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September 29, 2006

Administrator  
Office of Workforce Investment  
Room S-4231  
Attn: Gene Tichenor  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210

Dear Mr. Tichenor:

Enclosed, as requested in TEGE No. 7-05, is the South Carolina Employment Security Commission's Program Narrative Performance Report as required. Information contained in this report is for Program Year 2005.

If there are any questions, or if additional information is needed, please contact Martha Stephenson, at (803) 737-2591.

Sincerely,

Roosevelt T. Halley  
Executive Director

Enclosure

ES-3

## **REEMPLOYMENT SERVICES PERFORMANCE REPORT**

**STATE:** South Carolina

**DATE:** September 29, 2006

### **STATE SPECIFIC PERFORMANCE REPORT** (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

## REEMPLOYMENT SERVICES PERFORMANCE REPORT

**Purpose:** Reemployment allotment funds in South Carolina are being utilized to provide early intervention services to customers applying for Unemployment Insurance benefits. The design of this program in South Carolina has continued to enhance services to customers receiving Unemployment Insurance (UI) benefits and to integrate these services into the One-Stop delivery system. Our goal in South Carolina was 31.5% claimants employed. We were able to reach 150% of that goal with an actual statewide UI applicants employed percentage of 47%. Our goal for PY06 remains at 31.5%.

**Background:** The Program Year 2005 program design continued the procedures of a successful Program Year 2004. Workforce Center (WFC) staff were funded by this allotment to provide both direct and indirect job placement services to attain the program goal of 31.5%.

**Narrative:** Each local Employment Security Commission (ESC) Workforce Center in South Carolina used a portion of the available allotment to fund staff that delivered early intervention services to customers applying for Unemployment Insurance benefits. Staff designated as reemployment services specialists received training in Unemployment Insurance, Wagner Peysner and One-Stop delivery system activities.

South Carolina continues to use the UI Profile Model to identify customers most likely to experience long term unemployment and therefore, at greatest risk of exhausting benefits prior to entering employment. These “at risk” customers are targeted to receive priority services that may assist in their return to work.

These “at risk” customers are identified and contacted to attend a One-Stop Orientation session. During this Orientation presentation they are provided information on the extensive array of services available and how they might access these services. At this time, customers are also assisted with individualized services so that they may immediately begin to receive the intensive services needed for successful reentry into the workforce.

Customers receiving this service are entered into a database. Local Workforce Center staff are able to access this database to facilitate job order searches and referral of these “at risk” claimants to employers.

All customers applying for Unemployment Insurance benefits have a registration entered into the AWSES system and are provided job search assistance and information on the One-Stop delivery system. Emphasis in South Carolina is to provide intensive reemployment activities to customers applying for Unemployment Insurance benefits. Emphasis is also placed on providing enhanced direct services to customers receiving UI benefits within a week or as soon as possible after the claim has been filed. Customers respond well to staff providing them with additional information on services available to them. The reemployment services program has increased staff awareness of the

importance of more intensive service assistance to customers applying for Unemployment Insurance benefits.

The provision of direct services to customers receiving UI benefits is monitored on a monthly basis to ensure that the services provided are effective and that the most effective use of staff funded by this allotment is attained. Reports are shared monthly with management staff to monitor progress in exceeding the 31.5% goal. Staff are continuously trained in the Workforce Centers on job search assistance techniques, alternative job search assistance internet sites, electronic and manual matching of customer skills to employers and how to assist customers with various programs in our Resource Centers. Our Resource Centers include career assessment tools, resume preparation programs, labor market information, various printed and electronic job bank resources, occupational guidance, literature and information on partner resources available and information on workshops available. The One-Stop delivery system has enhanced the services available to customers applying for Unemployment Insurance benefits. Staff cross training has been emphasized, and this has definitely been instrumental in the success of South Carolina's Reemployment Services Program.

**Performance Measures:** Reports provided by the AWSES system and the UI system are used to monitor the effectiveness of services provided to customers receiving UI benefits. The end of Program Year 2005 indicates that the percentages of claimants employed ranged from a low 30% in one Workforce Center to a high 93% in another Workforce Center. The historical increase of employed claimants continues to rise each year. In PY02 we reached 27.5%; PY03 we reached 30.5%; PY04 we reached 33% and now we have reached 47% in PY05. South Carolina is committed to continuously enhancing direct services to our customers receiving Unemployment Insurance benefits.