

South Carolina Department of Employment and Workforce



Workforce Investment Act (WIA) Annual Report

Program Year 2011



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

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Introduction

Program year 2011 (PY 11) was a year of transition for South Carolina. Transformative workforce system strategies and efforts identified in the previous year began to be implemented and take root. The results of the efforts are anticipated to have a positive impact; however, the full return will not be realized until the next program year.

Key changes and strategies implemented in South Carolina (SC) in PY 11 included:

- First year of the new one-stop brand – SC Works
- Implementation of Business Services Teams
- First year of the newly reconstituted State Workforce Investment Board (SWIB)
- New leadership at the SC Department of Employment and Workforce (SCDEW)
- SCDEW no longer being an operator of SC Works Centers

South Carolina, along with the rest of the nation, continued to experience funding challenges in its Workforce Investment Act (WIA) program. In PY 11, the WIA State Reserve Fund or Governor's Discretionary Fund was reduced from 15 percent to five percent. In the past, the fund has been used to support special initiatives and serve specific or targeted populations. As a result of this funding reduction, the State Workforce Investment Board has been unable to fully support or continue innovations in workforce development and services. The highly successful Incumbent Worker Training (IWT) program, which helped businesses remain competitive by providing their employees with needed training, is no longer available. The state, however, through the Rapid Response-IWT program, has been able to provide layoff aversion assistance through training to businesses facing closure or layoffs.

Despite challenges, South Carolina's focus remains: *Putting South Carolinians Back to Work*. At the beginning of PY 11 (July 2011), South Carolina's unemployment rate was at 10.5%. By the end of the program year (June 2012), the rate had fallen to 9.4%. To maintain a downward spiral in our state's unemployment rate, workforce system leaders and partners continue to seek improvements to better serve businesses and jobseekers. New and continuing efforts in South Carolina include:

- Identification and prioritization of workforce system goals and objectives
- Implementation of SC Works Certification Standards
- Implementation of the SC Work Ready Communities Initiative

Program Year 2011 State Highlights

Business and Employer Services Certification

Statewide, local Business Services Teams have been established in South Carolina. These teams include a cross-section of workforce professionals who provide specialized services to businesses. Team members represent state agencies, local government entities, and other organizations that have an interest in partnering with or serving the needs of businesses. In program year 2011, local Business Services Team members and other workforce professionals had the opportunity to participate in a certification program.

The Business and Employer Services Certification program is an in-depth professional education program that promotes the delivery of consistent, comprehensive, and high-quality services to businesses. The program includes a nationally recognized curriculum from Dynamics Works Institute as well as practice activities, workplace applications, and individualized instruction. Through the training, participants gained increased confidence and skills in identifying and serving the needs of the business community. The certification was also offered to support implementation of the SC Works Certification Standards. In June 2012, 144 workforce professionals passed the exam, obtaining the Business and Employer Services Certification from the National Association of Workforce Development Professionals.

On-the-Job Training - National Emergency Grant Initiative

The South Carolina Department of Employment and Workforce and local workforce investment boards (LWIBs) continued to implement the On-the-Job Training (OJT) - National Emergency Grant (NEG) to provide services to dislocated workers. The \$1.3 million grant, which was funded through the American Recovery and Reinvestment Act (ARRA) of 2009, was awarded to meet the widespread scope of recession-related layoffs and aid in the ability of the workforce system to assist laid-off workers. The OJT-NEG offers another tool in helping dislocated workers and businesses recover from the effects of the economic downturn by addressing the skills gaps that can hinder an individual from fully performing a new job.

The OJT-NEG grant serves dislocated workers who were unemployed after January 2008 and have been unemployed for at least 15 weeks. Through the grant, individuals receive training assistance in targeted occupational industries as determined by the local workforce investment area (LWIA). Nine (9) out of 12 LWIAs are participating in the OJT-NEG: WorkLink, Greenville, Upstate, Catawba, Waccamaw, Lower Savannah, Upper Savannah, Pee Dee, and Midlands.

Although the OJT-NEG grant, which ends September 30, 2012, faced some initial start-up challenges, results to-date show very positive progression. South Carolina's goal was to enroll 217 individuals into the OJT-NEG. As of June 30, 2012, there are 208 participants, and it is anticipated that by the end of the grant, we will exceed the goal.

SC Works Abbeville County OJT-NEG Participant Success Story

Zach Price had been out of work for eight months, after the feed store that he was running in Calhoun Falls closed its doors. Zeb Young, a business/employer services representative with the Abbeville County SC Works Center, was trying to help him find work.

Meanwhile, Adams Building Supplies Manager, Don Rowell, had been looking for someone to work in the lumber yard and drive a delivery truck for his Abbeville business. He called his local SC Works Center in hopes of finding someone qualified for the position. Zach was made aware of the opening and expressed his interest.

Around this time, Zach was also debating whether he wanted to go back to school or go to work. When the opportunity at Adams Building became available, Zeb Young and Zach went to the business, but Rowell had already hired someone to start work on Monday, April 2. Young drove a disappointed Zach back to the SC Works Center. On the ride back, Zeb told him, "Everything happens for a reason . . . maybe something else will happen." Despite the hire, Rowell still interviewed Zach. "I told him if it didn't work out (with the new employee), I will call you", Rowell said. And it was a couple days later that Rowell's new worker quit after three days, and he called Zeb to offer the position to Zach.

Zach began working on Friday, April 6 and has been a key part of the Adams Building Supplies staff ever since. He was hired as part of the WIA OJT program, which paid part of Zach's salary for the first 12 weeks while he was in training. Rowell made up his mind early on that he wanted to keep Zach after the on-the-job training ended. Rowell said Zeb Young's recommendation made a big impression.

Today, Zach is one of six employees at Adams Building Supplies. He works in the yard, loads items such as wood and roofing shingles for the customers, and delivers loads with a forklift truck.



South Carolina Work Ready Communities Initiative

South Carolina was selected as one of four states to participate in the first ACT Certified Work Ready Communities Academy, an intensive year-long series of workshops and trainings for state-level leadership teams on how to build certified work ready communities. Through the initiative, South Carolina is leveraging the National Career Readiness Certificate (NCRC™), a work readiness credential, to measure and close the skills gap and educate individuals and businesses on the value of an NCRC and community certification. Certified Work Ready Communities create a framework for community-based workforce development to drive economic growth.

The South Carolina Certified Work Ready Communities (SCWRC) initiative is a multi-agency, public-private partnership collaboration. A State Leadership Team, consisting of representatives from the SC Department of Employment and Workforce, Department of Commerce, Technical College System, Department of Education, Vocational Rehabilitation Department, the SC Manufacturers Alliance, and the Governor's Office, has been formed to lead the effort.

We're participating in the Certified Work Ready Communities initiative because this program offers a nationally recognized and respected credential that shows businesses that South Carolina has the workforce and expertise that they need in order to grow and prosper. – Governor Nikki Haley

Through SCWRC, the state will be poised to compete and succeed nationally and globally. The SC Work Ready Communities initiative is a locally (county) driven approach that will create an inventory of skill sets and connect job seekers with job opportunities. SCWRC links education and workforce development to the economic needs of the state and empowers counties and the state with actionable data and specific workforce goals to foster economic growth. Counties meeting their individual SCWRC goals have an opportunity to receive Certified Work Ready Community designation.

SC Work Ready Communities Initiative Expected Outcomes:

- At least one-quarter or 12 of SC's 46 counties will be recognized as a Certified Work Ready Community by June 30, 2014
- Business use of the NCRC system, including job profiling and/or recognizing or requesting WorkKeys, will increase by 25% by June 30, 2014
- NCRCs will increase by 10% by June 30, 2014
- NCRCs will be obtained by additional population groups than in previous years to include: high school juniors and seniors, college students, unemployment insurance claimants, and the currently employed

SC Works Brand Initiative

In conjunction with local workforce investment boards, the new brand for the one-stop workforce system in South Carolina was fully rolled out in PY 11. The “SC Works” branding initiative showcases local one-stop centers as the premiere location for job seekers and employers. Print and media outreach were utilized to promote the new brand and change the perception of one-stop centers from “unemployment” offices to “reemployment” offices.

The State Workforce Investment Board approved funding in PY 10 for the professional development and promotion of a single statewide brand and outreach campaign for all one-stop centers throughout the state. The branding campaign will establish a brand identity for the local one-stops that speaks to both businesses and job seekers about the services offered and resources available. This rebranding contributes significantly to getting people back to work and matching people with good quality jobs. The new brand name for the workforce system is SC Works.

New South Carolina One-Stop Brand



SC WORKS
BEAUFORT

Recruit New Employees,
EFFORTLESSLY.

Source: South Carolina Department of Employment and Workforce
An Equal Opportunity Employer/Program. Auxiliary aids and services
available upon request to individuals with disabilities.

Last year, we placed
qualified candidates for
more than 3,000 South
Carolina companies.
Be the next one.

SC WORKS
BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

scworks.org



As a part of rebranding, the state's WIA, Trade Adjustment Assistance, and Wagner-Peyser data management and service delivery system, South Carolina Virtual OneStop System, has been renamed SC Works Online Services (SCWOS).

SC Works Online Services is an Internet-based tool that is also designed to assist businesses and job seekers. Businesses can use the website to post positions, search for candidates, and review job market trends. Job seekers can find thousands of job listings and opportunities, post their resumes, and apply for open positions.

scworks.org

SC WORKS
BRINGING EMPLOYERS AND JOB SEEKERS TOGETHER

Contact Us
Staff/Provider Login
Other Employment and Training Resources

Attention UI claimants: You must use the SCWOS username you were given when you registered for work.

Job Seekers Employers Labor Market Info Find a Center Workforce Resources

Every year, SC Works helps thousands of South Carolina job seekers and businesses move forward.

Be the next one.

How did you hear about SC WORKS?
[click here to take our survey](#)

Explore our jobs database and learn more about the many training and support programs we offer that can help move your career forward.

We work directly with employers to deliver a variety of workforce training, recruiting and incentive programs to help grow your business.

SC Works is a statewide career center system with 56 local centers staffed by professionals who provide employment services for job seekers.

jobs.scworks.org

SC WORKS
ONLINE SERVICES

Attention UI claimants: In order to get credit for your work search and get paid, you must use the original SCWOS user name that you received when you registered for work.

Username:
Password:
SIGN IN
Not Registered? [Forgot Username/Password?](#)

Search for a Job
Keyword (e.g. Accountant):
Zip Code: Radius:
10 miles

Job Seekers

- ✓ Find a Job
- ✓ Create a Resumé
- ✓ More Job Seeker Options and Education Services

Employers

- ✓ Find a Candidate
- ✓ Register Job Openings
- ✓ More Employer Options

Labor Market Info

- ✓ Labor Market Home
- ✓ Labor Market Data
- ✓ Historical Employment and Wage Data

WELCOME TO SC WORKS ONLINE SERVICES

We're happy to put this tool to work for you, fueled by South Carolina's largest workforce development database. If you are looking for a job, you'll find a wealth of information - starting with thousands of positions listed by employers all over the state - to help in your job search. If you're an employer, you can use this tool to post positions, search for candidates and review job market trends.

SC Works Online Services links all of South Carolina's state and local workforce services and resources. The partners are the SC Department of Employment and Workforce and South Carolina's 12 Workforce Investment Boards, which administer SC Works Centers throughout the State of South Carolina.

IMPORTANT LINKS

- How to Use This Site
- Ad Hoc and Crystal Reports
- Upcoming Job Fair Information
- SC Works
- SC Department of Employment and Workforce

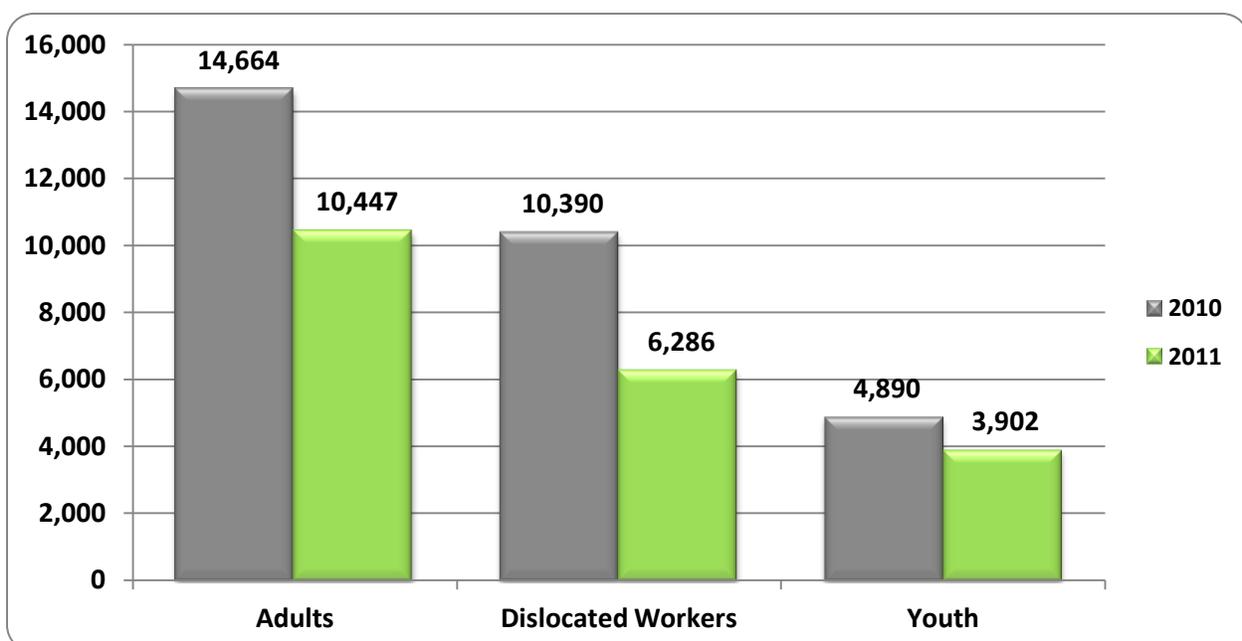
Program Year 2011 WIA Common Measures Results

The South Carolina Department of Employment and Workforce leverages its federal Workforce Investment Act funds through partnerships with other state agencies, 12 local workforce investment boards, local government entities, economic development agencies, and community-based organizations. WIA funds provide business services for employers and opportunities for individual job seekers to increase their skills and gain employment. South Carolina's allocation of \$46 million in WIA funding during program year 2011 (PY 11) produced the following notable returns.

Participants Served

- During PY 11, South Carolina served over **10,400** adults, nearly **6,300** dislocated workers, and a little more than **3,900** youth through WIA-funded programs in our 12 local workforce investment areas.
- PY 11 reflects a decrease in participation levels from PY 10 in all customer groups: 29% decrease in the number of adults served, a 40% decrease in dislocated workers, and a 20% decline in the number of youth served.
- These decreases in participation can be attributed to continual decreases in WIA allocations over the past three years (see page 15) as well as the absence of ARRA funds in PY 11.

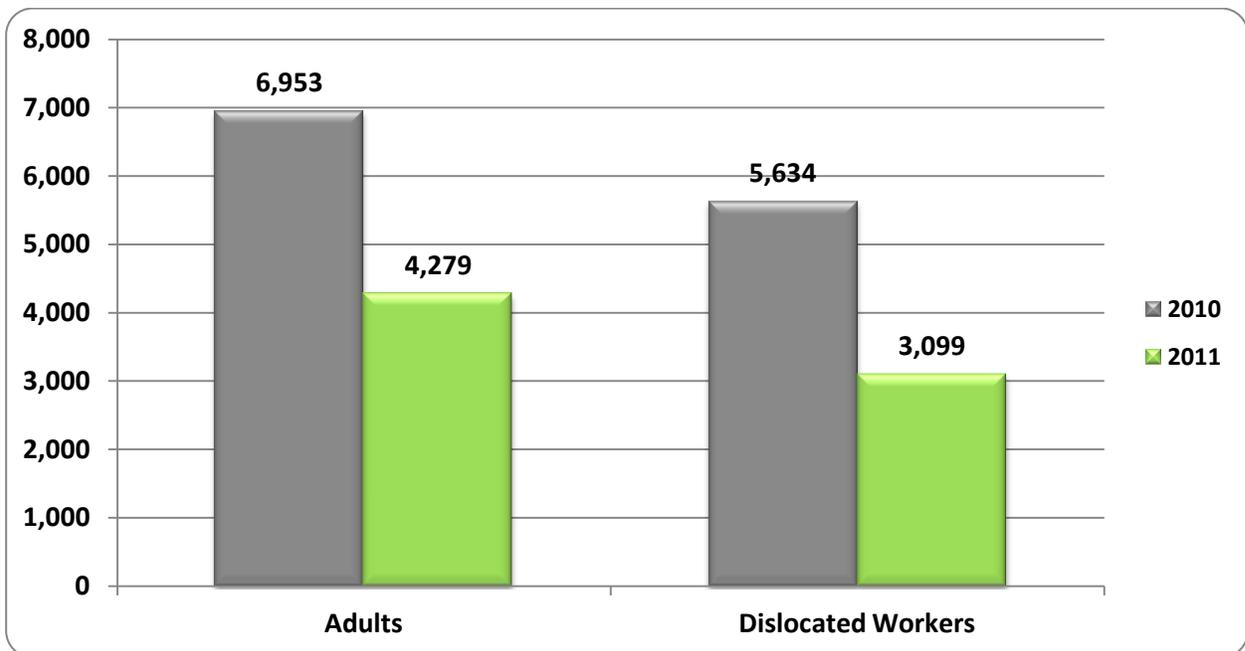
Figure 1. Number of Adult, Dislocated Worker, and Youth Participants Served South Carolina, PY 2010-2011



Participants in Training

- The reduced availability of WIA funds resulted in significant decreases in the number of adults and dislocated workers served and those receiving training in PY 11.
- In PY 11, nearly **4,300** adults and over **3,000** dislocated workers received training during their participation in WIA.
- From PY 10 to PY 11, the number of training participants decreased by 39% for adults and 45% for dislocated workers.

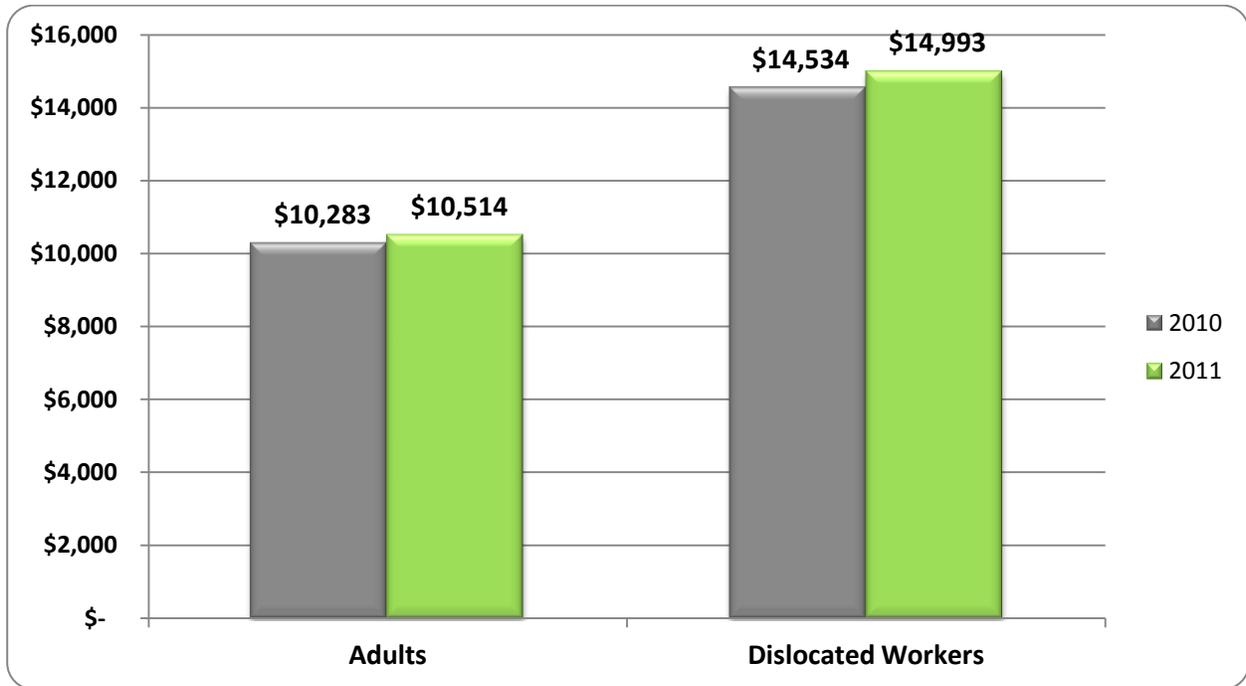
**Figure 2. Number of Adults and Dislocated Workers in Training
South Carolina, PY 2010-2011**



Earnings of Adult and Dislocated Worker Participants

- The average six-month earnings for adults increased by \$231 or 2% from PY 10 to PY 11, with earnings for dislocated workers increasing by \$459 or 3% for this same time period.

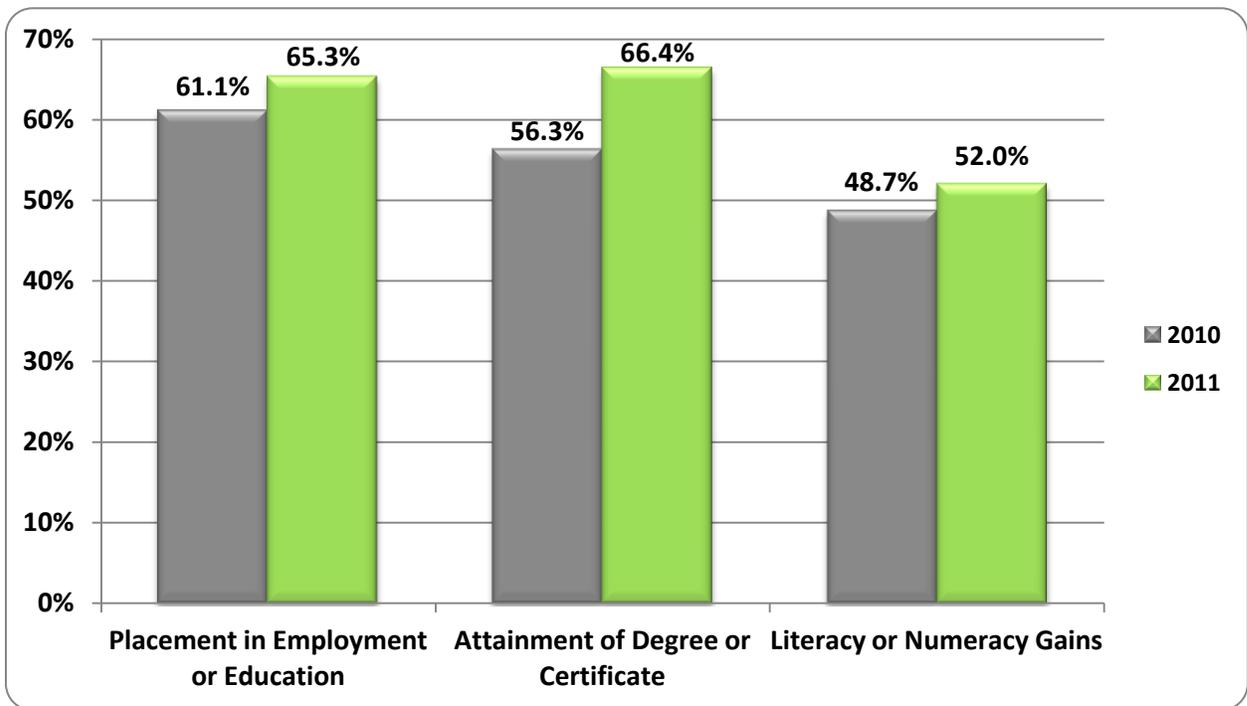
**Figure 3. Average Six-Month Earnings of WIA Adults and Dislocated Workers
South Carolina, PY 2010-2011**



Youth Outcomes

- Youth outcomes continued an upward trend in PY 11. South Carolina exceeded all youth performance goals negotiated with the United States Department of Labor (USDOL).
- Rates for placement in employment or education increased 4.2%, attainment of degree or certificate increased 10.1%, and literacy or numeracy gains increased 3.3%.

**Figure 4. WIA Youth Outcomes
South Carolina, PY 2010-2011**



Summary of WIA Common Measures

In program year 2011, South Carolina **exceeded** all nine (9) of its USDOL goals.

**Table 1. WIA Common Measures Outcomes
South Carolina, PY 2011**

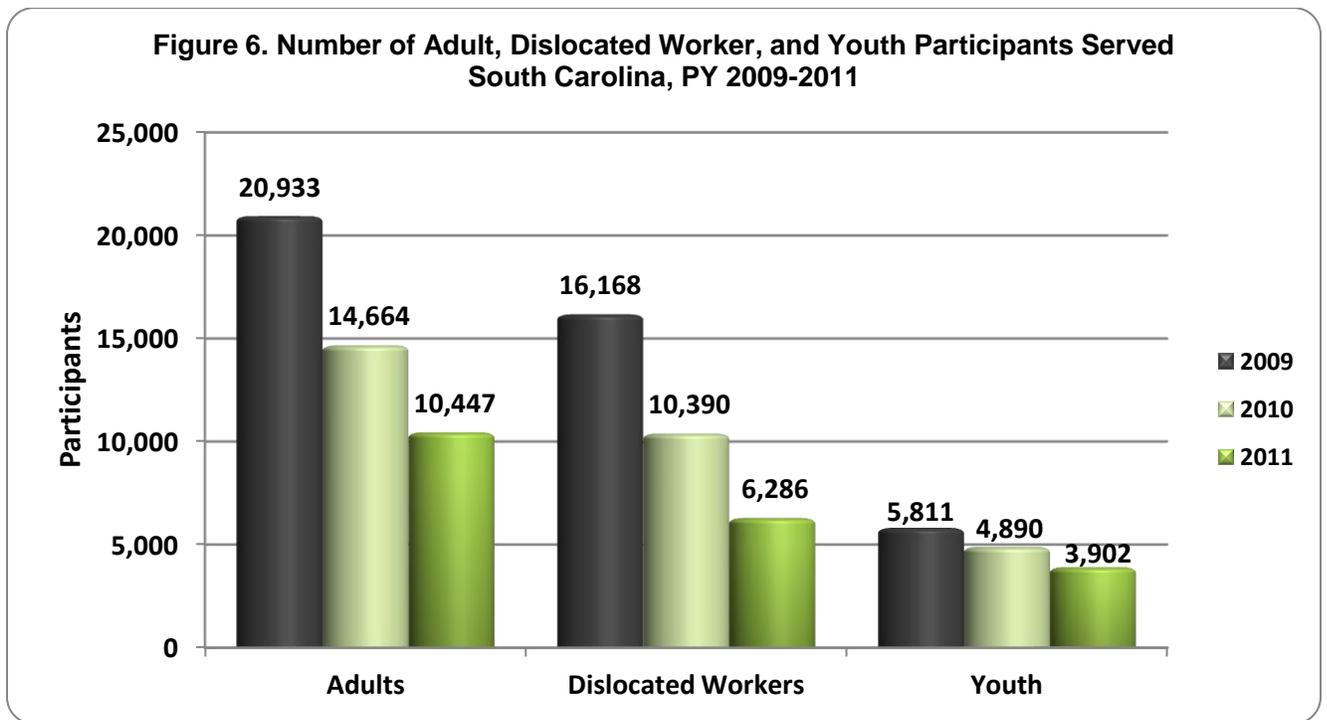
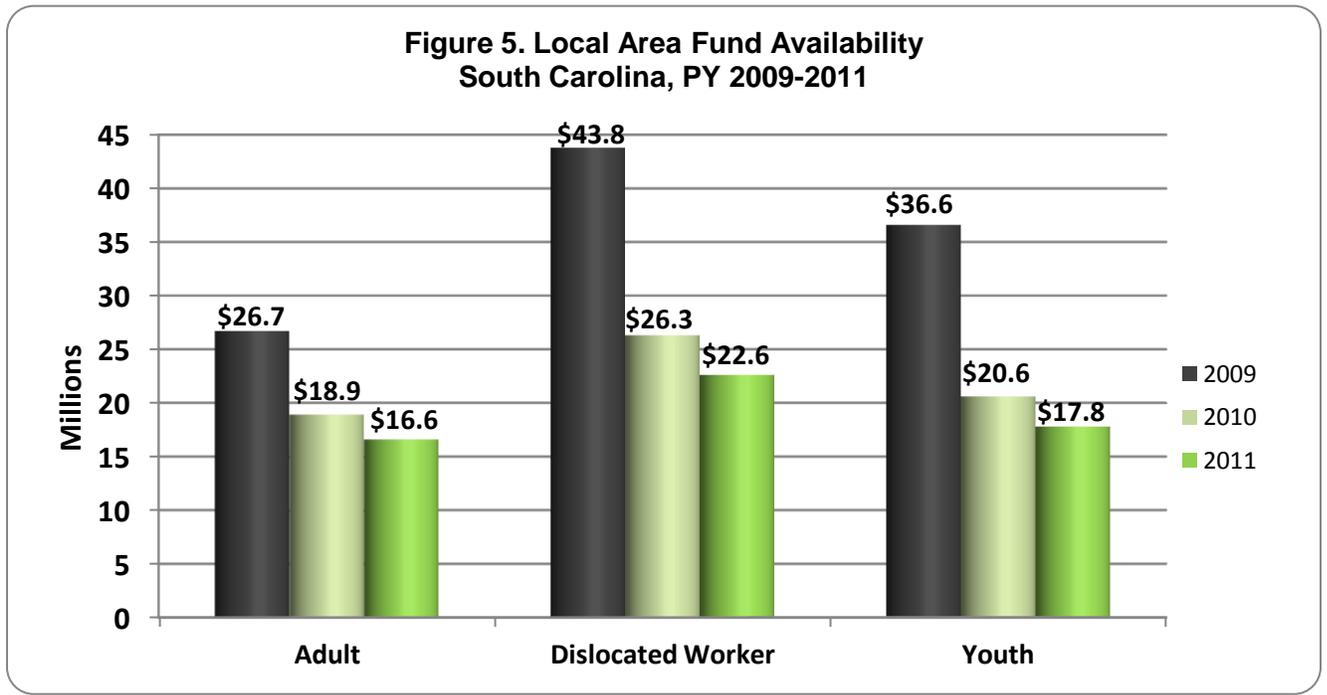
Group	Performance Measure	Negotiated Goal	Actual Performance	PY 2011 Outcome
Youth (14-21)	Placement in Employment or Education	61.0%	65.3%	Exceeded
	Attainment of Degree or Certificate	55.0%	66.4%	Exceeded
	Literacy or Numeracy Gains	45.0%	52.0%	Exceeded
Adults	Entered Employment Rate	60.0%	65.4%	Exceeded
	Retention Rate	82.0%	85.4%	Exceeded
	Average Six-Month Earnings	\$9,613	\$10,514	Exceeded
Dislocated Workers	Entered Employment Rate	64.0%	72.2%	Exceeded
	Retention Rate	87.8%	91.4%	Exceeded
	Average Six-Month Earnings	\$12,400	\$14,993	Exceeded

From PY 10 to PY 11, South Carolina showed increases in all nine performance measures.

**Table 2. Comparison of WIA Common Measures
South Carolina, PY 2010-2011**

	PY 2010	PY 2011	Change
WIA Youth (14-21) Outcomes			
Placement in Employment or Education	61.1%	65.3%	↑
Attainment of Degree or Certificate	56.3%	66.4%	↑
Literacy and Numeracy Gains	48.7%	52.0%	↑
Adult Outcomes			
Entered Employment Rate	59.7%	65.4%	↑
Employment Retention	83.0%	85.4%	↑
Average Six-Month Earnings	\$10,283	\$10,514	↑
Dislocated Workers Outcomes			
Entered Employment Rate	68.2%	72.2%	↑
Employment Retention	88.3%	91.4%	↑
Average Six-Month Earnings	\$14,534	\$14,993	↑

For the past three program years (2009-2011), South Carolina's WIA funding has steadily decreased. As a result, so has participation in the WIA program.



**Table 3. Local Workforce Investment Area WIA Common Measures Outcomes
South Carolina, PY 2011**

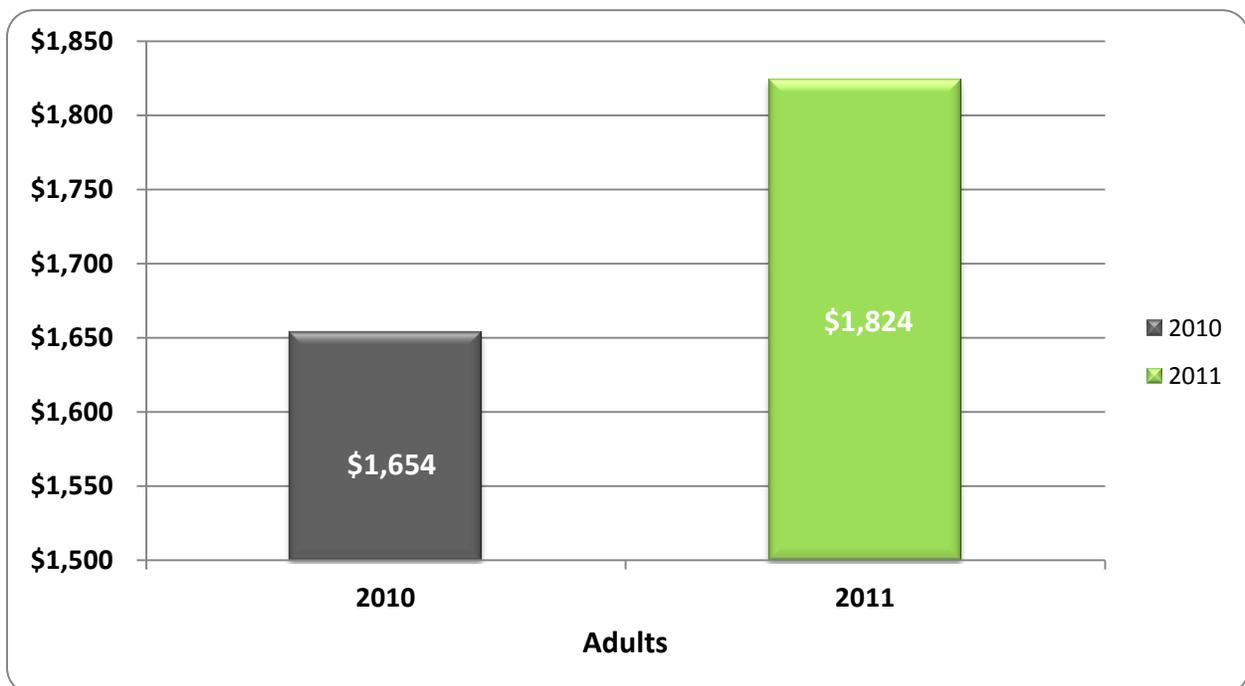
Performance Measure	Group	80% of Goal	Goal	State	Worklink	Upper Savannah	Upstate	Greenville	Midlands	Trident	Pee Dee	Lower Savannah	Catawba	Santee-Lynches	Waccamaw	Lowcountry
Placement in Employment or Education	Youth (14-21)	48.8	61.0	65.3	73.1	73.8	79.3	65.9	70.7	61.5	63.4	54.3	52.5	50.8	73.3	63.6
Attainment of Degree or Certificate	Youth (14-21)	44.0	55.0	66.4	76.9	71.8	86.0	65.5	64.0	75.5	78.7	30.1	57.4	53.0	74.5	67.6
Literacy or Numeracy Gains	Youth (14-21)	36.0	45.0	52.0	67.0	53.0	85.0	50.5	48.9	59.8	62.7	37.2	55.5	43.8	36.5	51.1
Entered Employment Rate	Adults	48.0	60.0	65.4	67.4	71.0	70.7	65.6	72.7	63.8	60.7	61.3	57.5	62.9	69.1	62.7
	DW	51.2	64.0	72.2	60.6	79.8	73.5	73.8	83.1	73.0	71.2	74.1	70.0	48.3	80.6	69.9
Employment Retention Rate	Adults	65.6	82.0	85.4	87.1	80.6	90.1	85.4	87.7	84.3	84.3	85.8	82.3	89.1	83.7	84.2
	DW	70.2	87.8	91.4	94.8	92.1	96.2	93.5	89.8	89.2	91.1	90.5	89.8	90.3	91.8	86.1
Six-Month Average Earnings	Adults	Goal		9,613	10,813	9,093	11,461	10,278	10,700	9,687	9,660	8,755	10,818	10,563	9,500	8,568
		Actual		10,514	11,257	9,804	12,521	11,599	10,558	10,784	10,088	9,133	10,843	10,518	10,098	9,103
	DW	Goal		12,400	12,000	12,000	12,400	14,600	14,000	12,120	10,700	12,000	13,725	12,000	12,450	11,100
		Actual		14,993	14,542	13,019	15,412	17,063	14,340	17,545	13,629	13,704	16,048	11,723	22,167	12,340

COLOR CODE	Exceeding Goal	Meeting Goal	Not Meeting Goal
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Program Year 2011 Cost Per Participant

- South Carolina served 16,475 total adults in PY 11 and 24,595 and in PY 10. Total adults include participants from both adult and dislocated worker fund streams, excluding those who were self-service only.
- For PY 11, the per participant cost for total adults was \$1,824 compared to \$1,654 in PY 10, a \$170 increase. This increase in the cost per adult participant may be a reflection of rising training costs and increases in one-stop infrastructure and operational expenses including customer case management and follow-up. Moreover, in PY 10, our state was still utilizing ARRA funds which allowed us to serve and train more people.

**Figure 7. Cost Per Adult Participant
South Carolina, PY 2010-2011**



Program Year 2011 Business Services Activities

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

Rapid Response Services

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

SC Works Aiken Centers Partner with Bridgestone Americas

The SC Works Aiken and Aiken Plus Centers have been in partnership with Bridgestone Americas since November 2011. The SC Works Centers are assisting in planning for the recruitment, hiring, and assessment of workers for the expansion of the Graniteville passenger radial tire plant and the new plant that will make large off-road radial tires. Job vacancies for Bridgestone were posted via the readySC website. The SC Works Centers Business Services Team screened job applications for administrative and high skill Bridgestone jobs via the readySC site. They also screened resumes from the SC Works Online Services website for referrals. To date, the SC Works Business Services Team has screened over 3,400 Machine Technician applications. This same team is also scheduling and proctoring Machine Technician assessments at the SC Works Centers. There are 4 or 5 assessment sessions of 60 – 80 applicants each week. Through August 2012, staff has proctored the testing of 2,252 job applicants. In fall 2012, the SC Works Business Services Team will be scheduling qualified applicants for interviews at the Bridgestone Training Site. The SC Works Aiken and Aiken Plus Centers are glad for the opportunity to serve businesses in the community and look forward to future partnerships.

services, assistance with resume writing and preparation for interviews, career counseling, available job information, and referrals to partnering programs.

During program year 2011:

- 148 businesses were provided assistance with downsizing
- Services were provided to workers impacted by the loss of 7,491 positions
- 862 impacted workers received on-site reemployment services

Layoff Aversion

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

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

In order to utilize funds for Incumbent Worker Training, results of the review have to reveal that layoffs would be imminent without intervention, and the roadmap for improvement must confirm a need for employee training and identify the specific training needs.

Trident LWIB and the Small Business Charleston Network

The Trident Workforce Investment Board (TWIB) was featured in the Manufacturing Extension Partnership Program's Small Business Toolkit for their collaboration with the Small Business Charleston Resource Network. The Network is convened by the TWIB and the Charleston Metro Chamber of Commerce and consists of partners such as SCORE, the technical college, and others.

The collaboration of nonprofit organizations and agencies provides assistance to entrepreneurs and existing small business owners. Their goal is to provide resources for opening a small business or for those who want to take their existing business to the next level.

The Network serves as a clearinghouse of information on services such as small business counseling and seminar education/guidance for securing financial backing. Each partner in the Network has unique strengths and goals; however, the overall objective is the same - to improve the economic environment of the community by providing specialized expertise to its neighbors. Services provided by the participating organizations are offered at no charge or for a nominal fee.

DOL Registered Apprenticeship Grant

During PY 11, SCDEW continued implementing the \$25,000 Registered Apprenticeship Action Clinic Grant awarded by the U.S. Department of Labor. The purpose of the grant was to support innovative approaches to leverage Registered Apprenticeship as a key talent development strategy in the workforce system. Grant funds were used to support holding five (5) Regional Registered Apprenticeship Strategic Planning Sessions for workforce staff and three (3) Business Information Sessions for employers. Businesses attending the sessions found them informative and were interested in receiving additional information about Registered Apprenticeship. Through the planning sessions, local Business Services Teams and their partners were educated on Registered Apprenticeship, as these workforce professionals are a primary vehicle by which the value of an apprenticeship program is promoted at the local level. The goals of the sessions for workforce staff included the following:

- Provide information on the benefits of Registered Apprenticeship (RA)
- Provide guidance on how to pair RA with other workforce services
- Develop action steps to promote and increase Registered Apprenticeship in local workforce areas.

Workforce staff also heard from other partners about their programs:

- SCDEW (business services and veterans services)
- Technical College (Registered Apprenticeship and training)
- SC Department of Social Services (Employer Tax Credit for hiring TANF recipients)
- SC Vocational Rehabilitation Department (Skilled Workforce Apprenticeship Training Program)
- SC Commission on Higher Education (Apprenticeship/OJT GI Benefit)

Business Services Toolkit

Through the DOL Registered Apprenticeship grant, Business Services Toolkits were also developed to assist state and local business services staff in reaching out to businesses. The toolkit includes an overview of and contact information for workforce programs and services such as Registered Apprenticeship, On-the-Job Training, the Work Opportunity Tax Credit (WOTC), and Rapid Response services. One side of the toolkit allows local workforce areas and staff to customize and provide information to businesses specific to their area. The other side of the Business Services Toolkit includes seven inserts:

- Business Services
- Recruiting Assistance
- Training Assistance
- Transitional Assistance
- Business Tax Credits
- Other Workforce Programs and Services
- Local Workforce Investment Areas

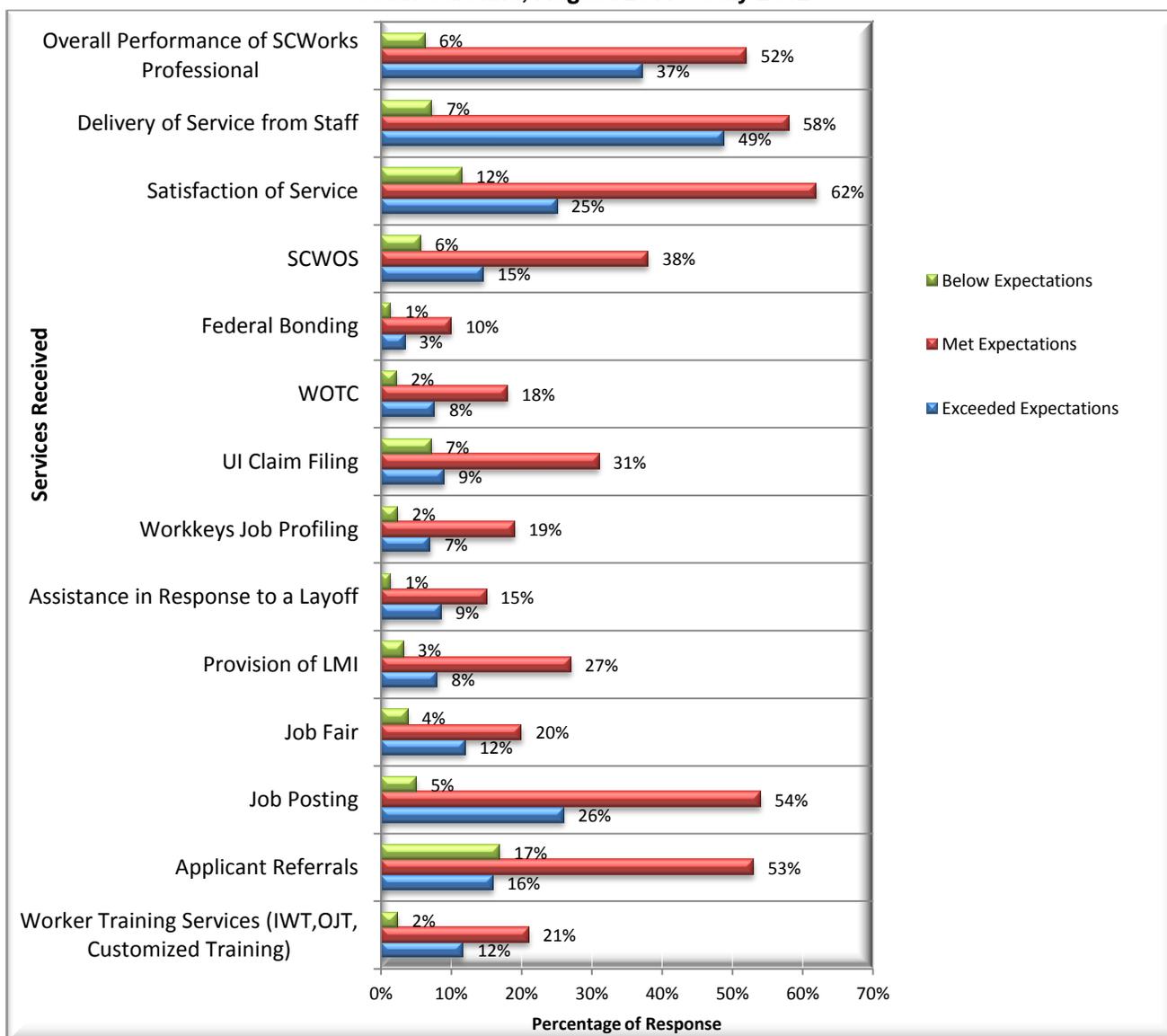
Business & Industry Roundtable

In program year 2011, the SCDEW began hosting monthly Business and Industry Roundtable meetings to establish and enhance its relationship with the business community and gather real-time feedback about services and needs. Attendees have included business and trade organizations such as the SC Chamber of Commerce, SC Bankers Association, and the SC Economic Development Association. Additional roundtables are expected to continue into program year 2012 on a quarterly basis.

Business Satisfaction Survey Results: August 2011 – July 2012

Each month, businesses receiving services through an SC Works Center are surveyed to measure their level of satisfaction with services received.

**Figure 8. Average Monthly Business Satisfaction Survey Responses
South Carolina, August 2011 – July 2012**



Program Year 2011 Waivers

Table 4. DOL Approved WIA Waivers South Carolina, PY 2011		
	WAIVERS	DESCPTION
1.	Adult and DW Transfer Authorization	Waiver of WIA Section 133(b)(4) to increase the allowable transfer amount between local Adult and Dislocated Worker funding streams allocated to a local area. This waiver gives LWIBs transfer authority from 20% to 50% between Adult and Dislocated Worker (DW) funding streams to allow for greater flexibility in meeting local labor market demands and customer needs.
2.	Employer Contribution for Customized Training	Waiver of WIA Section 101(8)(C) of the required 50% employer contribution for customized training. This waiver permits a sliding scale: 1) no less than 10% match for employers with 50 or fewer employees, and 2) no less than 25% match for employers with 51-250 employees. For employers with more than 250 employees, the statutory requirement of 50% contribution applies.
3.	Employer Reimbursement for OJT	Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for on-the-job training (OJT). This waiver permits the following reimbursement amounts: 1) up to 90% for employers with 50 or fewer employees, and 2) up to 75% for employers with 51-250 employees. For employers with more than 250 employees, the statutory requirement of up to 50% applies.
4.	Rapid Response Funds for IWT	Waiver of WIA Section 134(a)(1)(A) to permit a portion of the funds reserved for rapid response activities to be used for incumbent worker training (IWT). This waiver allows up to 20% of rapid response funds to be used for incumbent worker training as part of a layoff aversion strategy only.
5.	Local Funds for IWT	Waiver of WIA Section 134(a) permitting local workforce investment areas to use a portion of their local funds for incumbent worker training. With this waiver, local areas can use up to 10% of their local Dislocated Worker funds for incumbent worker training as part of a layoff aversion strategy only.
6.	Collection of Data for Locally-Funded IWT	Waiver of 20 CFR 666 and 667.300(a) to reduce the collection of participant data for incumbent workers. This waiver allows the State to discontinue the collection of the following Workforce Investment Act Standardized Record Data (WIASRD) elements: single parent, unemployment compensation eligible status at participation, low income, TANF, other public assistance, homeless individual and/or runaway, and offender.
7.	ITAs for Older and Out-of-School Youth	Waiver of 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older and out-of-school youth. Through this waiver youth are provided with greater training options.
8.	Common Measures	Waiver of Section 136(b) permitting the State to replace the 17 WIA performance measures with the 9 common measures. This waiver allows SC to be evaluated on the 9 performance measures only.
9.	Training Provider Eligibility	Waiver of 20 CFR 663.530 which requires that all mandated performance items must be submitted and acceptable levels met for programs/courses to remain on the Eligible Training Provider List (ETPL). This waiver allows programs/courses to remain on the ETPL as data is being collected.

Table 5. PY 11 Waiver Usage by Local Workforce Investment Area

Local Area	Transfer Flexibility	Customized Training Employer Match	OJT Reimbursement Rate	Rapid Response for IWT	Local Funds for IWT	ITAs for Older & Out of School Youth	Collection of Data for RR and Locally Funded IWT	Common Measures	ETPL
Worklink	✓		✓			✓		State Waiver Applies to all 12 LWIAs	State Waiver Applies to all 12 LWIAs
Upper Savannah				✓		✓	✓		
Upstate	✓		✓	✓		✓	✓		
Greenville						✓			
Midlands				✓		✓	✓		
Trident			✓	✓		✓	✓		
Pee Dee			✓			✓			
Lower Savannah						✓			
Catawba			✓	✓		✓	✓		
Santee-Lynches			✓			✓			
Waccamaw	✓					✓			
Lowcountry	✓		✓	✓		✓	✓		

In program year 2011, South Carolina had nine (9) USDOL approved waivers as identified in Table 5 on page 22. The Local Workforce Investment Areas have utilized several waivers that have added flexibility to ensure access to training opportunities, increase fiscal accountability and fund utilization, and strengthen workforce and economic development partnerships. The availability of the waivers, whether used during the program year or not, allowed local areas to have and offer the tools to meet the ever-changing needs of both job seekers and businesses, and improve the effectiveness of the services available within their regions. Although waivers for customized training and locally funded IWT were not utilized in PY'11, local areas acknowledge the importance of having this flexibility should SC businesses need such services.

Transfer Authority Between Adult and Dislocated Worker Fund Streams

South Carolina has had a long standing waiver allowing local fund transfer authority between adult and dislocated worker fund streams. Over the years, the flexibility has gone up to 50%, then to 100%, and back to 50% where it currently stands. Fund transfer flexibility has been promoted in South Carolina as an overall fiscal management strategy that ensures non-disruptive customer service and timely expenditure of WIA funds. Federal to state and state to local allocation formulas often do not accommodate the reality of present and fluctuating needs within workforce areas. Local areas typically transfer dislocated worker funds to adult funds, which increases fiscal capacity to serve a greater number of adult customers. Since local areas can request additional assistance funds from Rapid Response for unmet needs in serving dislocated workers, there is no impact on present or future dislocated worker customers. Additionally, the worker groups certified under Trade petitions utilize Trade Adjustment Assistance funds for training versus WIA funds. Such resource sharing allows local areas to identify excess capacity quickly and transfer WIA resources to serve additional adults in need of intensive services and training. Six (6) of 12 areas transferred funds in PY 11, with four LWIAs utilizing the transfer flexibility offered through the waiver.

On-the-Job Training Reimbursement for Small Businesses

Another long held waiver that provides added flexibility for small businesses and OJT participants is the OJT reimbursement waiver. From PY 2005 to PY 2008, South Carolina was permitted to provide an OJT wage reimbursement of 75% to small businesses (100 or fewer employees). In PY 2009, US DOL increased the reimbursement rate for small to medium-size businesses and allowed the following sliding scale OJT wage reimbursement: up to 90% for businesses with 50 or fewer employees and up to 75% for businesses with 51-250 employees. For businesses with more than 250 employees, a 50% reimbursement rate applies. Small businesses have historically made significant contributions to our state's economy; yet they generally

have fewer resources to recruit and provide training. Marketing OJT to small businesses has been a key part of state and local area business services strategies. Much of the OJT provided in PY 2011 was funded through the OJT-NEG which also allowed for the flexibility of increased reimbursements for small business. The majority of regular, WIA-funded OJT agreements represented small to medium-size businesses that would be eligible for the waiver. The impact of the OJT reimbursement waiver for small businesses has been described as very beneficial by LWIAs.

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

**Table 6. Entered Employment Rate
South Carolina, PY 2011**

	Total Results	Participants Who Received Training	Participants Who Received OJT
Adult	65.4%	68.8%	89.3%
Dislocated Worker	72.2%	76.5%	84.7%

Rapid Response Funds for IWT

South Carolina has been permitted to use 20% of its WIA funds reserved for Rapid Response activities for Incumbent Worker Training as part of layoff aversion strategy. Over the last several years, the state and LWIAs have successfully operated an IWT model that has assisted businesses and workers in remaining productive and competitive. Training provided using Rapid Response-IWT funds must be part of a layoff aversion strategy and is restricted to skill attainment activities. The primary goal of Rapid Response - Incumbent Worker Training is to provide whatever assistance we can to retain valued members of our business and industrial communities through a thriving, viable workforce. Secondly, the goal is to continue to grow the skills of the workforce in preparation for future business and industrial needs.

- In PY '11, a total of \$533,761 of Rapid Response funds was committed to South Carolina businesses as an integral part of layoff avoidance strategies.
- 10 businesses in six of the state's twelve LWIAs received training grants to update the skill sets of employees while boosting the competitive health of the respective businesses.

Individual Training Accounts (ITAs) for Youth

All 12 of our local workforce investment areas have benefited from the ability to use ITAs for Older and Out-of-School Youth. South Carolina received USDOL's approval on the ITAs for youth waiver in January 2010. The availability of the waiver has resulted in a streamlined approach to serving out-of-school youth and an increase in youth training. The majority, 79.5% in PY 11, of South Carolina's youth participants were out-of-school and were most in need of flexibility and a variety of training options. Some 740 youth participants received occupational training in PY11 as a result of the availability of this waiver.

Trident Local Workforce Investment Board Youth Success Story

Tyree Gasque came to Palmetto Youth Connections looking to attain his GED. Tyree had no idea that the additional training he would receive through Palmetto Youth Connections would give him the credentials to qualify for a job that had previously turned him down. Tyree's first step towards a new career was attaining his GED. He enrolled in GED preparation classes through Charleston Adult Education. He was committed to his education and passed his GED after just a month of preparation classes.



"I'd tell new students that they have to take responsibility for their own success. I asked questions in class, and I stayed late to work on my skills. I passed the GED test because I worked hard at it. I'm proud of myself for this accomplishment," said Tyree.

After attaining his GED, Tyree enrolled in customer service training designed and facilitated by the National Retail Federation. This nationally recognized training program in customer service prepares candidates to become qualified customer service professionals. After passing the National Retail Federation credential exam in customer services, Tyree updated his resume and started applying for jobs. He applied online for a job at Lowe's, was called in the next day for an interview, and offered a supervisory position in customer service.

Tyree enjoys his job at Lowe's and hopes that it will lead him to greater career opportunities in the future. "Palmetto Youth Connections gave me the training I needed to start my career. I have already received recognition for my excellent customer service skills from my employer and I know I'll continue to get better with time." Tyree plans to continue working at Lowe's and hopes to start college in the fall.

Program Year 2011 State Evaluations

South Carolina continued implementation of projects and processes that foster continuous improvement in the efficiency and effectiveness of the statewide workforce investment system. Our goal is to also have a system that promotes the employability of job seekers and the competitiveness of businesses. The Local Workforce Investment Board Standards and SC Works Certification Standards help facilitate these efforts. Tools such as the Job Seeker and Employer Surveys help identify continuous improvement needs. The Jobs for America's Graduates – South Carolina (JAG-SC) program, a long-standing initiative of the State Workforce Investment Board, has been systematically evaluated on a national level and proven to be highly successful within our state.

Local Workforce Investment Board Standards Update

In program year 2011, all 12 LWIBs were evaluated against the SWIB-approved Local Workforce Investment Board Standards. Six (6) LWIBs were recognized as a High-Performing Local Workforce Investment Board: Upstate, Pee Dee, Midlands, Upper Savannah, Greenville, and WorkLink. Each board received a \$25,000 incentive for achieving such status.

Board Standards were developed to help ensure LWIBs have a strategic vision and plan; are aligned with education and economic development in their areas; and are continuously improving. As a part of the LWIB Standards process, local boards received two separate ratings, one for WIA Board Certification and another for performance on all seven Standard elements (see below). An LWIB meeting all seven Standard elements was designated as a High-Performing LWIB.

LWIB Standards consisted of the following seven elements:

- I. Board Establishment
- II. Strategic Planning
- III. Resource Alignment
- IV. Support of a Quality One-Stop System
- V. Support for Youth
- VI. LWIB Program and Funding Oversight
- VII. Fiscal and Performance Accountability.

During program year 2012, the SWIB will discuss development of a new set of local board standards to facilitate LWIBs' alignment with state and SWIB strategies.

SC Works Certification Standards Update

SC Works Certification Standards are the foundation for transforming the operation of one-stops and the way workforce services are offered to job seekers and businesses in South Carolina. In an effort to provide consistent, excellent services to businesses and

job seekers, in January 2010, the State Workforce Investment Board approved the Standards, which consist of three parts - job seeker, business, and one-stop management. There are three phases of implementation: self-assessment, technical assistance, and certification. To date, each local workforce investment board has completed the self-assessment phase. Technical assistance and formal training needs have been identified and are expected to be provided during program year 2012.

Since the time the Standards were approved, several major happenings have occurred: 1) The SC Department of Employment and Workforce was formed through the merging of the Employment Security Commission and the Workforce Division of the SC Department of Commerce; 2) Two state data management systems, SC Virtual OneStop System and America's Job Link Alliance (AJLA), merged into one; 3) One-stops were re-branded to SC Works Centers; and 4) The SWIB was reconstituted with new members added. The first three events cover many of the statewide issues that needed to be addressed and the Standards have been updated to reflect such occurrences. The many system-wide changes, including the way SC Works Centers are operated, have created the need for revisions to the Standards that must be addressed before full implementation occurs.

Because the creation of the Standards was a ground-up, cross-functional process, so will be any amendments to the SC Works Standards. A small cross-functional group will be convened to work on any needed changes and discuss clarifications and assistance needed to allow local areas to move forward. The reduction in WIA State Reserve funds has potentially made it necessary to reconsider expectations. An example would be the state's inability to purchase scan card equipment.

Any revisions to the Standards or the implementation timeline will be approved by the State Workforce Investment Board in PY 12. Thereafter, a statewide SC Works Certification implementation meeting will be scheduled to ensure all questions are answered and clarification received.

Job Seeker and Business Satisfaction Surveys

In PY 10, a Job Seeker Survey and a Business Satisfaction Survey were developed to measure customer satisfaction with services and assistance received through local SC Works Centers. As of PY 11, the Business Satisfaction Survey has been fully launched, while the Job Seeker Survey is being improved to gather more usable data to better assist local workforce investment areas. Results from the business survey are highlighted in on page 21. Data and feedback collected from the surveys will be used to identify process improvement needs and shape future plans and goals. The information will be shared with local workforce investment boards and their SC Works Centers as a tool for recognition and improvement.

Jobs for America's Graduates-South Carolina Performance Outcomes

South Carolina has operated the Jobs for America's Graduates-South Carolina program since 2005. The program provides at-risk youth with support to reach graduation while preparing them for full-time employment and/or post-secondary educational opportunities. JAG-SC, supported primarily by SWIB State Reserve funds, is operated in 24 schools around the state. The program is based on the national Jobs for America's Graduates model which has a long history of achieving extraordinary outcomes.

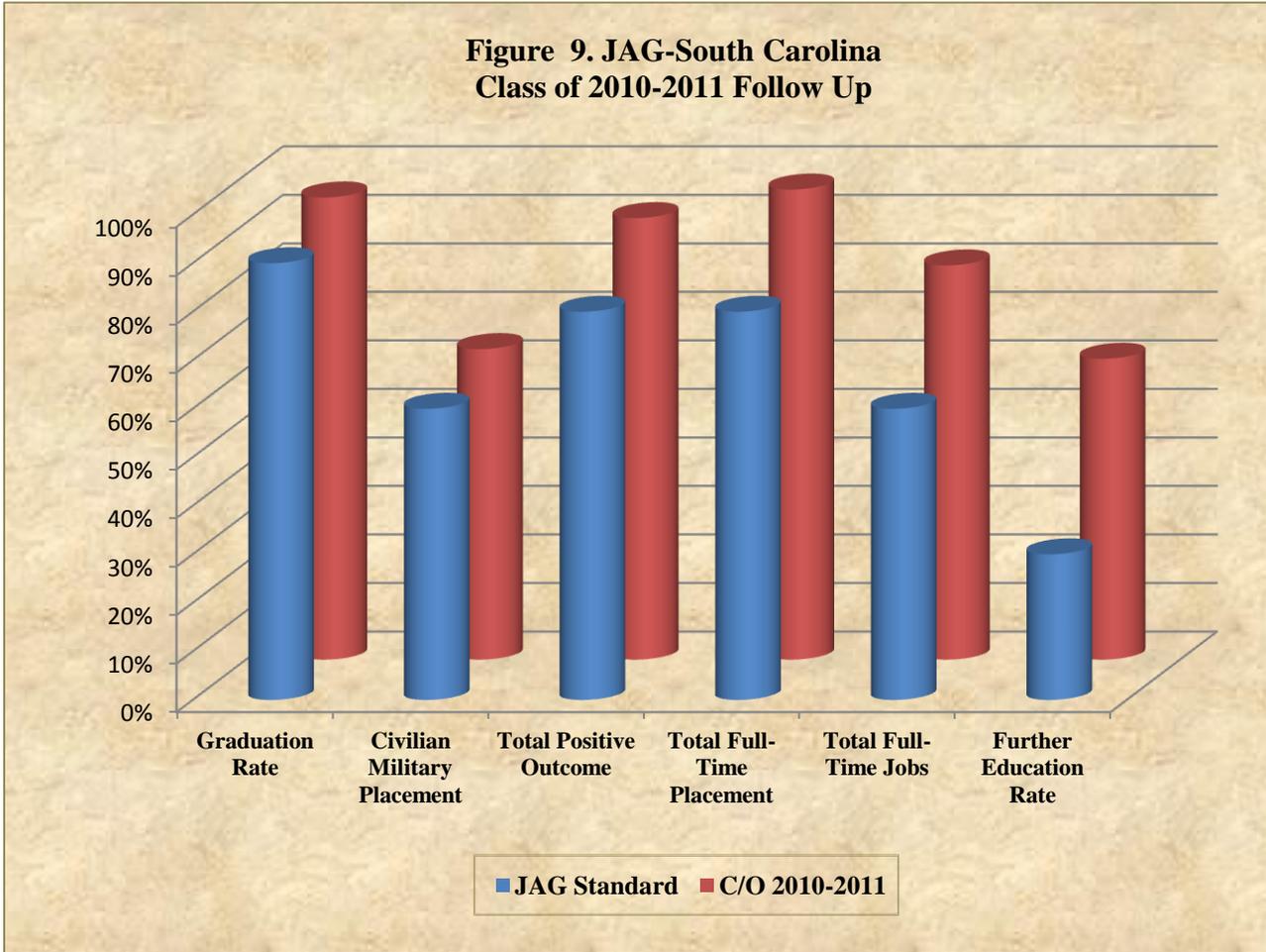
JAG-SC participants, on average, have six documented barriers to success (e.g., teen parenting, excessive absenteeism, low income household, or substance abuse). South Carolina's JAG program has been a consistent high performer on JAG national standards showing steady decreases in school absences and constant increases in GPA and the return to school rate.

The JAG model uses the National Data Management System (NDMS), a web-based computerized system to track and report participants served, services delivered, and outcomes achieved. Career Specialists, who are responsible for teaching and leading JAG students, are required to capture data and information in NDMS. Program managers and supervisors use the reports to evaluate process and performance outcomes.

JAG-SC **exceeded** JAG National Standards on all five performance outcomes for the class of 2010-2011, one year after follow-up, in the following areas:

- Graduation Rate;
- Civilian/Military Placement;
- Total Positive Outcome;
- Total Full-Time Placement; and
- Total Full-Time Jobs.

**Figure 9. JAG-South Carolina
Class of 2010-2011 Follow Up**



**Table 7. JAG-South Carolina
Class of 2010-2011 Follow Up Outcomes**

	Graduation Rate	Civilian Military Placement	Total Positive Outcome	Total Full-Time Placement	Total Full-Time Jobs	Further Education Rate	# of Senior Students
JAG Standard	90%	60%	80%	80%	60%	30%	--
C/O 2010-2011	95.25%	64%	91%	96.88%	81.25%	62%	106

Program Year 2011 WIA State Reserve Highlights

In PY 11, WIA State Reserve funds were reduced from 15% of the state's total WIA allocations received to just 5% of total funding. In the past, the State Workforce Investment Board has utilized the 10% to support workforce innovations, tackle workforce skills gaps, and upgrade the skills of employees to help businesses remain competitive. In PY 11, South Carolina was able to commit \$2.2 million in WIA funding for statewide activities utilizing unexpended and carryover WIA funding. This available funding allowed the SWIB to honor past commitments; however, no new initiatives were implemented. PY 11 WIA Reserve funds allocated for statewide activities are down from \$7.5 million in PY 10 which also included ARRA funds.

**Table 8. State Reserve Funds Allocations
South Carolina, PY 2011**

Initiative	Amount
Jobs for America's Graduates - South Carolina	\$1,000,000
LWIA Performance Incentive	\$700,000
Nursing Capacity Initiative	\$306,400
High-Performing LWIB Incentives	\$150,000
Workforce Development Partnership Symposium	\$16,974
Total	\$2,173,374

Nursing Capacity Initiative

The SWIB has worked to address the state's nurse faculty shortages through a three-year project, the Nursing Capacity Initiative, that started in PY 09. Nurse faculty shortages cause thousands of qualified nursing candidates to be turned away yearly. The State Workforce Investment Board, in collaboration with the South Carolina Nurses Foundation, supported the Nursing Capacity Initiative with the goal of increasing the number of nursing instructors in the state.

- The SWIB allocated \$306,400 in PY 11 to the Nursing Capacity Initiative, a \$1.8 million multi-year effort to build the capacity of nursing instructors. The grant funded program, which ended in PY 11, has provided stipends for as many as 35 master's and doctoral candidates who are pursuing graduate degrees to teach nursing science courses to undergraduate and graduate students. Recipients of the stipends are required to teach nursing and/or

nursing related courses for up to three years, depending on the stipend amount, after earning their degree.

- As of July 2012, 23 students have graduated: 7 doctoral and 16 master's degree recipients. Nursing Capacity Initiative participants have secured teaching positions at local technical colleges, Clemson University, Bob Jones University, Newberry College, and the Medical University of South Carolina, to name a few.

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

The JAG-SC program, which is highlighted under PY 11 State Evaluations, is also mentioned here as it is primarily supported with SWIB State Reserve funding.

- Approximately \$1 million in WIA statewide funding was invested in the Jobs for America's Graduates - South Carolina program during PY 11 along with leveraged support from other non-WIA resources. The program delivered dropout prevention services and employability skills training to 1,127 students.
- JAG-SC now operates in 24 schools around the state. In PY 11, the program expanded to one additional site in Hampton County.

Incentive Funds for Local Area Performance in PY 10

For PY 10 local area performance, \$700,000 from PY 11 State Reserve funding was approved by the State Workforce Investment Board. Incentive funds for PY 10 performance were awarded based on LWIAs' performance outcomes on USDOL common measures and the LWIAs' ability to 1)

JAG-SC a Shining Star in Serving Youth

- 94% Graduation Rate for the Class of 2011-2012
- 95% Return to School (retention) Rate among all 2010-2011 non-seniors entering the fall 2011 term.
- An additional 106 youth from the 2010-2011 class received post-secondary follow-up services. Final outcomes included:
 - 64% Civilian Job Placement Rate
 - 62% Further Education Rate
 - 97% Full-time Placement Rate
 - 91% Total Positive Outcome Rate, participants positively engaged in either school, work, or military service.
- JAG-SC recognized as
 - a "5-of-5" Top Performing State exceeding and documenting all five National JAG Performance Goals
 - serving one of the most diverse populations
 - maintaining one of the highest Participant Contact Rates of 100%.
 - achieving one of the highest Full-Time Placement Rates in the JAG national network of 97%

expend a minimum of 75% of total available funds in each of the three fund streams (Adult, Dislocated Worker, and Youth); and 2) identify three to five high-growth or high-demand industries and/or occupations in the LWIA to target training for WIA participants. Identification of high-demand industries was conducted through professional consultation or documented research. All except one area received local area incentive funds for PY 10 performance.

High-Performing LWIB Incentives

In program year 2011, all 12 LWIBs were evaluated against the SWIB-approved Local Workforce Investment Board Standards. Six (6) LWIBs were recognized as a High-Performing Local Workforce Investment Board: Upstate, Pee Dee, Midlands, Upper Savannah, Greenville, and WorkLink. Each board received a \$25,000 incentive for achieving such status and received a plaque from the State Workforce Investment Board during the Workforce Development Partnership Symposium.

Workforce Development Partnership Symposium

In PY 11, the SWIB and the SC Department of Employment and Workforce held the annual Workforce Development Partnership Symposium, a training and staff development event for individuals involved in the workforce investment system in South Carolina. Symposium participants consisted of State and Local Workforce Investment Board members, state and local workforce development professionals, including staff from partner agencies and institutions. This year's Symposium, which is typically a 2-3 day event, was held over one day in Columbia, SC.

The Workforce Development Partnership Symposium attracted over 300 attendees. The theme was *South Carolina: Ready to Work! Ready to Win!* The event, once again, incorporated the Palmetto Workforce Partnership Awards (PWPA), which recognize three businesses - small, medium, and large – for the jobs they provide and their contributions to their communities. The SWIB made six award presentations:

- W. Perry Gaines Outstanding Private Sector Volunteer;
- Joe A. Young Outstanding Local Workforce Investment Board;
- Outstanding One-Stop Center;
- Outstanding One-Stop Center Employee;
- WIA Youth Achievement; and
- Outstanding WIA Alumnus.

Poster boards were also given to award recipients recognizing both State Workforce Investment Board and PWPA winners. This year, the six local workforce investment boards that reached High-Performing LWIB status were also recognized for the first time during the Symposium.

Program Year 2011 Additional State Highlights

Veterans Gold Card Initiative Success Story

Ricardlo Johnson, a 24 year old recently separated veteran from the United States Marine Corps, walked into the SC Works Sumter Center with his Gold Card looking to find employment. He received one-on-one intensive services from the SC Department of Employment and Workforce Disabled Veteran Outreach Program Specialist Keisha Bolden. During his assessment he was given labor market information for the Sumter and Charleston areas. At the time of his assessment he was without a working resume. He was immediately scheduled to come in so that they could work together to highlight his experience and transferrable skills. During a follow up call with Mr. Johnson, he stated that he was employed full-time with Thompson Industrial as a contractor with Caterpillar working as a Production Technician.

Veterans

SCDEW is dedicated to providing exemplary services to the veterans of South Carolina by ensuring veterans are given priority of service in the SC Works Centers. The Veterans Services Department at SCDEW ensures that each SC Works Center is staffed with a Local Veteran Employment Services Representative (LVER) and/or Disabled Veterans Outreach Person (DVOP) as appropriate based on the veteran population for the area. Statewide, there are 26 LVERs and 23 DVOPs located in the SC Works Centers.

The staff at SC Works Centers have used reports to identify and reach out to many groups of veterans and covered persons to provide group and individual services that are customized to their needs. Veterans representatives throughout the state conduct outreach with businesses, service providers, veterans, and

community based organizations. The Veterans representatives are visible and often an integral part of job fairs, Veterans Administration hospitals, homeless shelters, and halfway houses.

South Carolina has implemented the Gold Card Initiative through the dissemination of Veterans Program Letter 01-12 and a Gold Card fact sheet. This initiative is a comprehensive plan to lower veterans' unemployment and ensure that service members leave the military career-ready. The Gold Card provides unemployed post-9/11 era veterans with the intensive and follow-up services they need to succeed in today's market.

SCDEW/DSS Initiative

In PY 11, SCDEW entered into a memorandum of agreement with the SC Department of Social Services (DSS) in an effort to reduce the number of Able-Bodied Adults Without Dependents (ABAWDs) receiving public assistance through the Supplemental Nutrition Assistance Program (SNAP), formerly called the Food Stamp Program. This partnership is designed to provide the recipients of public assistance with specific employment services. In 12 SC Works Centers across the state, DSS has placed an Employment and Training Coordinator who is dedicated solely to assisting SNAP ABAWDs. The goal of SCDEW and DSS is to expand this program to more SC Works Centers throughout South Carolina in PY 12. The Employment and Training Coordinators work alongside DEW and SC Works Center partners to assist SNAP ABAWDs in finding employment.

The Employment and Training Coordinators:

- Receive and track referrals of SNAP ABAWDS from local DSS offices to ensure compliance.
- Assist/coordinate in the assessment, Employability Plan development, and component placement activities for SNAP ABAWDS at SC Works Centers.
- Initiate the “Good Cause” determination process which identifies SNAP recipients who are unable to participate in SNAP Employment and Training because of personal circumstances or crisis situations.
- Refer non-compliant individuals to the DSS SNAP Employment & Training Unit to initiate applicable sanction procedures.
- Track and compile customer activity and report of monthly participation hours and enter customer participation data into the *DSS Employment & Training Tracking Database*, timely and accurately.
- Coordinate job search and placement assistance for customers with SC Works Center staff.
- Coordinate with other SC Works Center staff to provide SNAP ABAWDs with maximum access to employment resources, including WIA services.

Workforce Data Quality Initiative

The South Carolina Department of Employment and Workforce is a grantee in the U.S. Department of Labor’s Workforce Data Quality Initiative (WDQI), receiving \$289,417 to establish linked data systems that will enhance policymakers’ decision making abilities based upon program data. Participant-level data will be linked with other statewide data then used to develop a workforce longitudinal data system.

The following goals are being carried out through this grant initiative:

- Contribute SCDEW data extracts to the South Carolina Office of Research and Statistics’ (ORS) statewide data warehouse, including data from:
 - UI benefits,
 - UI wages,
 - Wagner-Peyser (Employment Services),

- Workforce Investment Act, and
- Trade Adjustment Assistance

This data is currently being shared on a quarterly basis with ORS as a step towards accomplishing the goal of sharing participant-level data with other agencies in a longitudinal data system.

- Link SCDEW longitudinal data with existing data at ORS from the South Carolina Departments of Education, Social Services, and Vocational Rehabilitation.
- Incorporate educational and training information, including the WIA Eligible Training Provider (ETP) List, into the SC Works Online Services system, thereby assisting workforce system customers in evaluating training choices. This year, the Provider Services module has been incorporated to make the WIA ETP list available to the public, with the future goal of also marrying this system with the SCDEW eTRACK system and with longitudinal data from the other agencies.
- Utilize the analysis of the proposed linked longitudinal data systems to advise and inform policymakers and program managers about the effectiveness of workforce and partner programs.

National Career Readiness Certificate

- In PY 11, more than 20,000 individual National Career Readiness Certificates were awarded bringing the total number of certificate holders in the state to over 165,000.
- South Carolina ranks 2nd in the nation for the number of NCRCs awarded.

Table 9. Number of NCRCs Awarded South Carolina, PY 2011			
Bronze (Level 3)	Silver (Level 4)	Gold (Level 5)	Platinum (Level 6)
6,245	12,118	2,593	25

SC Works Cherokee WIA Participant Success Story

James Taylor* was referred to SC Works Cherokee by Miracle Hill Ministries (Harbor of Hope) a homeless shelter for men. He met his career consultant in the resource center while struggling to create a resume, as well as trying to complete online job searches. James had battled addiction and a physical condition which severely impacted his ability to work in the construction industry and consequently kept him out of a job for several years. He had an extensive criminal history, which unfortunately excluded him from job opportunities. James also had little to no experience using a computer and was very frustrated. Despite all of his frustrations, he persisted and was determined to achieve his goal of independence.

James was referred to Vocational Rehabilitation (Voc Rehab), a resume workshop, and a WIA orientation for intensive services. He attended all appointments and began working with Pearl at Voc Rehab. He was subsequently evaluated for medical assistance with his physical limitations and assisted with physical therapy and knee supports through the Bryant Center.

James completed his resume, continued to work on his computer skills, and was later enrolled in the Administrative Office Certificate program at a local college. WIA funds were utilized to assist James with continuing education pre-vocational services. He successfully completed this basic computer class and earned a certificate of completion in Microsoft Word, Excel, PowerPoint, and Business Grammar and Communication.

He completed WorkKeys® classes through Voc Rehab and continued to meet with his career consultant for career counseling and assessments. James completed career assessments through "My Next Move" (careeronestop.com) and ResCare Academy. He gained self-confidence and became more and more motivated with every accomplishment. As part of James' Individual Employment Plan, he began to research Labor Market Information to explore a career in truck driving, and he was WIA approved to attend the Truck Driving Institute (TDI) in Richburg, SC.

TDI was reluctant to accept James because of his criminal history. They were unsure of their ability to successfully assist him with job placement. James' career consultant, however, assured them that if James was allowed the opportunity to gain a credential, that he would be successful on his own. TDI accepted James with the stipulation that WIA would release them from the responsibility of guaranteed job placement.

James Taylor successfully completed his CDL training and was hired by Carolina Cargo. He continues to work full-time driving a truck. In little more than a year, James went from being homeless with no income, no marketable skills, a criminal history and physical limitations to earning approximately \$500 per week, working full-time and earning not one, but two credentials. Through the services and assistance of SC Works Cherokee, James has gained the confidence to achieve his goals and more importantly has a renewed relationship with his family.

**Participant's name has been changed.*

Employment Services Certification

The SC Department of Employment and Workforce developed the Employment Services (ES) Certification in PY 11 for Wagner-Peyser staff. Professional certifications bring together like-minded Employment Services professionals who share both common interests and career and industry goals. Such efforts to strengthen and reinforce programmatic understanding can exert powerful leadership for the communities that are served by SCDEW in partnership with the SC Works Centers. The Employment Services Division created the ES Certification as a method to build synergy and commonality of standards and quality expectations throughout the Wagner-Peyser system.

As leaders in their communities, professional Employment Services staff are uniquely qualified to address current conditions and analyze future trends and skill requirements. These staff are also uniquely suited to plan for such skills to ensure that a highly qualified and skilled group of workforce professionals remains available to step up to the plate as new technologies and methods emerge. In many ways, Employment Services staff are the gatekeepers of public interest in employment. The purpose, value, and benefit of this certification program teaches candidates to build quality products and services so that the final presentation of technology or services that reaches the end user will be well-suited for its intended purposes. Quality skills and workmanship result in reduced costs, as well as improved efficiency and productivity.

The Employment Services Certification includes:

- Certification Preparation Webinars
- Employment Services Toolkits
- Face-to-Face Question and Answer Session
- Employment Services Online Examination
- Employment Services Onsite Staff Performance Evaluation

SC Works Lexington WIA Participant Success Story

Michael Hines found himself unemployed and out of work in the technology field when the company he was working for moved much of their production overseas. The Computer Technician had spent more than 16 years in the industry but was now faced with re-employment uncertainty. Mr. Hines was determined to not be unemployed for a long period of time, working diligently at finding employment. Unfortunately, his best efforts hadn't yielded the success he was seeking. In the span of two years, Mr. Hines was unemployed for 18 of those months. Temporary employment and short-term contract positions provided some help, but Mr. Hines wanted to be back in permanent employment with benefits. During a visit to the SC Works Lexington Center, Mr. Hines learned about the Workforce Investment Act program and the potential employment and training aid it could provide.

Mr. Hines enrolled in the WIA program in 2011 and completed training in the professional technology field. He also found employment and started his new job as a Desktop Support Technician in August 2012. Mr. Hines plans to continue attending school while working in order to further enhance his skills. "I would like to say to anyone who is still unemployed: First, do not lose hope. Second, if you are able to, get into the classes made available by the [SC Works Lexington] Center. Third, if you do get into the WIA program, make the most of it. There are many different areas of training available. There is a process to go through, but it is worth it in the long run. The benefits that will be afforded to you and your family will make it all worthwhile."

