Truck Driving Institute which, upon completion, qualified him to advance into a driver position with a pay raise with his employer.



## TRANSLATING SKILLS:

- Mr. Williams was a 20-year-old Navy veteran.
- Having successfully served as a Navy intelligence officer, understanding how to transfer those skills was challenging.
- His intake form with the work center revealed several barriers to employment, including a disadvantaged background, low income, age, lack of education and no resume.
- Mr. Williams' Disabled Veteran Outreach Program (DVOP) representative enrolled him in a resume workshop class which gave him the knowledge to craft a resume that could successfully translate his skillsets for the civilian workforce.
- In addition to helping him disseminate his resume to several companies, his DVOP also forwarded his resume to the Local Veteran Employment representative who identified him as an ideal candidate for Vocational Rehabilitation for educational assistance, the WIOA program for training services.
- He was also referred to the Veterans Affairs Office to receive assistance with his service-connected claim.
- Mr. Williams got an interview and job offer from Kraft as a General Laborer.
- After 90 days of employment, he was offered an opportunity for a supervisory position.



# SOUTH CAROLINA'S FEATURED PROMISING PRACTICES

## OPERATION EDUCATE

- Operation Educate brings educational resources to the Spartanburg County Detention Facility to give individuals the job skills and workplace habits necessary to gain and retain employment.
- In an effort to reduce recidivism, the detention facility is providing programs and services to individuals while incarcerated in hopes of equipping them with the necessary job skills and educational services to help better themselves upon release.
- Individuals receive:
  - \* 2 Week Worldwide Interactive Network (WIN) preparation course and are administered the WIN assessment by Adult Education.
  - \* Stackable credentials from Spartanburg Community College in training such as manufacturing and highway construction.
  - \* Both training programs incorporate a virtual reality component.
  - \* Soft skills and job readiness training is available through multiple partners.
- Upon completion of training, employers come on-site and conduct interviews prior to the candidate's release.
- Total number of participants released as of 9/7/2018 is 39. Twenty-nine of those individuals are working with the average wage at \$14.08 per hour.
- The Upstate Workforce Board was awarded an Innovation Grant from the State Workforce Development Board in the amount of \$391,590 to continue Operation Educate.

## SPECIAL HEALTHCARE INITIATIVES

- In July 2017, the Pee Dee Workforce Development Board awarded \$100,000 Healthcare Grants to both Carolinas Hospital Marion and McLeod Health.
- The purpose of these grants is to provide training to unemployed or underemployed WIOA eligible individuals in entry level positions in the healthcare sector.
- This initiative came about via communication to the local workforce development board of the healthcare community's need for a well trained workforce.
- McLeod Health's training model combines classroom training at Florence-Darlington Technical College and On-the-Job Training at McLeod Health.
  - \* Out of 62 students, 39 have successfully completed and 15 are still in training.
- Carolinas Hospital's training model allowed it to design its own customized, certified CNA training program at its facility.
  - \* Out of 21 students, 19 completed successfully and were employed.

## TRANSPORTATION DEMONSTRATION

- In Program Year 2017, the State Workforce Development Board set aside \$100,000 in funding to provide public transit services to either jobs or training. The service operates a new, 15 passenger bus Monday through Friday.
- Operating within the City of Walterboro, SC and the surrounding urbanized areas of Colleton County, the service links residents with a wide variety of training and employment opportunities.
- The project takes advantage of both the Lowcountry Council of Government's planning and administrative resources and the Lowcountry Regional Transportation Authority's operational expertise.
- The community selection was largely based on having committed partners and relatively concentrated locations of training/education facilities and employers.
- In the absence of actual addresses of potential riders, the number of households with no vehicles, concentrations of low-income housing and the locations of training facilities and major employers in Walterboro were mapped. A route and schedules were developed to meet the needs of as many candidate riders as possible.
- From October 2017 to June 2018, ridership numbers ranged from 144 to 262 a month.
- The project was awarded a 2018 Innovation Award by the National Association of Development Organizations.

## APPRENTICESHIP EFFORTS

- Recognizing the need to increase apprenticeship opportunities, the Lower Savannah Local Workforce Development Area created an Apprenticeship Memorandums of Understanding (MOUs) with the three Technical Colleges in their region.
- In partnership with a local manufacturing company Zeus, 9 Adult apprentices were enrolled in a two year apprenticeship.
  - \* Participants received classroom training at Orangeburg-Calhoun Technical College and Midlands Technical College.
  - \* On-the-Job Training (OJT) has been entered into for a one-year timeframe.
- The local area's apprenticeship and OJT efforts are evident in the area's reported high median wages in performance.
- The local area is expecting additional apprentices to be placed in Program Year 2018.