

Program Year 2012

Workforce Investment Act Annual Report

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South Carolina Department of Employment and Workforce



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PROGRAM YEAR 2012 HIGHLIGHTS

South Carolina Work Ready Communities (SCWRC)



In PY 12, efforts of the state of South Carolina and its counties burgeoned as momentum surged around the SC Work Ready Communities initiative. Certified Work Ready Communities creates a framework for community-based workforce development that links education and workforce development to the economic needs of the state and empowers counties and the state with actionable data to drive economic growth. The SC Work Ready Communities initiative is a locally driven approach that will create an inventory of skill sets and connect job seekers with job opportunities. A State Leadership Team, consisting of representatives from the SC Department of Employment and Workforce (DEW), SC Department of Commerce, SC Technical College System, SC Department of Education, SC Vocational Rehabilitation Department, the SC Manufacturers Alliance, and the Governor's Office, has been formed to lead the efforts. All of these agencies and several others have rallied around SC Work Ready Communities by providing financial and in-kind resources to the initiative.

At the local level, counties have shown their commitment to SCWRC by forming partnerships that are business-focused and have both public and private representation. In February and May 2013, there were two application rounds for counties to submit applications signifying their interest in being a part of SCWRC. In their SCWRC applications, counties documented their strategies for providing WorkKeys[®] assessments to high school, college, and adult education students who are preparing to enter or re-enter the workforce and the current workforce to include both private and public employees. Counties also outlined how they will meet their SCWRC defined goals, which must be met within a two-year period, for assessing skills, profiling jobs, and bringing prospective employees and employers together. All 46 counties in South Carolina have applied and been approved as *Work Ready Communities in Progress* through two separate applications processes.

Through the initiative, South Carolina is utilizing the National Career Readiness Certificate (NCRC[™]), a work readiness credential, to measure and close the skills gap. The state is also working to educate individuals and businesses on the value of an NCRC and the Certified Work Ready Community designation. Benefits to individuals include 1) enhanced employability, 2) identified, measurable, and improved foundational skills, and 3) confirmed job readiness. Benefits to businesses will include 1) improved hiring procedures, 2) reduced training costs, and 3) increased performance and productivity.

- In PY 12, more than 20,000 individual National Career Readiness Certificates were awarded bringing the total number of certificate holders in the state to over 192,000.
- South Carolina still ranks 2nd in the nation for the number of NCRCs awarded.

SCWOS iPhone and iPad Application

In PY 12, South Carolina released the **SC Works Online Services (SCWOS) iPhone and iPad mobile app** for download from the Apple Store. The app allows jobseekers to:

- Access the entire SCWOS database right on their iPhone or iPad
- Search for a job based on their current location using the unique "Jobs Nearby" function and pinpoint jobs on a map for easy reference
- Save and share favorite jobs via email, Facebook, and Twitter
- Login to their account so that all job search activity is recorded

SCWOS is South Carolina's most comprehensive job-search tool and also serves as the data management and service delivery system for the Workforce Investment Act (WIA), Trade Adjustment Assistance (TAA), and Wagner-Peyser programs.



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



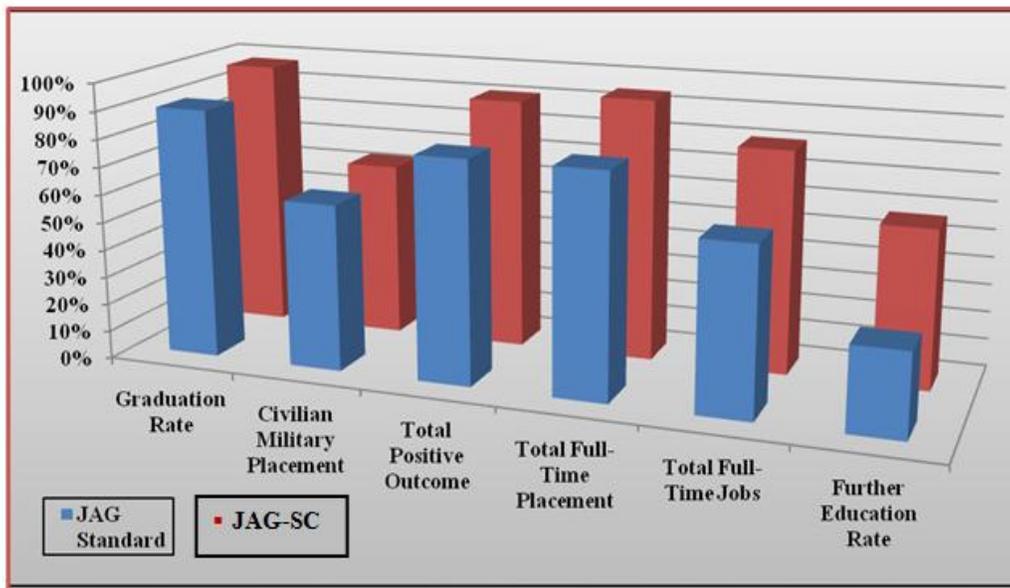
South Carolina has operated the Jobs for America's Graduates-South Carolina (JAG-SC) program since 2005. The program provides at-risk youth with support to reach graduation while preparing them for full-time employment and/or post-secondary educational opportunities. JAG-SC, supported primarily by State Workforce Investment Board (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.

- For the 3rd successive year, JAG-SC received the '5 of 5' state award, meaning the program met or exceeded all the JAG national standards.
- A song written by the Colleton County High School JAG students, "If It Is To Be, It Is Up To Me", was adopted as the JAG National Anthem. The students performed the song at the JAG National Awards Luncheon in Washington, DC in November 2012. <https://www.youtube.com/watch?v=sdFZ3ksPOCA>

- Two JAG-SC students were awarded 2013 Smith Scholarships for \$2,000. Of the 104 scholarship applications submitted by JAG students from 18 states, ten \$2,000 scholarships and five \$1,000 scholarships were awarded.
- Darnell Williams, JAG-SC alumnus from Swansea High School, was a speaker at the JAG National Awards Luncheon in November 2012.

JAG-SC Continues to Exceed National Standards

**JAG-SOUTH CAROLINA
Class of 2011-2012 FOLLOW-UP**



**Table 1. JAG-SOUTH CAROLINA
2011-2012 Follow-Up Program 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 2011-2012	98%	63%	91%	94%	80%	57%	286

On-the-Job Training - National Emergency Grant Initiative

Starting in Program Year 2010 and ending in PY 2012, the South Carolina Department of Employment and Workforce and local workforce investment boards (LWIBs) implemented 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 grant served dislocated workers who were unemployed after January 2008 and had been unemployed for at least 15 weeks. Through the grant, individuals received training assistance in targeted occupational industries as determined by the local workforce investment area (LWIA). Nine (9) out of 12 LWIAs participated in the OJT-NEG: WorkLink, Greenville, Upstate, Catawba, Waccamaw, Lower Savannah, Upper Savannah, Pee Dee, and Midlands.

South Carolina experienced very positive results with the OJT-NEG which ended September 30, 2012. Our state initially anticipated providing 230 dislocated workers with OJT opportunities but exceeded this goal by more than 13%, jumpstarting reemployment for 260 dislocated workers.

To build upon the successes of the OJT-NEG, in PY 2013, South Carolina will be implementing a new National Emergency Grant. Our state was recently awarded a \$1.2 million Dislocated Worker Training - NEG from the U.S. Department of Labor (DOL) to provide 223 dislocated individuals with classroom and on-the-job training. The grants will support on-the-job training, customized training, registered apprenticeships, and other approaches that connect individuals with employers.

SC WORKS

TRIDENT

Business Success Story

GlassPro began attending SC Works Trident participant graduations at Trident Technical College last year. It provided an opportunity for the company to 1) learn more about the On-the-Job Training program through WIA and 2) interview potential new hires for auto glass installation openings. The OJT program allows employers to hire a WIA participant who would require training in order to become proficient on the job. The benefit to the employer is a reimbursement for a portion (up to 75%) of those training wages paid to the new hire.

After meeting with GlassPro representatives and going over further details, it became apparent that the OJT program would be a great fit for many of their open positions including customer service representatives, internal sales representatives, and auto glass installation technicians. SC Works Trident Business Services staff supplied resumes of clients for these openings. As a result, GlassPro has hired three WIA clients under the OJT program. Partnering with employers is key to putting clients back to work, and these partnerships through OJT are a win-win for both employers and jobseekers.

STRATEGIES FOR IMPROVEMENT

DEW Unemployment Insurance Service Delivery Restructuring

Throughout the past year, the state has experienced a decrease in its unemployment rate and an increase in the number of people getting jobs. This means that there are fewer people claiming Unemployment Insurance (UI) benefits in South Carolina--which is great news for the Palmetto State. Fewer people claiming unemployment benefits translates into significant reductions in funding coming to DEW from the federal government to handle the workload. In PY 12, the South Carolina Department of Employment and Workforce unveiled an upgraded UI service delivery system for customers. This new delivery model relies on technology and innovative approaches to provide enhanced services to South Carolinians while absorbing federal UI funding cuts.

The Unemployment Insurance Service Delivery Model

- Assistance with UI claims is delivered through:
 - The online MyBenefits portal (mybenefits.dew.sc.gov);
 - The toll-free TelClaim line (1.866.831.1724);
 - Team of UI specialists, located in 15 call-center hubs throughout the state, work with customers via phone to iron out any issues that may arise.

- A variety of enhanced self-service UI offerings include:
 - Filing initial claims on MyBenefits;
 - Step-by-step video tutorials illustrating the MyBenefits filing process;
 - Claimant reference materials available for download via MyBenefits and dew.sc.gov;
 - Upgraded features on MyBenefits (e.g., changing contact and tax withholding information, and payment method as well as requesting benefit verification);
 - Filing standard weekly claims and pay order card claims on MyBenefits or TelClaim;
 - Checking payment status on MyBenefits and TelClaim;
 - Filing an appeal online at dew.sc.gov/appeals will be available soon.

Benefits of the new Unemployment Insurance Service Delivery Model

- Benefits to customers:
 - More self-service options
 - Faster and better customer service when calling for information
 - More time to focus time on reemployment services and training opportunities instead of waiting in line for UI services

- Potential benefits to DEW's UI Division:
 - Gives greater control of program to hold individuals accountable for program deliverables and metrics (measurable).
 - Brings SC consistent with other states in more remote delivery of service (progressive).

- Uses DOL funding formula to bring staffing levels in line with workload (sustainable).
- Facilitates easier training in the field with only 15 locations which helps standardize services and business processes.
- Offers the ability to provide services statewide if certain areas see peak seasonal volume (e.g., claims from the Waccamaw area can be worked from any location remotely).

Employment Services New Service Delivery Model

The Employment Services Division of the SC Department of Employment and Workforce assists employers in meeting their workforce needs while helping job seekers become gainfully employed through training and employment referrals. Over the past year, the division initiated a major overhaul of reemployment services delivery methods. We collaborated with our partners and began moving toward a service delivery structure with an emphasis on “quality over quantity.” We worked with the 12 local workforce investment boards and their administrators to develop a service delivery method that would best meet the needs of our customers and further improve the agency’s focus on reemployment.

While the service delivery model continues to evolve, a few notable changes include the following:

1. Local workforce investment boards identified thirteen (13) comprehensive SC Works centers throughout the state. Comprehensive SC Works Centers feature online access and staff assisted support for customers seeking suitable employment and training opportunities.
2. DEW is also in the process of partnering with libraries, technical colleges, and various other community organizations in all 46 counties to provide technology-enhanced access points across the state. At these access points, customers can file for UI benefits online, conduct job searches, submit resumes, and obtain referrals for supportive services.
3. Employment services, ranging from resume writing and job searching to candidate recruiting, are being delivered in all 46 counties through a variety of methods including mobile teams, satellite locations, and SC Works Online Services (scworks.org).

The Wagner-Peyser program initiated three service delivery roles to provide dedicated services to employers and job seekers alike. The role of the **Resource Specialists** is to provide general staff assisted services around the state. These talented individuals focus on providing workshops and learning series that strengthen the individual soft skills necessary to capture and retain employment. This role functions as the introductory service provider with assistance in an SC Works resource center. The second level of service delivery is provided through case management options for job

seekers needing in-depth career counseling. **Career Development Specialists** provide one-on-one career counseling to enhance the service utilization of job seekers needing customized reemployment plans. The final role responds to the needs of the employers within our state. **Virtual Recruiters** manage job opportunities provided by employers throughout the state. Technology with a personal touch creates a relationship with employers needing clarification on available business services, labor market trends, job skills identification and job order management. The combination of all three functions in coordination with the mission and focus for each local workforce investment board yields a unified service delivery approach.

The state's 12 local workforce investment areas, which directly provide workforce services to our citizens, have also worked closely with DEW to develop new service delivery models that will meet each local area's particular needs for unemployment and reemployment services while operating within the new fiscal constraints.

Employer Services Metrics

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

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

- Employer Market Penetration/Served Rate
- New and Repeat Customers

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

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

WIA Fund Utilization Policy

In PY 2012, the SWIB approved an LWIA Fund Utilization policy. The policy is aimed at WIA annual expenditure rates to promote maximum investment of funds, increased levels of service to customers, and increased WIA fund utilization rate. Although the WIA Statute and Regulations provide two years for local areas to expend formula funds, the reality is states and local areas are judged on timely use of the funds. Since PY 2011, the LWIAs have been direct recipients of 89% of the total WIA funds allocated to the state versus 79% received in prior years. This increases the need and expectation that each LWIA expend funds both wisely and timely.

Therefore, the State Workforce Investment Board has instituted an annual target for expenditure of local funds that mirrors that used by DOL in reviewing WIA formula-funded grants. Effective with the start of PY 13, an annual 70% fund utilization rate for

each of the three local funds streams (Adult, Dislocated Worker and Youth) will be required. The rate will be calculated for each LWIA by dividing total accrued expenditures as reported through June 30th by total available funds (unexpended carry-in funds plus current annual allocation). Should an LWIA fail to meet the 70% expenditure rate in any fund stream, a written explanation must be submitted detailing the reasons and outlining corrective measures that will ensure future compliance with the policy.

LWIA Sanctions Policy

Also in PY 2012, the State issued the updated LWIA Sanctions Policy for failure to meet performance. The updated LWIA Sanctions Policy takes more immediate, proactive action, than in the past, to resolve failing local WIA performance. It includes corrective action steps that will be carried out by the SWIB.

INNOVATIVE SERVICE DELIVERY STRATEGIES AND PARTNERSHIPS

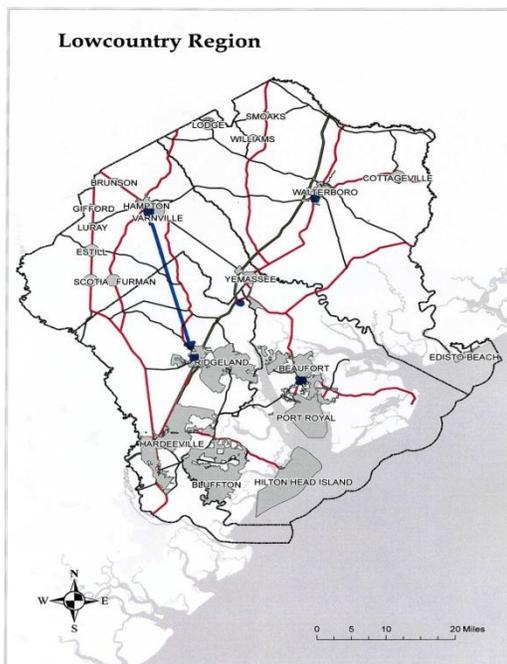
Lowcountry Local Workforce Investment Area

The Lowcountry LWIA continued to provide innovative service delivery strategies in spite of the sequestration reductions for the upcoming program year as well as rescissions applied in the first quarter of 2013. The Lowcountry has successfully implemented a service delivery model which will reach more areas than in prior years. Previously, services were limited to brick and mortar facilities in five locations, had a fixed staff that relied on walk-in traffic, served a small percentage of the population, and were isolated from businesses. The service delivery model officially went live in July 2013 with their first full-team movement. Mobile teams staffed with a Customer Service Representative, Adult Workforce Developer, Youth Workforce Developer, and Shared Dislocated Worker Developer leave a central office in Yemassee to travel to 11 locations throughout the LWIA. This change will allow outreach to be based on mobility – going to the people, not waiting for the people to come through the doors. The model allows for adaptability, improved management, and a higher level of professionalism.

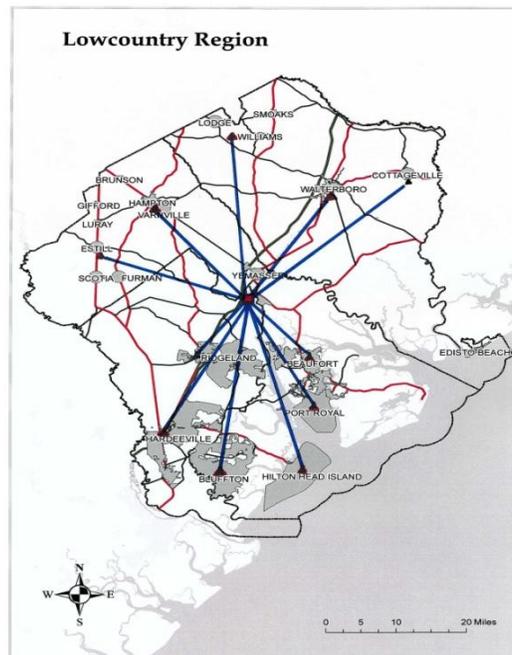
Lowcountry LWIA Service Delivery Model

The changes in locations served are shown below.

Previous Service Delivery Model



New Service Delivery Model



Pee Dee Local Workforce Investment Area

The Pee Dee Local Workforce Investment Area's innovative partnership with the Florence County Library System was recently recognized by the DOL - Employment and Training Administration. Mike Harding of DOL's Division of National Programs, Tools & Technical Assistance read an article about the partnership at www.scnw.com, the LWIA's Regional electronic news outlet. The article featured the Florence County Library as a valued partner of SC Works and for receiving the State Workforce Investment Board's PY 11 Outstanding SC Works Partner Award. Genuinely impressed by the partnership, Harding plans to highlight Florence County Library staff in a November 2013 webinar designed to assist libraries with the establishment of access points for workforce development through the library systems nationally! LWIA staff will be working with Harding to identify the appropriate staff and content for our piece of the webinar.

The Pee Dee LWIA has partnered with the library system, community-based organizations, adult education centers, counties, and technical colleges to serve as satellites for all partner staff across the region. This approach has allowed for at least

one location in each county and expanded their locations to four full-service centers and four satellites.

Greenville LWIB and DEW Partner for Noncustodial Parents

In PY 11-12, the SC Department of Social Services (Division of Child Support – CSE), the SC Department of Employment and Workforce, the SC Center for Fathers and Families, and multiple other community-based partners came together for a *Jobs Not Jail – A Better Alternative* project funded by the U.S. Department of Health and Human Services. The purpose of the project was to increase access to services for noncustodial parents (NCPs) through inter-agency collaboration and strategic planning that could lead to a replicable model. The “Jobs Not Jails” Strategy Team was interested in gathering information related to employment and training programs, child support payments, and inter-agency collaboration. Specifically, the team wanted to know: 1) the challenges and barriers noncustodial parents (“NCP”) face when trying to access workforce system or other services; 2) factors that might assist NCPs with obtaining stable employment or enhanced work skills; and 3) potential ways agencies might collaborate to address gaps in services.

As a part of the project, a local demonstration pilot was implemented. The local demonstration included a partnership between the Greenville County

SC WORKS **GREENVILLE**

Upstate Fatherhood Coalition Success Story

Meet Noah Henderson



Workforce Challenge: Noah was out of work and behind in child support. Wanting to fulfill his responsibilities, Noah began aggressively searching for employment options.

Workforce Solution:

Noah went to the Upstate Fatherhood Coalition seeking assistance with obtaining employment as well as direction and guidance on how to become a well-rounded father. With the partnership established between SC Works and the Upstate Fatherhood Coalition, Noah registered for work and received WIA intensive services. The services he received through WIA helped him to define his skills, generate a good resume, and prepare him for interviews.

Outcomes & Benefits:

Noah obtained employment at Southern Culture Restaurant as a chef. This has allowed him to fulfill his financial obligations of child support. He is enrolled in Parenting Education classes to enhance his parenting skills and in the Construction Engineering Associates Program at Greenville Technical College. Noah has set many goals for himself, some of which he has already begun to achieve.

Workforce Development Board and the Upstate Fatherhood Coalition and built upon An Alternative to Incarceration model of the SC Center for Fathers and Families. The Upstate Fatherhood Coalition served as a conduit for unemployed noncustodial parents who are unable to pay child support and connected them with SC Works Greenville. During the January – September 2012 demonstration, the following outcomes were realized.

- 11 of 13 participants in the enhanced (intensive services) group gained jobs while 6 of 12 participants in control/routine (core) services gained jobs.
- Participants in the enhanced group paid more child support than participants in the routine group.

This project demonstrated that state and local organizations can mobilize existing resources to assure that noncustodial parents have increased access to existing services that enhance employment and economic stability, which leads to higher and more consistent child support payments. In the future, project partners hope to continue working together and build upon their partnership to increase employment outcomes and financial support of children.

DEW and LWIBs Collaborate with Local Technical Colleges

ASSIST Program

A consortium of 10 technical colleges in South Carolina has been awarded \$20 million to implement the Accessible Support Services and Instruction for Sustainable Transition to Work (ASSIST) program as a part of DOL's Trade Adjustment Assistance Community College and Career Training (TAACCCT) Grants Program. For the grant, Clemson University is the research institution, and Florence-Darlington Technical College is the lead institution for the project. The ASSIST program trains unemployed, dislocated, and incumbent workers for new and emerging technology-based jobs. The training prepares jobseekers for employment in high-wage, high-skill occupations, particularly in the engineering sector. One of the ASSIST strategies includes development of TechMST which consists of math, science, and technology online learning and skills.

DEW Trade Adjustment Assistance Workforce Specialists are now regularly co-located in ASSIST Workforce Readiness Centers within each consortium college in order to facilitate seamless service provision, collaboration, universal data management, and to avoid duplication of services.

Local workforce boards working with the ASSIST program in their area include:

- Waccamaw LWIB (Horry-Georgetown Technical College and Williamsburg Technical College);
- Midlands LWIB (Midlands Technical College);

- Pee Dee LWIB (Florence-Darlington Technical College and Northeastern Technical College)
- Santee-Lynches LWIB (Central Carolina Technical College)
- Lower Savannah LWIB (Aiken Technical College, Denmark Technical College, and Orangeburg-Calhoun Technical College)
- Upper Savannah LWIB (Piedmont Technical College)

ACCELERATE Program

DEW and local workforce investment boards are also working with area technical colleges on a second TAACCCT grant South Carolina received. The *ACCELERATE* project includes six technical colleges, a research university, LWIBs, the SC Council on Competiveness, and seven businesses. The goal of the project is to blend the delivery of education and training to form a regional vision around advanced manufacturing.

The ACCELERATE program will deliver education and career training programs to those who are TAA eligible as well as returning veterans, unemployed, and other adult learners for high-wage, high-skill jobs in advanced manufacturing and supporting employment in South Carolina's two most populated geographical regions comprising 17 counties (approximately one third of the state). Project activities include skill assessments, exploration of career options, and online technology-enhanced resources to accelerate the completion of education requirements.



Ten at the Top (TATT) was created to foster a spirit of cooperation and collaboration and encourage strategic planning on key cross-jurisdictional issues among public, private, and non-profit leaders from across the ten-county Upstate South Carolina Region. Since 2010, TATT has convened more than 300 community engagement events involving nearly 19,000 participants. Efforts of the initiative have led to development of *Our Upstate Vision*, which represents a picture of what residents want the Upstate to aspire to over the next two decades.

In partnership with the four Local Workforce Investment Boards – Greenville, Upper Savannah, Upstate, and WorkLink, Ten at the Top hosted a series of Workforce & Skill Development Stakeholder meetings to identify opportunities to enhance communication amongst the three primary sectors: workforce organizations, educators and business/economic development. More than 200 business and community leaders from across the Upstate participated in the first *Our Upstate Vision Forum of 2013* held on January 31 at the BMW Zentrum. The forum not only provided attendees with more information and understanding about current workforce and skill development initiatives being undertaken in the Upstate but also helped generate a list of BIG and BOLD short, middle, and long term ideas for how everyone can work together to ensure that the Upstate in 2030 is universally recognized as a leader in this important area.

SUPPORT OF SOUTH CAROLINA'S HIGH-GROWTH INDUSTRY

Manufacturing: A Steady Growth South Carolina Industry

Manufacturing, Professional and Business Services, Tourism and Hospitality, and Retail Trade are four of South Carolina's major industries. Although there have been improvements in almost every major economic metric over the last few years, the state and nation have not returned to pre-recession levels of employment or growth. However, it is encouraging to South Carolina citizens to know that the Information Technology and Manufacturing industries are leading the way in hiring.

Current employment in the Manufacturing sector is healthy. Of the seven industry sectors in the state that account for almost 70 percent of South Carolina's employment, the top three are Manufacturing, Accommodation and Food Services, and Educational Services. In addition, job announcements indicate that the Manufacturing industry is expanding in certain industrial segments such as automobile and tire manufacturing.

A reflection of South Carolina's renaissance in the Manufacturing industry is evident through business investment activities and employment opportunities. Many large companies, such as Amazon, Boeing, Google, Michelin, and Continental Tire, have moved operations to the Palmetto State and discovered the benefits of expanding their businesses here.

- Bridgestone Americas initiated a serial production of passenger and light truck tires and expanded a portion of its Aiken County tire plant in Graniteville. The company has invested \$346 million over 20 months to expand its production capacity. The expansion of the plant increased production to 37,750 tires a day, creating nearly 300 full-time jobs at the factory, where hourly employment is now more than 1,200. The 20-month project involved expanding the 15-year-old plant's floor space 44 percent to 2.42 million square feet.
- Michelin North America, Inc. said it will spend \$200 million through 2014 to increase the rubber compound capacity at its Anderson County plant in Starr, SC. This expansion will support tire manufacturing expansions in other plants in South Carolina. This project will create 100 jobs in the 12-year-old facility. Michelin, including the Starr expansions, has committed \$1.15 billion in investment to operations in South Carolina in the past 21 months. This resulted in at least 870 new manufacturing jobs in the state.

"Michelin's continued investment in Anderson County and the state of South Carolina is a testament to our proven, high-quality workforce here."

– Michelin of North America's Chairman and President Pete Selleck

- Amazon opened a 1 million-square-foot distribution center in West Columbia. The Ribbon Cutting Ceremony was held July 17, 2012. It currently has 550 full-time employees and at the height of a holiday season there are 1,800 full-time and temporary workers. The center distributes smaller items, such as iPods.
- Google announced on January 18, 2013, it would invest another \$600 million in its Berkeley County data center doubling the Internet giant's investment in South Carolina. The company launched the campus with a \$600 million investment six years ago. With its initial \$600 million investment, the company built two data center buildings on the campus. The second came online later in the year and currently employs about 150 people. To date, Google has invested \$1.2 billion in the state of South Carolina.
- Continental Tire the Americas' new Sumter plant partnered with readySC, in conjunction with DEW and Central Carolina Technical College, to assess and train future manufacturing employees. So far, of the 250 current employees, 60% or 150 production and maintenance employees have gone through readySC training.

SWIB Chairman, a Leader in Manufacturing and Business

State Workforce Investment Board Chairman R. Michael "Mikee" Johnson has an extensive background in manufacturing. Mr. Johnson is President and CEO of Cox Industries, a family-owned business specializing in the manufacturing and global distribution of the pressure-treated wood business. With 16 plants and over 400 employees, Cox Industries provides pressure-treated wood products to the pro-build residential construction markets and the electric utility industry. In an industry where environmental conscientiousness is constantly assailed, the 55 year-old Cox Industries is one of the top three producers in the United States and the World.



In 2013, Cox Industries was named SC Chamber of Commerce's Medium Business of the Year. Cox Industries has also been named SC District of Small Business Administration Small Family Business of the Year, has been awarded the SC Manufacturers Alliance Excellence in Corporate Responsibility and has been recognized by Claflin University for Outstanding Service to the Orangeburg Community.

Mr. Johnson serves on the Executive Committees of the American Wood Protection Association, the Treated Wood Council, and the Southern Pressure Treater's Association.

Mr. Johnson previously served as Chair of the Chamber of Commerce of Orangeburg, Chair of the Orangeburg March of Dimes, and a member of the Downtown Orangeburg Revitalization Committee and many other civic groups. Mikee currently serves as Chairman of the South Carolina Manufacturers Alliance. In 2014, in addition to leading South Carolina's State Workforce Investment Board, he will also be installed as Vice-Chair of the SC Chamber of Commerce.

Meeting the Needs of Manufacturers at the Local Level

Local workforce investment boards are meeting the needs of the manufacturing industry through various local and regional efforts.

Catawba: The LWIB worked with York Technical College to establish a short-term Advanced Manufacturing training program to meet local workforce needs. A portion of the program is designed to increase the participants' WorkKeys scores and provide them with employability skills. Plans are also in place to develop similar short-term programs that focus on Distribution/Logistics.

Greenville: For the past two program years, the local area has provided sector training in the areas of manufacturing (production technician) and chemical operator. These programs offer training participants classroom training in combination with hands-on learning (work experience, OJT, etc.) at an employer worksite. Successful training completers are offered jobs at one of the participating employers or within the industry.

Lowcountry: The Lowcountry LWIB is currently supporting two initiatives. One initiative is through the Southern Carolina Economic Development Alliance and SC Manufacturing Extension Partnership for an advanced welding initiative. This initiative endeavors to identify and train advanced welders for the purpose of filling a large need in the region. The second initiative is through a partnership with the Technical College of the Lowcountry, the Lowcountry Regional Education Center, the Heritage Foundation, and local high schools. This effort focuses on identifying high school seniors who plan on immediately entering the workforce, or recently graduated/exited youth, and exposing them to welding by offering after-school classes. The after-school classes result in an occupational skills certification through classroom and hands-on

learning. The goal is to increase awareness of STEM (Science, Technology, Engineering, and Mathematics) career opportunities and help high school students see technical training and education as a means to their desired career paths.

Lower Savannah: LWIB staff in Lower Savannah conduct proprietary testing for area employers in their SC Works Centers. In the LWIA's estimation, employers have come to view WIA staff and the SC Works Centers as extensions of their HR departments and rely on them to review resumes, make referrals, and set-up interviews for most if not all of their new hires.

Midlands: The Midlands Workforce Development Board has identified Advanced Manufacturing, Healthcare, Information Technology, Business, and Transportation, Distribution, and Logistics as their priority industry clusters. To address a critical need for skilled Maintenance Technicians in advanced manufacturing, the Midlands Board is collaborating with Midlands Technical College and local manufacturing employers to develop a two-track Maintenance Tech program that should be available in 2014.

Pee Dee: The LWIA has the Florence-Darlington Technical College's Southeastern Institute of Manufacturing and Technology (SiMT) in the region. This is a state-of-the-art facility with specific emphasis on advanced manufacturing training. It's the first facility of its kind in the US and was established to provide the support needed by the area and future industries to advance the Region's ability to provide a highly-trained workforce.

Santee-Lynches: In PY 12, the Santee-Lynches LWIB held an Education/Industry Summit focused on Advanced Manufacturing. This summit brought together area educators and local employers to discuss the need to introduce Manufacturing to students in the classroom and dispel misconceptions about the manufacturing field of today. The Youth WIA Director/Regional Education Coordinator also arranged industry tours for local teachers and guidance counselors to increase their understanding of the types of positions in manufacturing and what skills students should acquire in secondary school to make them more marketable when searching for employment. The LWIB will host another Education/Industry Summit in PY 13 to focus on bridging connections among economic development, education, and business.

Trident: The LWIB has partnered with Trident Technical College to develop a Computer Numerical Control bootcamp, Certified Production Technician, and Certified Logistics Technician program initiatives. The location of Boeing, Scout Boats and Sportsman Boats, and the growth of advanced manufacturing in the Charleston and surrounding area, led to the inception of these programs.

Upper Savannah: The Upper Savannah workforce system has heavily promoted advanced manufacturing for the past two years. More students are preparing for careers in manufacturing. The hardest challenge has been and will continue to be, finding

enough young workers to replace retiring baby boomers. They are working with the 10 school districts within the LWIA and the Regional Education Center to encourage high school students to consider careers in manufacturing.

Upstate: The Upstate LWIB continues to work closely with its Regional Center for Educational Support to build interest in students in the manufacturing field and expose teachers and guidance staff to the field of manufacturing and distribution. The Upstate LWIB has utilized the Ten at the Top Workforce Issues Committee to gain insight into needs of the community, which allowed them to narrowly focus their priorities to include manufacturing and the trades. The Upstate utilizes plant and manufacturing tours as leadership development opportunities and to grow their base of potential youth who are seeking employment in related manufacturing fields. Past industry tour employers have included Adidas, Amazon, BMW, Griffin Gear, Milliken, and SEW Eurodrive.

Waccamaw: The LWIB has targeted the following industries for the Waccamaw region: Healthcare, Hospitality, Manufacturing, Professional, Scientific and Technical Services, as well as Trade, Transportation, and Utilities. The LWIA has identified these clusters for the purpose of guiding and informing policy and investment decisions for workforce education and training.

WorkLink: WorkLink has also identified Manufacturing as one of its priority clusters in addition to other sectors. WorkLink staff participate on the Partnership for Academic and Career Education (PACE) Board. The PACE Board was formed among Tri-County Technical College, area school superintendants, and local business and industry leaders to promote technical and career education for mid-level technology careers. Several of the local school districts and/or career and technology centers have become involved in launching youth apprenticeship programs, collaborations, job shadowing, paid and unpaid employment opportunities, and internships with some of the local industries such as Michelin, United Tool and Mold, Inc., and Electrolux.

SC WORKS

UPSTATE

Business Success Story

On September 19, 2013, Carolina Cotton Works, a fabric finishing company, hosted its second “Informational Session” in coordination with SC Works Cherokee in the Upstate Local Workforce Investment Area. SC Works Upstate advertised for, recruited, and eventually selected eight candidates to attend this session.

The session hosts included the company’s Chief Financial Officer (CFO), the Human Resources Manager, and several shift supervisors. A brief introduction of the company was given, as well as an explanation of their processes and products. Then, a full plant tour, led by the CFO and his team, followed a question and answer session.

During this session, Carolina Cotton Works hoped to fill five positions, although they were anticipating that additional positions would become available soon. The good news is that three of the five positions were filled from this session! These offers bring the total number of direct hires from SC Works Upstate to Carolina Cotton Works to eight and counting due solely to these company informational sessions!

According to both SC Works Upstate and Carolina Cotton Works, this event was a huge success and is a hiring model that will be replicated in the Upstate LWIA.



Anthony Vitale, Upstate LWIA Business Services Consultant and Pearl Gaffney, WIA Participant/Employee of Carolina Cotton Works

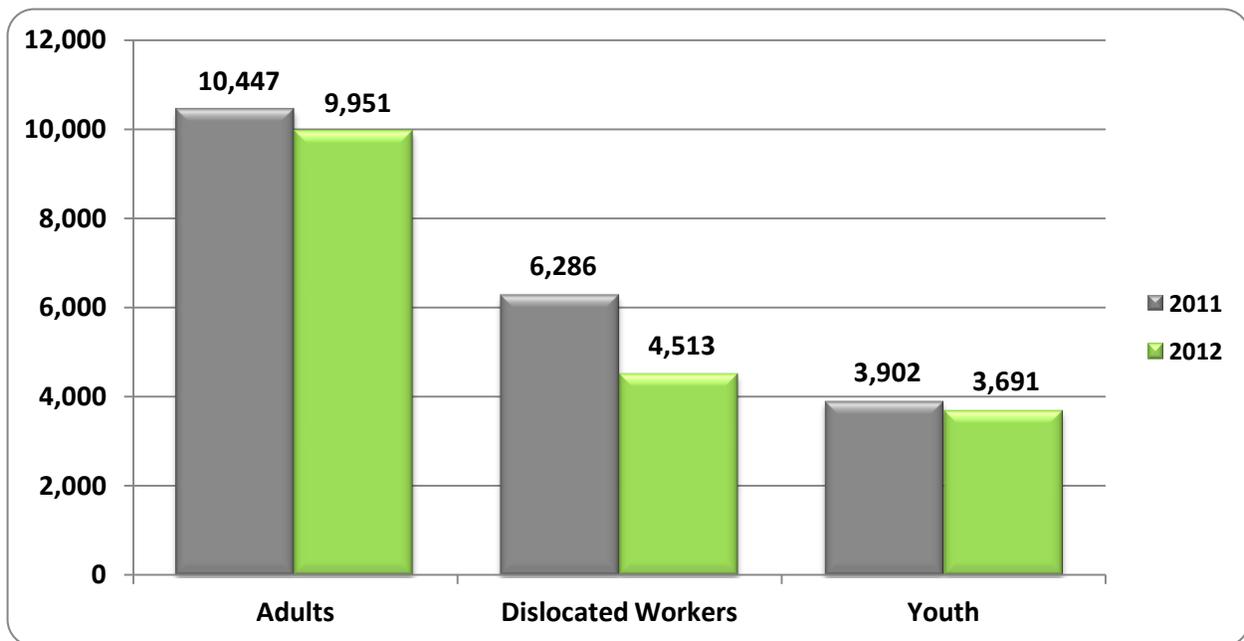
Program Year 2012 WIA Common Measures Results

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 \$42 million in WIA funding during program year 2012 (PY 12) produced the following notable returns.

Participants Served

- During PY 12, South Carolina served **9,951** adults, **4,513** dislocated workers, and **3,691** youth through WIA-funded programs in our 12 local workforce investment areas.
- PY 12 participation levels reflect a decrease in all three customer groups: adults, dislocated workers, and youth.

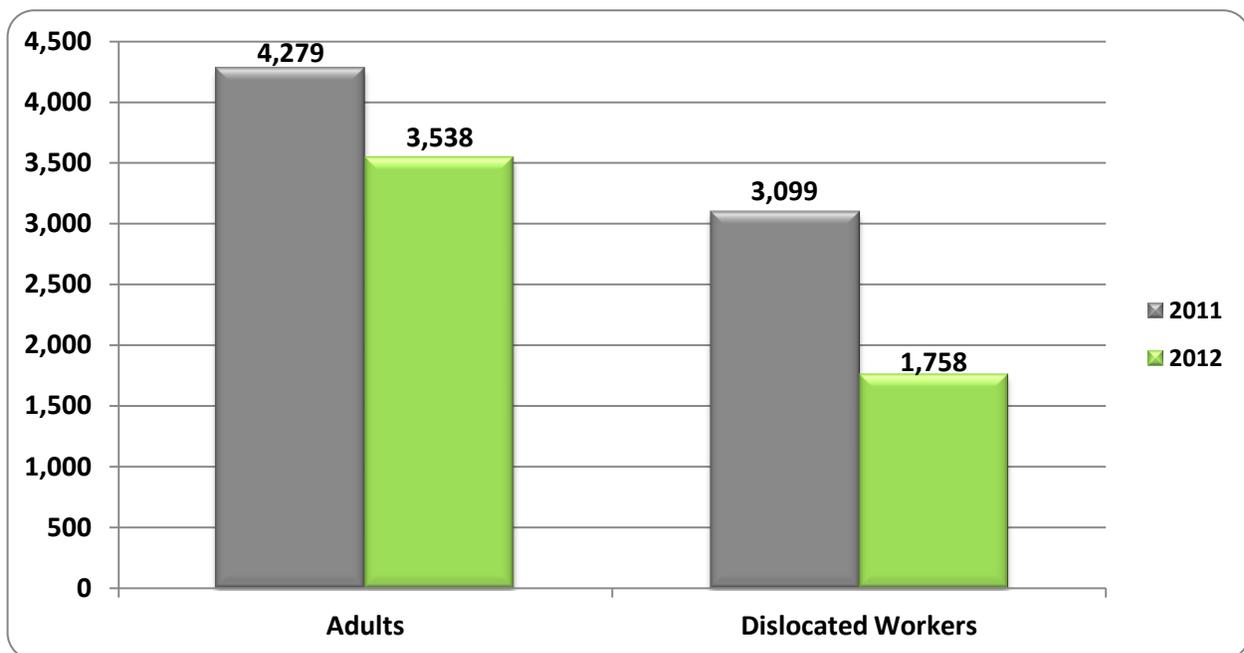
Figure 1. Number of Adult, Dislocated Worker, and Youth Participants Served South Carolina, PY 2011-2012



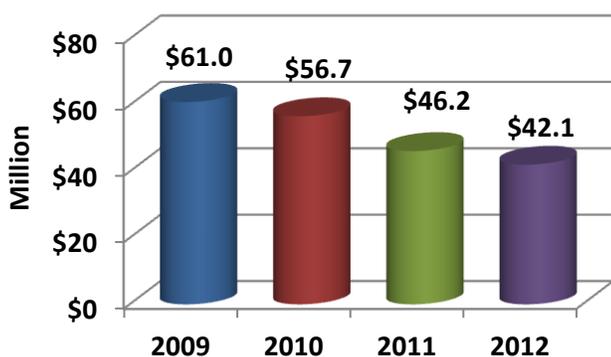
Participants in Training

- In South Carolina, the number of participants in training has steadily declined. Not only have WIA funds continued to decrease, but the number of mass separations, from 2009 to 2012, has also decreased thus affecting the number of dislocated workers served and those receiving training.
- In PY 12, over **3,500** adults and over **1,700** dislocated workers received training during their participation in WIA.

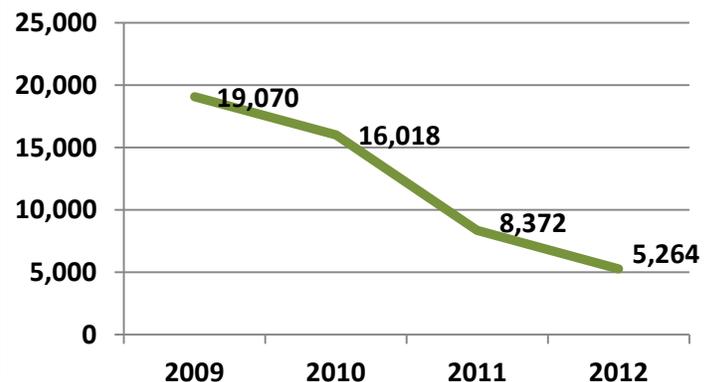
• **Figure 2. Number of Adults and Dislocated Workers in Training South Carolina, PY 2011-2012**



WIA Allocations South Carolina, PY 2009-2012



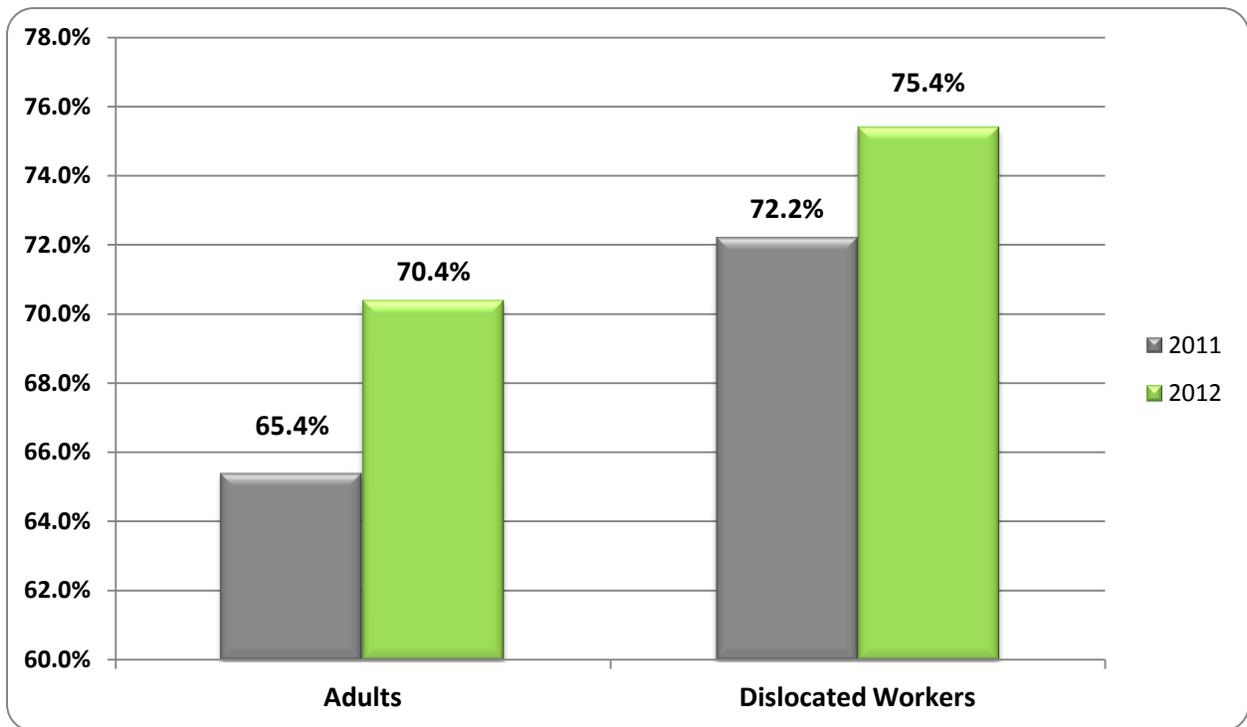
Mass Layoff Employee Separations South Carolina, 2009-2012



Entered Employment Rate of Adult and Dislocated Worker Participants

- The entered employment rate for adults increased by 5% from PY 11 to PY 12. For dislocated workers, there was a 4.4% increase over the same time period.

**Figure 3. Entered Employment Rate of WIA Adults and Dislocated Workers
South Carolina, PY 2011-2012**

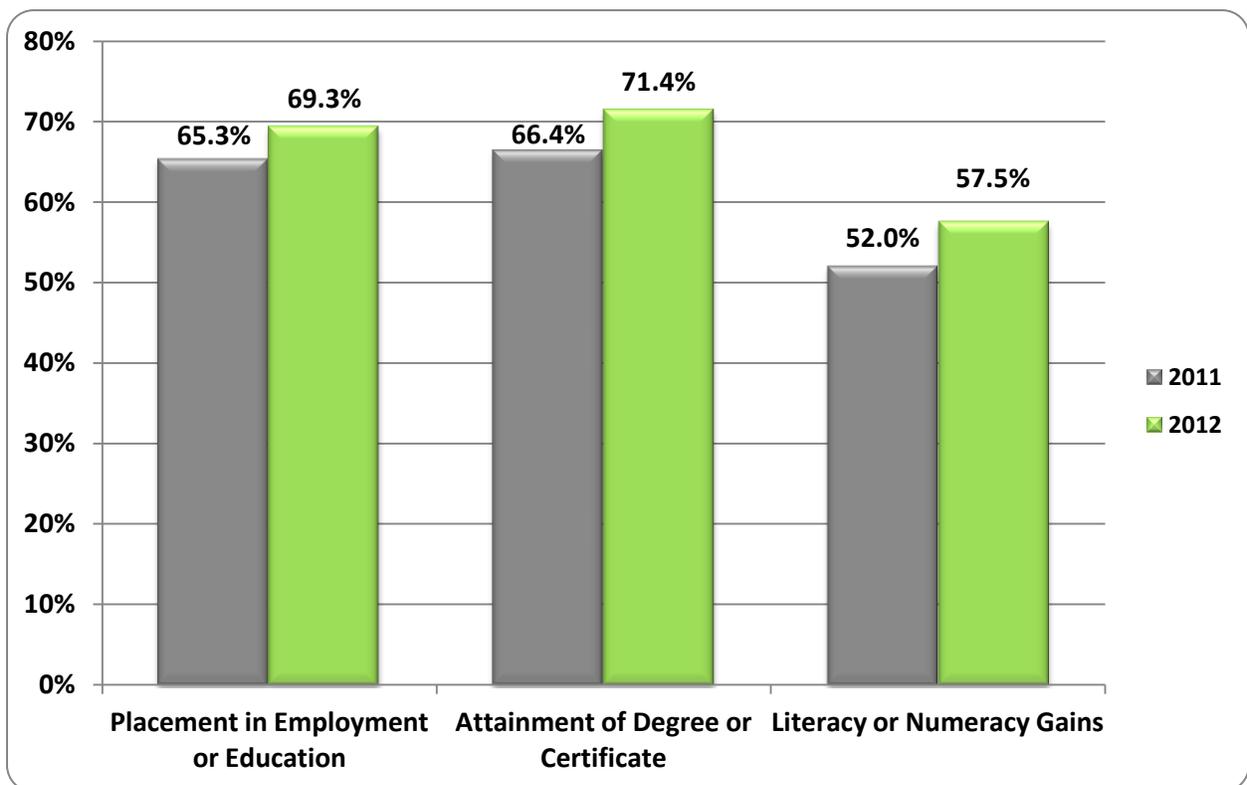


Youth Outcomes

Youth outcomes continued an upward trend in PY 12. South Carolina exceeded all youth performance goals negotiated with DOL.

- Rates for placement in employment or education increased 4%, attainment of degree or certificate increased 5%, and literacy or numeracy gains increased by 10.5%.

**Figure 4. WIA Youth Outcomes
South Carolina, PY 2011-2012**



Summary of WIA Common Measures

In program year 2012, South Carolina **exceeded** six of the nine DOL performance goals and met the remaining three.

**Table 2. WIA Common Measures Outcomes
South Carolina, PY 2012**

Group	Performance Measure	Negotiated Goal	Actual Performance	PY 2012 Outcome
Youth (14-21)	Placement in Employment or Education	66.0%	69.3%	Exceeded
	Attainment of Degree or Certificate	67.0%	71.4%	Exceeded
	Literacy or Numeracy Gains	52.0%	57.5%	Exceeded
Adults	Entered Employment Rate	66.4%	70.4%	Exceeded
	Employment Retention Rate	86.4%	85.0%	Met
	Average Six-Month Earnings	\$10,700	\$10,440	Met
Dislocated Workers	Entered Employment Rate	73.5%	75.4%	Exceeded
	Employment Retention Rate	91.5%	91.9%	Exceeded
	Average Six-Month Earnings	\$15,100	\$14,673	Met

From PY 11 to PY 12, South Carolina showed increases in six performance measures.

**Table 3. Comparison of WIA Common Measures
South Carolina, PY 2011-2012**

	PY 2011	PY 2012	Change
WIA Youth (14-21) Outcomes			
Placement in Employment or Education	65.3%	69.3%	↑
Attainment of Degree or Certificate	66.4%	71.4%	↑
Literacy or Numeracy Gains	52.0%	57.5%	↑
Adult Outcomes			
Entered Employment Rate	65.4%	70.4%	↑
Employment Retention Rate	85.4%	85.0%	↓
Average Six-Month Earnings	\$10,514	10,440	↓
Dislocated Workers Outcomes			
Entered Employment Rate	72.2%	75.4%	↑
Employment Retention Rate	91.4%	91.9%	↑
Average Six-Month Earnings	\$14,993	14,673	↓

PY 2012 WIA Annual Report Summary

		State			Worklink			Upper Savannah			Upstate			Greenville			Midlands			Trident		
Performance Measure	Group	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual
*Placement in Employment or Education	Youth (14-21)	66.0	105.0%	69.3	73.8	109.9%	81.1	75.3	95.2%	71.7	79.3	100.3%	79.5	67.2	88.8%	59.7	71.8	88.7%	63.7	62.7	108.0%	67.7
*Attainment of Degree or Certificate		67.0	106.6%	71.4	77.7	101.7%	79.0	72.9	112.2%	81.8	86.0	94.0%	80.8	66.5	81.8%	54.4	65.0	89.4%	58.1	76.6	97.0%	74.3
***Literacy or Numeracy Gains		52.0	110.6%	57.5	67.3	92.9%	62.5	53.3	108.4%	57.8	85.0	89.6%	76.2	52.0	109.8%	57.1	49.4	92.1%	45.5	60.4	104.5%	63.1
*Entered Employment Rate	Adults	66.4	106.0%	70.4	69.1	91.3%	63.1	72.1	93.2%	67.2	71.7	100.3%	71.9	67.2	105.2%	70.7	74.5	101.7%	75.8	65.4	101.2%	66.2
	DW	73.5	102.6%	75.4	69.8	104.9%	73.2	81.2	99.1%	80.5	75.0	103.7%	77.8	75.6	99.9%	75.5	85.2	98.0%	83.5	74.8	99.5%	74.4
**Retention Rate	Adults	86.4	98.4%	85.0	88.8	97.3%	86.4	82.2	104.9%	86.2	91.0	96.6%	87.9	87.1	98.2%	85.5	89.5	93.5%	83.7	86.0	95.9%	82.5
	DW	91.5	100.4%	91.9	95.2	93.3%	88.8	92.5	101.4%	93.8	96.3	98.1%	94.5	94.4	99.0%	93.5	90.7	98.2%	89.1	90.1	101.7%	91.6
**Average Earnings	Adults	10,700	97.6%	10,440	11,538	93.6%	10,794	10,165	93.8%	9,533	12,834	88.9%	11,405	11,889	91.5%	10,873	10,769	97.9%	10,543	11,054	92.5%	10,230
	DW	15,100	97.2%	14,673	14,760	109.9%	16,215	14,043	92.3%	12,962	15,643	97.6%	15,261	17,319	89.6%	15,513	14,555	107.2%	15,605	17,720	95.5%	16,923
		Pee Dee			Lower Savannah			Catawba			Santee Lynches			Waccamaw			Lowcountry					
Performance Measure	Group	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Goal	% of Goal	Actual	Color Coding		
*Placement in Employment or Education	Youth (14-21)	64.7	112.4%	72.7	62.7	99.0%	62.1	62.7	102.6%	64.3	62.7	98.6%	61.8	74.1	108.0%	80.0	64.9	112.3%	72.9	<div style="background-color: #e0f0ff; padding: 5px;">Exceeds Goal Actual Performance is greater than 100.0% of the goal</div> <div style="background-color: #e0ffe0; padding: 5px;">Meets Goal Actual Performance is between 80.0% and 100.0% of the goal</div> <div style="background-color: #fff0e0; padding: 5px;">Did Not Meet Goal Actual Performance is under 80.0% of the goal</div>		
*Attainment of Degree or Certificate		78.8	110.5%	87.1	63.7	77.7%	49.5	63.7	110.7%	70.5	63.6	103.1%	65.6	75.2	87.8%	66.0	68.6	97.2%	66.7			
***Literacy or Numeracy Gains		63.0	113.2%	71.3	49.4	107.9%	53.3	55.8	115.1%	64.2	49.4	110.9%	54.8	49.4	128.1%	63.3	52.0	58.1%	30.2			
*Entered Employment Rate	Adults	63.1	112.2%	70.8	63.1	106.5%	67.2	63.1	112.8%	71.2	66.4	114.9%	76.3	70.8	110.3%	78.1	64.3	109.6%	70.5			
	DW	72.6	99.3%	72.1	76.0	93.6%	71.1	71.8	109.1%	78.3	69.8	93.1%	65.0	82.2	88.8%	73.0	71.6	100.6%	72.0			
**Retention Rate	Adults	85.6	100.4%	85.9	87.5	95.2%	83.3	83.9	101.8%	85.4	90.9	96.3%	87.5	85.4	101.9%	87.0	85.9	94.6%	81.3			
	DW	92.0	99.5%	91.5	91.4	99.7%	91.1	90.7	105.2%	95.4	91.5	99.8%	91.3	92.7	100.5%	93.2	86.9	100.3%	87.2			
**Average Earnings	Adults	10,340	103.7%	10,724	10,165	93.0%	9,457	11,114	103.6%	11,518	10,781	110.6%	11,925	10,350	92.5%	9,572	9,951	90.6%	9,020			
	DW	14,038	93.9%	13,176	14,345	94.4%	13,543	16,128	90.1%	14,529	13,800	97.6%	13,467	15,100	117.8%	17,782	13,968	79.8%	11,153			

*These measures include program exiters from 10/1/11 to 09/30/12.

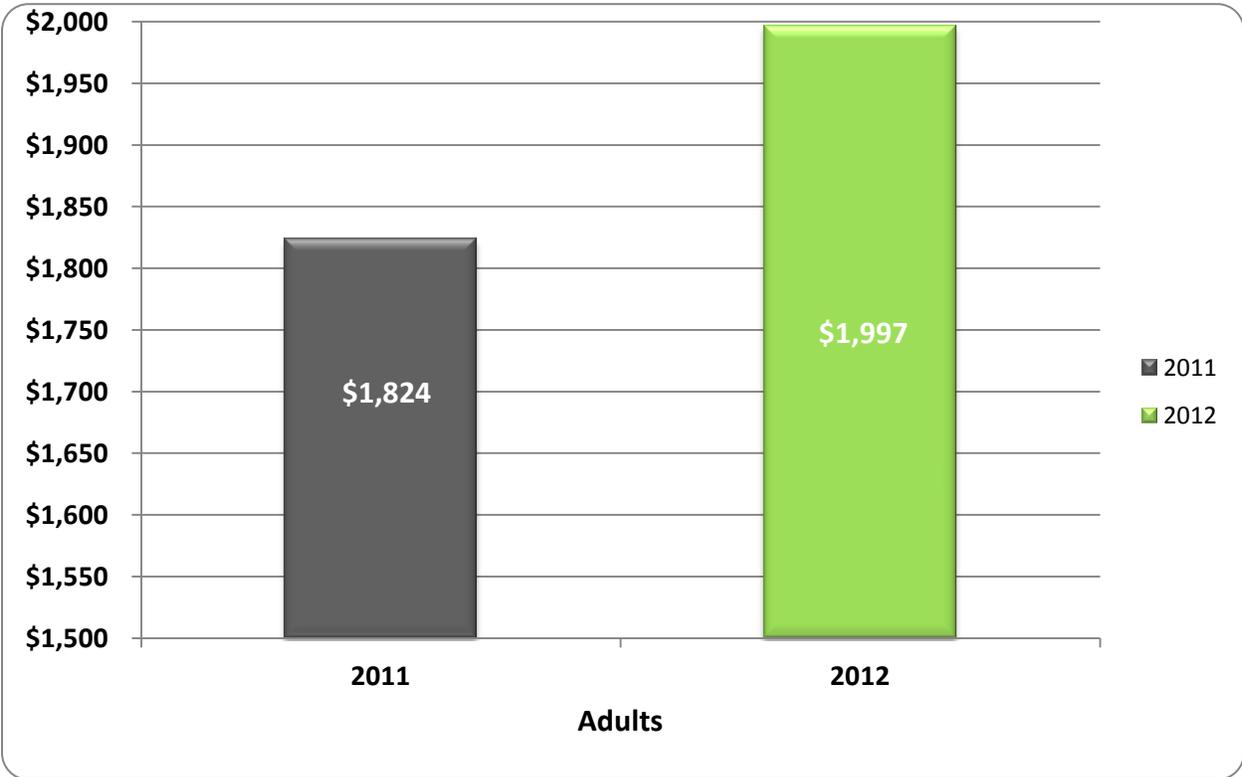
**These measures include program exiters from 4/1/11 to 3/31/12.

***These measures include program exiters from 7/1/12 to 6/30/13.

PROGRAM YEAR 2012 COST PER ADULT PARTICIPANT

- South Carolina served 14,285 total adults in PY 12 and 16,475 and in PY 11. Total adults include participants from both adult and dislocated worker fund streams, excluding those who were self-service only.
- For PY 12, the per participant cost for total adults was \$1,997 compared to \$1,854 in PY 11, a \$173 increase. This increase in the cost per adult participant is due to fewer participants being served as well as rising training costs and increases in one-stop infrastructure and operational expenses including customer case management and follow-up. 33

**Figure 5. Cost Per Adult Participant
South Carolina, PY 2011-2012**



PROGRAM YEAR 2012 WAIVERS

**Table 4. DOL Approved WIA Waivers
South Carolina, PY 2012**

	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. Waiver Usage by Local Workforce Investment Area, PY 2012

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			✓	✓		✓	✓	Used by All 12 LWIAs	
Upper Savannah			✓	✓		✓	✓		
Upstate			✓	✓			✓		
Greenville	✓		✓	✓		✓	✓		
Midlands	✓		✓	✓		✓	✓		
Trident	✓		✓	✓			✓		
Pee Dee	✓		✓						
Lower Savannah	✓					✓			
Catawba			✓	✓			✓		
Santee-Lynches			✓	✓		✓	✓		
Waccamaw	✓		✓	✓		✓	✓		
Lowcountry	✓		✓				✓		

In program year 2012, South Carolina had nine DOL approved waivers as identified in Table 5 on page 30. 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 12, 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. Nearly all areas, 11 of 12, transferred funds in PY 12, with seven LWIAs utilizing the transfer flexibility offered through the waiver.

Individual Training Accounts (ITAs) for Youth

Seven of our local workforce investment areas have benefited from the ability to use ITAs for Older and Out-of-School Youth in PY 12. South Carolina received DOL's approval on the ITAs for youth waiver in January 2010. The availability of the waiver has resulted in a streamlined approach to serving out-of-school youth and an increase in youth training. The majority, 75.9% in PY 12, of South Carolina's youth participants were out-of-school and were most in need of flexibility and a variety of training options. 524 youth participants received occupational training in PY 12 as a result of the availability of this waiver.

SC WORKS

UPPER SAVANNAH

Business Success Story

In the spring of 2011, Itron of Greenwood received notice from its parent company that the facility would be closing. Employees of the company worked with the Greenwood Partnership Alliance to locate a buyer for the facility. Partnership Alliance and Upper Savannah Council of Governments Workforce Division staff met with Itron to discuss the Incumbent Worker Training program in SC. The SC Manufacturing Extension Partnership conducted a competitiveness review and Upper Savannah staff completed an Incumbent Worker Training (IWT) Program application for funding.

Funding for the training was approved. Later, Itron Greenwood was bought and the company became Red Seal Measurement. Red Seal trained 22 employees through the IWT grant. The training included Electrical, Coordinate Measuring Machine, Single Minute Exchange of Dies, Computer Numerical Control Programming, Labview, and Programmable Logic Controller.

Red Seal company officials stated the following about the IWT Program:

This has been an exceptional tool to help us survive. We were able to get employees training that would not have otherwise occurred. By using this training, we were able to provide enhanced skills for our workers that allowed us to eliminate the need for outside services to fix machinery and correct production issues. This saved jobs and made the employees more valuable.



Employer On-the-Job Training Reimbursement

Another long held waiver that provides added flexibility for small businesses and OJT participants is the OJT reimbursement waiver. 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. 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 2012**

	Total Results	Participants Who Received Training	Participants Who Received OJT
Adult	70.4%	72.5%	93.7%
Dislocated Worker	75.4%	77.6%	96.2%

Rapid Response Funds for IWT

South Carolina has been permitted to use 20% of its Rapid Response funds for Incumbent Worker Training (IWT) when part of a layoff aversion strategy. Over the last several years, the state and LWIAs have successfully operated an IWT model 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 12, a total of \$1,078,060 of Rapid Response funds was committed to South Carolina businesses as an integral part of layoff avoidance strategies.
- 26 businesses in nine of the state's 12 LWIAs received training grants to update the skill sets of employees while boosting the competitive health of the respective businesses.

PROGRAM YEAR 2012 BUSINESS SERVICES ACTIVITIES

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

Rapid Response Services

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

During program year 2012:

- 130 businesses were provided assistance with downsizing
- Services were provided to workers impacted by the loss of 6,094 positions

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

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

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

During program year 2012, Rapid Response funds were awarded to 26 companies to retool more than 900 Incumbent Workers.

Table 7. Rapid Response Activity, South Carolina, PY 2012 <i>Provides businesses and impacted workers with short-term, early intervention, and immediate assistance with layoffs.</i>				
Total # of Businesses Served	Total # of Businesses Served With RR-IWT	Total amount Rapid Response Funds Obligated for RR-IWT	Total # of workers averted from unemployment	Potential UI Trust Funds Savings (# of workers *avg. # of weeks of payments *average weekly benefit amount)
156	26	\$1,078,060	1154	\$3,591,479

Expanding Business Engagement Grant

DEW received a grant in the amount of \$67,622.58 to identify and develop procedures that are responsive to the needs of businesses.

In PY 2012, the SC Works system accomplished the following benchmarks:

- Developed and implemented On-the-Job Training for the Trade Adjustment Assistance program.
- Implemented improvements to the Labor Exchange program, clarifying roles and responsibilities of employer and business services.
- Targeted small businesses as a priority group, resulting in more than 33% of the businesses engaged being small businesses.

SC WORKS

TRIDENT

Palmetto Youth Connections Success Story

Meet Nicholas Carr



Workforce Challenge:

For several years Nicholas faced education and employment challenges. He did not have a GED or high school diploma which made it difficult to find consistent employment.

Workforce Solution:

Nicholas was placed in fast-track GED classes at Charleston Adult Education and comprehensively assessed to determine his employment interests and aptitudes. His Career Coach provided career advice about his top choice, architecture and construction. It was evident that Nicholas would likely succeed in a career where he could work with his hands. They decided that the best option for skill development would be to secure an OJT opportunity. Local business owner Jesus Reyes, of Boat Dock-Tor, agreed to partner with Palmetto Youth Connections. He interviewed Nicholas for the position and trained him to perform maintenance and fiberglass repair on boats at his small business.

Outcome & Benefits:

The OJT seems to be a perfect employment match for both Nicholas and Boat Dock-Tor. At his 60-day review, Nicholas said "I really like what I am doing now. It has been a great experience and I hope to continue doing this for a long time."

Mr. Reyes has a great new employee for his growing business and Nicholas is going to earn a wage that will enable him to support his daughter.

PROGRAM YEAR 2012 STATE EVALUATIONS

State of the Workforce Report

In PY 12, the Labor Market Information (LMI) Division of the South Carolina Department of Employment and Workforce presented to the State Workforce Investment Board a *State of the Workforce Report*. The goal of the report is to understand and assess South Carolina's readiness to meet current and future workforce challenges. It provides workforce intelligence and guidance for policy creators, researchers, and other interested parties.

As the economy in South Carolina recovers from the recession, it is important to examine the current state of our workforce. The economic turmoil of the last several years has had a profound impact on the labor market, and understanding these effects can give us a glimpse into the future needs of businesses and workers.

Methodology/Approach: The LMI Division of DEW compiles and publishes employment statistics, job forecasts, wage data, demographics, and other labor market information to help public and private organizations better understand today's complex workforce. The *State of the Workforce Report* included an analysis of South Carolina's workforce, industries, economic climate, and factors that affect all three. Forecasts were made for the workforce, industries, and the economy. The report started with an economic discussion and then moved to an investigation of South Carolina's workforce supply and demand. The report finished with a conclusion and a look at workforce challenges.

Questions the Evaluation Addressed:

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

Timeline: Data collection and analysis for the *State of the Workforce Report* was completed September 30, 2012. As a follow-up to the *State of the Workforce Report*, an analysis of South Carolina's supply and demand will be conducted and completed by June 30, 2014.

Deliverables: The *State of the Workforce Report* was published December 2012 and presented to the SWIB on February 21, 2013. During PY 12, workforce reports were completed for each of the 12 LWIAs. LWIA reports, which are similar to the one completed for the state, present a comprehensive view of the status of each LWIA's workforce and economy.

The *State of the Workforce Report* as well as LWIA workforce reports can be accessed at <https://jobs.scworks.org/analyzer/default.asp>.

Summary of Evaluation Findings:

- South Carolina's major industries include Manufacturing, Professional and Business Services, Tourism and Hospitality, and Retail Trade. The Construction industry has suffered greatly during the recession and continues to struggle. Several industries have made modest gains, especially the Healthcare sector.
- South Carolina's population grew from 2000 to 2010. Further growth is anticipated, although at a smaller rate. This will also increase the size of the state's labor force, which will help employers.
- Enrollment in colleges, universities, and technical schools continues to rise. This is a positive trend and bodes well for the future workforce. Jobs requiring middle skills (more than a high school diploma but less than a four-year degree) make up half of the jobs in South Carolina.
- A significant number of South Carolinians have been unemployed for a long period and lack a high school education. Many of those are in their prime working ages. Meeting the needs of the long-term unemployed who lack adequate education and training will be a special challenge.
- The supply findings of the report illustrate that in order to have the required levels of education for our future workforce, we will need to increase the number of individuals with a high school diploma/GED/post-secondary vocational training. In order to get the state's workers into the middle-skills, we will need to move more individuals beyond just having a high school education or GED.
- Research shows that employers categorize new entrants to the workforce as "deficient" in four important soft skills (professionalism/work ethic, oral and written communication, teamwork/collaboration, critical thinking/problem solving). There needs to be more collaboration with high schools, adult education, and/or technical colleges to leverage resources to provide soft-skills training.
- The demand findings provide insight on a growing skills gap, rapidly advancing technology, globalization, demographic changes, and educational dilemmas challenging the modern workplace. Students and workers understand the rising

demand for education and training and have responded by entering colleges, universities, and technical schools in record numbers. Employers want a constantly advancing workforce with both hard and soft skills.

- South Carolina is well-positioned to provide a highly-trained and educated workforce to compete in future national and international economies. In the 21st century, South Carolina has continued to attract new businesses by having a low corporate income tax rate and other tax incentives. During the economic downturn in the late 2000s, South Carolina's unemployment rate peaked at 12.0 percent in December 2009. Most industries were hit hard, especially the construction sector. The business climate has been improving, and the unemployment rate was 8.3 percent as of November 2012.
- As South Carolina is making great strides in economic growth, the demand for workforce services is also growing. Many large companies (Amazon, Boeing, Google, Michelin, and Continental Tire) have moved operations to the Palmetto State and discovered the benefits of expanding their businesses here. South Carolina is recognized as one of the top business-friendly states in America (ranked 7 in 2012) and is committed to helping businesses thrive.

Assessing the Needs of State and Local Workforce Investment Board Members

In PY 12, a survey, *Assessing Needs of State and Local Workforce Investment Board Members*, of State and Local WIB members was conducted. The purpose of the survey was to determine how best to 1) train state and local board members; 2) educate them on their roles and responsibilities; and 3) increase their level of performance.

Methodology/Approach: Survey questions were developed based on the Binder Six Boxes Model. The Likert Scale was used to measure responses for nine (9) questions: 1 = Strongly Disagree to 5 = Strongly Agree. There were five (5) open-ended questions and three (3) demographic questions. The electronic survey was distributed to the 31-member State Workforce Investment Board and to members of the 12 local workforce investment boards (roughly 25 members each), for a total distribution of more than 331 individuals.

Questions the SWIB/LWIB Survey Addressed	
Information	
<ol style="list-style-type: none"> 1. Do you clearly understand your role as a workforce investment board member? 2. Have performance expectations of the Board been clearly communicated to you? 3. Are you given sufficient and timely feedback and information to help you make decisions and adequately perform as a board member? 4. Are you able to provide performance feedback to staff in a confidential, non-confrontational manner (e.g., through a survey)? 	
Knowledge/Skills	
<ol style="list-style-type: none"> 1. How did you learn what was needed to be successful as a board member? 2. Do you have the necessary knowledge to be a successful board member? 	
Resources	
<ol style="list-style-type: none"> 1. Do you have the materials, tools, and assistance needed to successfully serve as a board member? 2. Are the materials and tools easily accessible and understandable? 3. Would an online training program and workforce information enhance your knowledge? 4. In what other ways can your knowledge be enhanced? 	
Capacity	
<p><i>No questions were asked in this dimension as local board members are nominated and then approved by chief elected officials (i.e., county council members) of their area. State board members are chosen by the Governor. Membership representation is determined for both the State and local workforce boards based on the Workforce Investment Act.</i></p>	
Incentives	
<ol style="list-style-type: none"> 1. Do you receive sufficient recognition for your volunteer services within your local area? 2. Do you receive sufficient recognition for your volunteer services at the state level or by the SWIB? 3. Has your Board been adequately recognized for positive performance? 4. What benefits have you personally experienced in being a part of a workforce investment board? 	
Motives	
<ol style="list-style-type: none"> 1. What motivates you in being a member of a workforce investment board? 	

Deliverables: A final report was completed which included a description of the data collection process, data analysis, and a proposed action plan to address survey findings and areas for improvement. A presentation on the project and survey findings was also given at a State Workforce Investment Board meeting.

Summary of Evaluation Findings: Survey responses were aggregated and also delineated by membership on a State or Local WIB. 136 responses, from 21 SWIB and 115 LWIB members, were received for a 41% response rate:

Demographics of SWIB and LWIB Member Survey Respondents	
Length of time member of a WIB: <ul style="list-style-type: none"> ■ 30% - 1-2 years ■ 18% - 3-4 years ■ 22% - 5 or more years 	Membership Category: <ul style="list-style-type: none"> ■ Business – 49% ■ Education – 13% ■ CBOs – 11%

Survey results show that the majority of workforce investment board members believe that they do understand their roles and responsibilities and have the tools and information they need to do their job well; however, more can be done in these areas to improve board member effectiveness.

Proposed Action Steps in Response to Findings:

- Develop an Online Workforce Investment Board Training that is brief, interactive, and informative. Modules would include the following:
 - State and local workforce program organizational/administrative structure
 - Overview of the Workforce Investment Act
 - Functions and responsibilities of a State WIB and Local WIB
 - Funding flow and financial management
 - One-Stop operation
 - Workforce stakeholders and their roles
 - Overview of various workforce programs and the administration of them
- Develop a WIB Newsletter/Update the Workforce Investment Board website portal to include easy-to-understand and relevant information such as acronyms, unemployment data, workforce trends, etc. and quarterly newsletters recognizing board members and other relevant information.
- Hold a forum at least twice a year for State and Local Board Members to interact/network, share best practices, hear partner presentations, and to recognize Workforce Investment Board and Board member services.
- Hold at least two trainings for State and Local WIB members: 1) Refresher training on workforce board roles, responsibilities, and expectations and 2) National best practices.

SC Works Certification Standards

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

Although the Standards were approved in January 2010, several changes and transitions have occurred, hampering implementation and progress. In that same program year, the South Carolina Department of Employment and Workforce was created, which combined WIA and TAA programs with unemployment insurance programs under one cabinet agency umbrella. During PY 10, DEW was divesting itself of one-stop operation, and in PY 11, the SWIB was reconstituted. Then in the 2012 program year, South Carolina underwent service delivery changes to Wagner-Peyser and Unemployment Insurance programs which affected certain elements of the Standards and the reasonability of implementation.

In light of the recent restructurings and changes, the SWIB approved extension of the completion date of the SC Works Certification project. The one-year extension, through June 30, 2014, also includes evaluating areas against the Standards. The SWIB also approved separation of the Business Services Standards from the Job Seeker and Management Standards because 1) Job Seeker and Management Standards are SC Works Center focused and 2) Business Services Standards require the efforts of and changes by the local workforce investment area versus an SC Works Center.

In PY 2013, a workgroup will reconvene to further refine the Standards. Trainings will also be conducted, as needed, to continue preparing local workforce investment areas for the evaluation.

Timeline: Evaluations of LWIAs and SC Works Centers against the SC Works Certification Standards (Business Services, Job Seeker, and Management) are expected to begin no later than February 2014. All reports are expected to be completed and all certifiable LWIAs and SC Works Centers identified by June 30, 2014.

Questions the SC Works Certification Standards Will Address

Management	Job Seeker	Business
<ol style="list-style-type: none"> 1. Is it evident that there is partner integration through non-duplication of services and efficient and effective service delivery in the SC Works Center? Does the customer see the Center as a single business unit? 2. Is the management structure clear, as are the roles and responsibilities of the partners at the SC Works Center as they relate to the management and governance of the Center? 3. Does the SC Works Center have integrated staff development plans? 4. How is the SC Works Center accountable for results? 5. Is the SC Works Center accessible so that all job seekers and business customers can fully participate in the services offered? 6. Does the SC Works Center maintain a professional appearance? 7. Is there sufficient space and capacity for key functions in the SC Works Center? 8. Is the SC Works Center safe and secure? 	<ol style="list-style-type: none"> 1. Does the SC Works Center measure satisfaction with both processes and outcomes for existing job seeker customers? 2. Is feedback from job seekers used to improve services? 3. What system does the LWIA/SC Works Center have in place to assess projected employer demand? 4. How does the LWIA/SC Works Center align job seeker resources with projected employer demand? 5. Are there multiple access points for job seekers to obtain SC Works services? 6. Is there a consistent menu of job seeker services at the SC Works Center? 7. Are job seekers able to get the services they need as efficiently as possible while maintaining a customer service focus? 8. Is staff well trained in every LWIA and SC Works Center? 9. Do SC Works Center staff quickly determine the purpose of the customer's visit and promptly direct to the appropriate place or person? 10. Does the SC Works Center have a well equipped resource room with highly trained staff to provide a broad range of job seeker services? 11. All customers learn about the full range of services that are available through the SC Works Center in a customer-focused, program-neutral way? 12. Does the LWIA and SC Works Center offer effective assessment and career guidance services to all job seekers? 13. The SC Works Center provides resources to assist customers with marketing themselves for employment? 14. The SC Works Center has information on as many jobs as possible available in the market? 15. How does the SC Works Center help job seekers advance their skill, education, and occupational skill attainment? 	<ol style="list-style-type: none"> 1. Is providing services to the business community a priority? 2. Is there a fully integrated multi-agency Business Services Team comprised of representatives from each of the federally mandated partners? 3. Is the Business Services Team managed as a unified activity? 4. Is there a strong link between the activities of the Business Services Team, economic development, and education entities? 5. Does the Business Services Team operate from a written LWIB business engagement plan designed in response to business needs? 6. Are businesses consulted on the critical success factors for the workforce area? 7. Is satisfaction with both processes and outcomes measured for existing business customers? 8. Is customer behavior used as the primary indicator of customer satisfaction? 9. Does the workforce area offer a consistent menu of demand-driven services?

Methodology/Approach: The SC Works Certification Standards evaluation process will include both on-site and desktop reviews. A Review Team(s) of 3-5 persons will be formed to include at least one representative from the SWIB and a partner organization. Review Teams will evaluate 13 comprehensive SC Works Centers against the Job Seeker and Management Standards. The Business Services Standards will be used to evaluate each of the 12 LWIAs as a whole or at the regional level. An evaluation tool will be used to determine if Standard elements are *Met* or *Not Met*. A summary report of findings and promising practices for each SC Works Center and LWIA is expected to be developed following each review. To be a certified SC Works Center, at least 80% of the Management and Job Seeker Standards must be met, and 80% of the Business Services Standards must be met to be a certified LWIA. All certifications will last for a three-year period, starting July 1, 2014.

Deliverables: A report summarizing findings and promising practices for each SC Works Center and LWIA reviewed against the Standards will be developed by June 30, 2014.

SC Works Online Services (SCWOS) Customer Satisfaction Survey

SCWOS is South Carolina’s job search site and case management system for the WIA, TAA, and Wagner-Peyser programs. SC Works Online Services is a great resource that is heavily used by jobseekers to meet their employment and training needs. In PY 12, there were more than 100,000 new users to the site and more than 410,000 individuals receiving workforce services.

Master Summary Report
- Date range: 07/01/2012 - 06/30/2013

Summary	Total
Total number of Individuals that Registered	109,665
Total number of Individuals that Logged In	241,006
Total number of Distinct Individuals Receiving Services	410,661
Total number of Services Provided to Individuals	10,465,866
Total number of Internal Job Orders Created	26,425
Total number of Internal Job Referrals Created	1,008,560
Total number of Services Provided Employers	419,751

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

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

Questions the Evaluation Addressed and the Summary of Evaluation Findings:

During PY 12, some 41,344 individuals responded to the SCWOS Customer Satisfaction Survey.

- Type of SCWOS users:
 - Jobseeker – 97.3%
 - Other – 1.1%
 - Employer – 0.8%
 - Youth (18 or younger) – 0.5%
 - Labor Market Analyst/Researcher (83) – 0.2%
- Most respondents strongly agree or agree that SCWOS is easy to use (66.8%), has easy to find needed information (64%), and is a system that meets their needs (55.6%).
- The top three reasons people visit the site are to job search (94.8%), find employer contact information (1.6%), and for career planning/occupational research (1.3%).
- Overall, survey respondents rated their visit to SC Works Online Services, as follows: Excellent (19.6%), Good (45.0%), Fair (19.6%), Poor (5.0%), and No Opinion (10.8%).

Deliverables: On an on-going basis, DEW Performance and Reporting Unit staff utilize SCWOS Customer Satisfaction Survey data and feedback to continuously improve and update the system to ensure SCWOS consistently meets the needs and expectations of users and is as user-friendly as possible.

Job Seeker and Business Satisfaction Surveys

A Job Seeker Customer Satisfaction Survey and a Business Satisfaction Survey have been developed to measure customer satisfaction with services and assistance received through local SC Works Centers. Both surveys, at one point, were implemented and both have undergone or are currently undergoing improvements to make the survey collection process more user-friendly and/or the data more usable for DEW and local workforce investment areas.

Timeline: In PY 12, only Job Seeker Survey data was available for the period March 1 – June 30, 2013, for reasons stated above. During PY 13, data from both the Job Seeker and Business Satisfaction Surveys is expected to be available.

Deliverables: 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.

Methodology/Approach: SC Works Center operators have been asked to place a link to the Job Seeker Survey on all resource room computers. Posters have been placed in some Centers to make job seekers aware of the survey.

Questions the Evaluation Addressed and Summary of Evaluation Findings:

From March 1, 2013 to June 30, 2013, 109 job seekers responded to the Job Seeker Survey. Survey respondent demographics include:

- The majority (81%) of respondents were unemployed.
- Nearly half (46.6%) were ages 22-44, almost one-third (29.1%) were 45-54, and 18.4% were 55 or older.
- Most (49.5%) job seekers visiting an SC Works Center and completing a survey had at least a high school diploma or GED; 17.5% had some college; 13.6% had an associate’s degree or greater; 11.7% had less than a high school diploma; and 7.8% had some type of license or certificate.

Some questions asked on the survey along with response findings are highlighted below.

What are the primary reasons for visiting the SC Works Centers? (check all that apply)	
Answer Options	Response Percent
Apply for a job/Get help with my job search	76.1%
Use computers for job search activities	45.9%
Get information about available services	22.0%
Attend a workshop or other group activity	18.3%
Attend for Unemployment Insurance related purpose	18.3%
Meet with SC Works Center staff for a scheduled appointment	12.8%

During my visit, SC Works Center staff were...					
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Available	63	24	9	4	9
Knowledgeable	56	25	12	4	7
Helpful	55	31	8	3	9
Polite	60	23	9	1	10

The following services or resources were helpful to me:						
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Did Not Use
Computer assisted job search (including use of SC Works Online Services)	63	31	6	0	7	2
Workshops	33	25	13	0	7	18
Individual job counseling/coaching	39	28	13	2	7	12
Access to or availability of equipment (computers, fax, copier, etc.)	54	27	9	0	7	6
Referrals to other services or agencies	40	28	11	0	10	10
Printed materials (newspapers, books, etc.)	35	24	13	2	7	14

While at the SC Works Center, I found the following resources easy to use and understand:						
Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Did Not Use
Computer assisted job search (including use of SC Works Online Services)	53	31	11	2	10	1
Workshops	33	27	13	1	10	18
Individual job counseling/coaching	39	27	13	1	9	12
Access to or availability of equipment (computers, fax, copier, etc.)	44	30	13	1	8	5
Referrals to other services or agencies	35	27	14	1	8	11
Printed materials (newspapers, books, etc.)	37	23	12	1	7	15

How SATISFIED were you with the:						
Answer Options	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Use
Range of services available	49	36	13	3	7	1
Quality of services	52	33	9	4	10	1
Timeliness of services	50	30	13	5	10	1
Understanding of the next steps for your job search	48	30	15	5	8	3

Summary of Job Seeker Survey Findings:

- **Reason for Visit:** Most people visit SC Works Centers for job search related reasons - apply for a job, get help with searching for a job, or use computers for job search activities.
- **Staff:** The majority of job seeker respondents agrees or strongly agrees that SC Works Center staff are available, knowledgeable, helpful, and polite.
- **Resources:** Survey respondents rated the top four most helpful Center services or resources as 1) computer assisted job search; 2) access to or availability of equipment (computers, fax, etc.); 3) referrals to other services or agencies; and 4) individual job counseling/coaching. The majority of respondents also agreed/strongly agreed that these services or resources are easy to use and understand.
- **Satisfaction with Services:** Of the 109 job seekers who participated in the survey, 78% of them were satisfied or very satisfied with the range and quality of services available. Some 73% of job seekers were satisfied/very satisfied with the timeliness of services, and 72% were pleased with understanding the next steps in the job search process.

PROGRAM YEAR 2012 WIA STATE RESERVE HIGHLIGHTS

GED Funding Initiative

In PY 12, as a way of strengthening South Carolina's workforce, the SWIB awarded \$100,000 in State Reserve funding to the SC Department of Education in support of General Education Development (GED) testing. Through the grant, local adult education programs will be able to provide no cost GED testing. In South Carolina, approximately 9,000 adults take the GED examination each year, and approximately 70 percent earn passing scores.

Incentive Funds for Local Area Performance

For PY 11 local area performance, \$100,000 was approved by the State Workforce Investment Board from PY 12 State Reserve funding. Incentive funds for PY 11 performance were awarded based on LWIAs' performance outcomes on DOL common measures and the LWIAs' ability to 1) expend a minimum of 75% of total available funds in each of the three fund streams (adult, dislocated worker, and youth); and 2) secure innovative resources. To earn incentive funds for the "innovative resources" criterion, LWIAs had to document the utilization of resources of at least two WIA partners and/or other community resources to serve WIA and/or SC Works customers. The in-kind or financial resources must have come from sources other than the SC Department of Employment and Workforce.

Workforce Development Partnership Symposium

Annually, the State Workforce Investment Board and the SC Department of Employment and Workforce host a Workforce Development Partnership Symposium, a training and staff development event for individuals involved in the workforce system in South Carolina. Symposium participants consist of state and local workforce investment board members, workforce and economic development professionals, and staff from partner agencies and institutions. The Workforce Development Partnership Symposium, which has been held for over 20 years, attracts more than 200 attendees each year.

The workforce conference provides an opportunity to honor business leaders as well as volunteers, LWIBs, and SC Works Centers for their impact on the development of the Palmetto State's workforce. Awards are also given to WIA participants acknowledging them for their diligence and perseverance in overcoming obstacles to complete training and obtain self-sustaining employment.

Nursing Capacity Initiative Update

From PY 2009 – 2011, the State Workforce Investment Board invested \$1.8 million towards efforts to build the capacity of nursing faculty/instructors in the state. In collaboration with the South Carolina Nurses Foundation, Inc., the SWIB supported the Nursing Capacity Initiative with the goal of increasing the number of nursing instructors to address the issue of faculty shortages which cause thousands of qualified nursing candidates to be turned away each year. Under the initiative, scholarships/stipends were provided to students attending one of three South Carolina universities offering nursing education programs.

The Nursing Capacity Initiative, which ended in PY 11, provided stipends for as many as 35 master's and doctoral candidates who were pursuing graduate degrees to teach nursing science courses to undergraduate and graduate students. Students who accepted funding through the grant are required to teach for at least 3 years after receiving their degree. As of July 2013, 30 students have graduated: 16 doctoral (PhD and DNP) and 18 master's degree recipients. Nursing Capacity Initiative participants have secured teaching positions at local technical colleges, Clemson University, University of South Carolina, Bob Jones University, Francis Marion University, Lander University, Newberry College, and the Medical University of South Carolina.

PROGRAM YEAR 2012 ADDITIONAL STATE HIGHLIGHTS

Veterans Program and Services

Veterans Retraining and Assistance Program

Continuing its dedicated service to veterans, the South Carolina Department of Employment and Workforce has implemented the Veterans Retraining Assistance Program (VRAP) through the dissemination of Veterans Program Letter 07-12 and the VRAP fact sheet. The program offers 12 months of retraining assistance in “high demand” occupations for veterans who are unemployed and between the ages of 35 and 60. To date 3,380 veterans have approved applications and 1,880 are enrolled in training.

The agency is also involved with *Hiring our Heroes*, a nationally partnered event between the Department of Labor and the United States Chamber of Commerce. *Hiring Our Heroes* provides workshops for veterans and other military job seekers that focus on resume writing, tips for successfully navigating hiring fairs, military skill translation and interviewing skills.

Five (5) *Hiring our Heroes* events were held in South Carolina in PY 12 yielding the following results:

Total Number of Employers:	273
Total Number of Veteran Job Seekers:	2472
Number of Resumes Collected:	3870
Number of Interviews Conducted:	734
Number of Provisional /Conditional Jobs Offered:	272
Number of firm jobs offered:	54

Priority of Service

The state has implemented priority of service throughout the one stop system by making staff aware of how to identify veterans and eligible persons. Priority of service is promoted through signage, different colored route slips, and questionnaires in our electronic labor exchange system. Training was provided to SC Works veteran and management staff in February 2013. Examples of how priority of service is carried out include: veterans go to the front of the line for employment services, a 24 hour veterans hold is placed on job orders, veterans go to the head of the waiting list if eligible for programs, and they have dedicated areas in SC Works Center resource rooms.

Gold Card Initiative

South Carolina reports monthly on Gold Card Registered veterans and provides staff assisted services. In PY 12, 1584 gold card veterans registered, and 1,444 received staff assisted service. The state created a Wagner-Peyser special program activity code to track the number of gold card veterans that have been served. Follow-up to provide any needed intensive services is conducted bi-monthly, at a minimum.

Outreach

Veteran staff continues to conduct outreach by attending yellow ribbon ceremonies in support of service members and their families following deployments. They work closely with the SC Army National Guard Employment Advisors to assist these guardsmen/reservists who were displaced during pre/post deployment. They visit soup kitchens and homeless shelters and also participate in homeless veterans stand-downs in conjunction with the Veterans Administration Health Care for Homeless Veterans program. They work closely with prison pre-release centers to assist incarcerated veterans in their transition back into civilian life. During employer outreach they promote

SC WORKS

MIDLANDS

The Midlands Local Workforce Investment Area, home to Fort Jackson, has experienced shortages of qualified commercial drivers. In response to this challenge, the Midlands Workforce Development Board has partnered with the South Carolina National Guard in an initiative called **SC Troops to Truckers (T2T)**. T2T assists Veterans in obtaining a Class-A Commercial Driver's License coupled with employment in a professional driving position.

incentive programs for veterans such as Work Opportunity Tax Credit (WOTC) and Federal Bonding. Veteran staff also targets federal contractors who are required to exercise veteran's preference in hiring activities.

Metrics

Local Veterans Employment Representative (LVER)

- Employer Outreach: 20 contacts per month
- Job Development Attempts: 12 per month
- Positive Referral Result: 8 per month
- Recruitment/Outreach Coordination (Job/Hiring Fairs): 4 events per year

Disabled Veterans Employment Outreach Program Specialist (DVOP)

- Job Seeker Outreach: 30 contacts per month
(2 entered into case management)

Workforce Data Quality Initiative

DEW is a grantee in the DOL'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.

The following goals are being carried out through WDQI:

- Sharing up-to-date DEW data extracts with the SC Office of Research and Statistics' (ORS), including data from:
 - UI benefits
 - UI wages
 - Wagner-Peyser (Employment Services)
 - Workforce Investment Act
 - Trade Adjustment Assistance

The 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.

- Linking DEW longitudinal data with existing data at ORS from the South Carolina Departments of Education, Social Services, and Vocational Rehabilitation.
- Incorporating educational and training information, including the WIA Eligible Training Provider (ETP) List, into the SC Works Online Services system, thereby assisting workforce customers in evaluating training choices. This year, the agency has been working to update information within our current ETP List for all available programs and educational institutions.

- Utilizing 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. This year, ORS has created an initial data cube using updated DEW data extracts which will advise program staff and partners of different characteristics of the populations WIA, TAA, Wagner-Peyser, and UI serve at DEW. This data cube is currently in review.

SC WORKS

CATAWBA

HR CAFÉ SERIES A HIT IN THE CATAWBA REGION

A Free Lunch & Learn Series about HR and Employment Practices

What is the HR Café?

It is an opportunity for Human Resources professionals and managers to learn and update their knowledge of the ever-changing “mine-fields” of today’s employment regulations and legal requirements for employers.

Who comes to the HR Café?

The Café serves all customers -- small to large businesses (HR professionals, plant and/or operations managers, supervisors, and others who hire and manage employees).

Joanie Winters, a local employment law attorney, leads the series for SC Works Catawba. Joanie is a local employment law attorney in Chester, SC. She also teaches at Winthrop University and is a member of the Catawba Local Workforce Investment Board.

The first course of the series, *You’re Hired!*, was offered in October 2012 to York County area businesses, both small and large. The success of the first session prompted a repeat session in January 2013. The HR Café then went on the road in February to Lancaster County businesses. In March, another session, *The Stuff No One Tells You*, was held in York County. It gave employers a comprehensive guide to new hire documentation requirements and proper employee filing requirements.

Future HR Café sessions followed:

John Did What? Documenting employee performance for motivation and for litigation.

The ABC’s of Employment Laws, Part I & II -- All you ever needed to know but perhaps did not really want to know about employment laws - how they affect your business and what to do to stay compliant.

YOU’RE FIRED! -- Conducting a legal and safe termination, with proper documentation and presentation, to protect your business.

The York County HR Café series has been held at the City of Rock Hill Operations Center. The Lancaster Café series has been held at the Lancaster County Natural Gas Authority Center. On average, 17 employers have attended the York County series and 15 company representatives have attended the Lancaster series. Plans are to continue the HR Café into 2014.

SC WORKS

SANTEE-LYNCHES

TAA Participant Success Story

Meet James Avins



Workforce Challenge: James Avins worked in the industrial park at Eaton Corporation for 19 years. Due to economic downturn in 2009, he was part of a mass layoff. He struggled for almost a year to find a job.

Workforce Solution:

James was lucky enough to qualify for the Trade Adjustment Assistance (TAA) program. This gave him the opportunity to seek a college education. He decided to pursue a childhood passion and enrolled in Central Carolina Technical College's Automotive Technology program. He completed the certificate program in August of 2012.

Outcomes & Benefits:

James was on the President's List every semester. He was inducted into the Phi Theta Kappa Honors Society and won the Hickerson Outstanding Student in Industrial and Engineering Technology Award for 2011-2012. He graduated Summa Cum Laude in 2012. Using the knowledge he gained through the program, James was able to restore his father's antique Ford truck. In the end, James successfully gained employment with Santee Print Works in Sumter in August 2012 as a Machinist. By May 2013, he was hired by Becton Dickinson as a Technical Associate earning even more.

SC WORKS

UPPER SAVANNAH

Dislocated Worker Success Story

Meet Tracie Bowie



Workforce Challenge: Tracie had been working in the computer software field for 15 years when in 2011 she was laid off. She was unable to find work in her current profession and sought assistance from the Upper Savannah SC Works Center.

Workforce Solution:

Tracie decided on a career change and chose to pursue a career in nursing. After enrolling in the WIA program, Tracie was able to receive financial assistance with travel, tuition, books, and uniforms. With encouragement and support from WIA, Tracie completed her Associate Degree in Nursing in August 2012. During her last semester of classes, she attended several workshops to improve her job search skills.

Outcomes & Benefits:

Upon graduation, Tracie continued to receive job assistance from WIA. After attending the resume clinic she was able to revise her resume to highlight her newly gained skills and credentials. In December 2012, Tracie landed a job with Self Regional Hospital as a registered nurse. Tracie is thankful to the WIA program for helping her with completing her degree.

Services to Homeless Veterans Success Story

For 15 women, eight with children, Santa came early. In December 2012 employees of several local veterans' assistance agencies learned the women and their children had been living in seclusion in a wooded area on the Charleston peninsula.

Navy veteran Samuel Graham met a homeless woman, Leah Fenell, whom he introduced to a female acquaintance. His acquaintance took Leah to her house, offered her a home-cooked meal, a shower and some clothes. During their discussion Leah told Graham's acquaintance of several other women living with their children in a nearby wooded area.

Graham and his acquaintance learned that 15 women who all are military veterans and 19 children, afraid of the risks they might face at local shelters for the homeless, had formed a community who dwelled in the woods. Several of the women had jobs, but couldn't afford housing and all of the school age children were attending nearby schools. Graham shared the story with another friend, who contacted friends of hers in an effort to find ways to help the women.

The Veterans Employment Representatives for the SC Department of Employment and Workforce Trident SC Works Center were contacted and the veteran staff began working to find jobs for the women. Two found full time employment immediately, while several are now working temporary assignments. This combined effort involved several agencies and individuals from the community, displaying the true meaning of partnership.

These women were in this situation for no fault of their own; they served their country and returned to civilian life facing various challenges that include post-traumatic stress disorder, unemployment and homelessness. She emphasized that none of the women are substance abusers or prostitute themselves.

A Christmas feast and gift presentation was held on December 21, 2012, at Unity Church, 2535 Leeds Avenue at Dorchester Road, and since being discovered, all of the women and their children are now either in transitional housing or shelters for women and children.

Meet Leah Fenell

