

DEW Strategic Plan Overview

The South Carolina Department of Employment and Workforce (DEW)'s executive management team worked to identify the agency's strengths, challenges and opportunities for improvement. As part of its strategic planning process, the team reconstructed DEW's mission and vision statements and developed the accompanying key strategies and goals necessary to fulfill the mission.

Below you will find those statements as well as the key strategies and goal areas, which will give you an overview of the agency's strategic plan.

As DEW has set the plan in motion, the implementation phase requires effort from all those identified as DEW's stakeholders. This summary of the plan is so that interested parties will be well aware of the agency's mission, vision and goals. We all play a role in the success of the South Carolina Department of Employment and Workforce through implementation of this Strategic Plan.

This living document is updated regularly as we make progress, and is truly our blueprint for the future.

Mission Statement: *To promote and support an effective, customer-driven workforce system that facilitates financial stability and economic prosperity for employers, individuals and communities.*

Vision Statement: *South Carolinians will view the South Carolina Department of Employment and Workforce as an efficient, transparent, customer-friendly partner in providing quality workforce solutions.*



see it. own it. work it. dew it.

Key Strategies

KEY STRATEGY #1: Information Security

GOALS

- To ensure appropriate controls have been built into all information systems and platforms
- To provide system access on a need-to-know basis to agency personnel
- To ensure confidentiality, integrity, and availability of agency information systems

PROGRESS

- Disaster Recovery and Business Continuity planning is underway as a part of our goal to ensure confidentiality, integrity and availability of agency information systems.
- Implemented emergency power measures to ensure continuous data center operations.
- Launched online payment portal for claimants to electronically repay overpayments in a secure environment.

KEY STRATEGY #2: Improvements in Business Processes

GOALS

- Reduce error rates
- Increase collection rate of improper payments to claimants and taxes owed by businesses
- Use more re-employment dollars for re-employment services than administrative services
- Enhance use of facilities
- Realize full potential of existing resources
- Meeting and/or exceeding performance measures established by Federal and State laws and regulations

PROGRESS

- Strategically selling vacant buildings to align resources with service needs.
- Debuted jail data cross-match to prevent fraudulent claims from incarcerated individuals.
- Automated unemployment eligibility review process to reduce errors and increase efficiency.

KEY STRATEGY #3: Deliberate Strategies for Exceptional Service Delivery

GOALS

- Reduce unemployment and under-employment
- Reduce the skills gap
- Increase the use of DEW services by new businesses

Key Strategies

- Have clients view unemployment insurance and employment services as one continuous process
- Improve relationships with partners

PROGRESS

- Created a secure gateway for transmission of files with DEW staff and partners.
- Established relationships with partners to communicate the importance of job seeker services.
- Executed career development facilitator certification.

KEY STRATEGY #4: Strategic Vision for Customer Service

GOALS

- Become more efficient
- Increase customer satisfaction and positive feedback from customers
- Earn the trust of the public

PROGRESS

- Created an online appeals filing process for claimants and businesses.
- Established Quality Assurance and Quality Control staff in Unemployment Insurance benefits to help monitor customer service.
- Deployed a job seeker survey housed on SC Works website.

KEY STRATEGY #5: Employee/Manager Training

GOALS

- Start measuring and increasing the retention rate
- Increase staff morale and employee satisfaction
- Increase employee investment and ownership
- Increase employee perception of career

PROGRESS

- Delivering an agency-wide 18-month customer service training program.
- Introduced project management-focused leadership training.