



WIOA ANNUAL REPORT

PY' 2023

The Workforce Innovation
Opportunity Act Annual Report from
the South Carolina Department of
Employment and Workforce



SOUTH CAROLINA DEPARTMENT OF
Employment and Workforce

OPENING REMARKS FROM OUR EXECUTIVE DIRECTOR

The 2023 program year (July 1, 2023 – June 30, 2024) of our agency’s involvement in the Workforce Innovation and Opportunity Act (WIOA) was an exciting time filled with new initiatives, enhanced accessibility to WIOA services and workforce development resources, and many enduring successes.

For example, during the first half of the program year, Governor Henry McMaster proclaimed September as Workforce Development Month, and the S.C. Department of Employment and Workforce (DEW) hosted a record number of job fairs and presented the first-ever Workforce Champion Award.

Within the same program year, we finished phase one of our rural initiatives by completing DEW’s SC@Work: Road Trips and initiating the second phase, known as SC@Work: Rural Connections, delivering employment services directly to jobseekers in rural counties with some of the highest unemployment rates.

The final half of the program year brought significant advancements, including the work done by the Coordinating Council for Workforce Development (CCWD) to finalize the Unified State Plan, our agency’s Empowering Tomorrow’s Leaders partnership with Lieutenant Governor Pamela Evette, and the beginning of our groundbreaking Explore SC@Work campaign.



William H. Floyd, III
Executive Director
S.C. Department of Employment
and Workforce

Workforce Development Month

Governor McMaster delivered his 2023 proclamation declaring September as [Workforce Development Month](#) in South Carolina at the annual Workforce Symposium sponsored by the S.C. Chamber of Commerce and DEW. Almost 200 job fairs and workshops were held throughout the state to celebrate the observance, with dozens of employment events featuring both the [SC Works Career Coach](#) and the [Be Pro Be Proud SC mobile workshop](#). Rural road trips, workforce-related discussion forums and roundtables, and weekly labor market information webinars were also held to recognize the monthly observance.



In September 2023, our agency also launched its inaugural [Workforce Champion Award](#). This award honors an employer or individual who has displayed extraordinary effort or innovation in developing and connecting students with employment opportunities in South Carolina. Boeing was selected as the original honoree because of its exceptional outreach efforts in the state, including its [DreamLearners program](#), which has reached more than 1.2 million educators, students, and community members since 2012.

DEW also held its first-ever [SC@Work Photo Contest](#), which celebrated hard work and dedication in South Carolina by showcasing pictures of “[SC at work](#),” in which employers across the state photographed their employees actively working. Six awards were announced: regional workforce winners, a people’s choice winner, and the Taste Lounge of Georgetown as the grand prize recipient.

The State Workforce Development Board (SWDB) also publicly recognized twelve “Workforce Heroes” with the support of DEW during Workforce Development Month. These talented individuals were nominated by their Local Workforce Development Boards for their significant contributions to the workforce system. Their acts of service have significantly impacted the lives of thousands of jobseekers at SC Works centers across the state and include exceptional triumphs, such as helping dislocated workers and disabled veterans find work in our most rural areas.

Workforce Development Month is only the tip of the iceberg regarding the innovative ways DEW and SC Works connect jobseekers with employers all year round.



SC@Work: Rural Connections

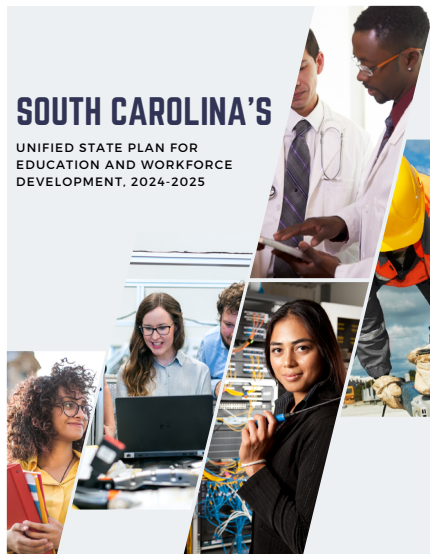
[SC@Work: Rural Connections](#) events are a continuation of our SC@Work: Road Trips, which were launched in the previous program year and completed in November 2023. The road trips focused on job fairs that directly engaged with jobseekers in grocery store parking lots, local parks, and community centers in 24 different locations across 17 rural counties, more than 700 rural jobseekers in attendance and 600 follow-up interviews conducted.

From the launch of SC@Work: Rural Connections on February 1, 2024, to the end of the program year, there have been approximately 46 events in five months in which Rural Connections staff attended, more than 1,000 jobseekers were helped, and almost 500 follow-up interviews were held. These events target jobseekers with barriers to employment, such as transportation, which prevent them from accessing regional workforce development services at brick-and-mortar SC Works buildings.

A jobseeker can attend any Rural Connections event, network directly with employers, submit applications, and work on their resume in the SC Works Career Coach. Instead of people in rural communities having to commute 40 minutes to a job fair, we are bringing the job fairs right to their back door.

Similar to SC@Work: Road Trips, SC@Work Rural Connections continues to create job fairs and hiring events in rural areas to encourage jobseekers to attend. What makes Rural Connections unique is that an entire rural initiatives team was created in DEW's Employment Services division whose sole mission is to connect rural jobseekers with local job opportunities and services.

Moreover, these rural initiatives team members not only help develop job fairs, hiring events, and workshops, but they also attend non-employment recreational events across the state to raise awareness about employment opportunities. From art festivals to farming trips, and everything in between, any community event can now be the perfect opportunity for a rural jobseeker to find their next job or for an employer to directly interact with their next worker.



Unified State Plan

Landmark workforce development legislation, known colloquially as Act 67 or the Workforce Act, became law in July 2023 due to overwhelming support from the House, Senate, and Governor McMaster. This law brought new responsibilities to DEW, including transitioning the [Coordinating Council for Workforce Development \(CCWD\)](#) and Regional Workforce Advisors from the S.C. Department of Commerce to DEW. Among other things, the Workforce Act enhanced our agency's ability to broaden our efforts in addressing obstacles unique to rural areas and enhance responsiveness to industry needs. The Workforce Act expanded the CCWD to include more public and private workforce development stakeholders and designated DEW's Executive Director as its Chair.

Thanks to the Workforce Act, the CCWD has more tools and stakeholders than ever before to align South Carolina's workforce efforts into a [Unified State Plan \(USP\)](#). During the 2023 program year, the CCWD devoted extensive time to collaboratively create the USP, which was published at the start of the 2024 program year. Meetings to develop the plan began in July 2023 and continued over time to identify key issues, create an initial outline, and determine metrics, all while obtaining feedback from a multitude of stakeholders throughout the process.

These efforts resulted in the CCWD identifying three primary focus areas to address in the Unified State Plan: awareness, skills, and obstacles. Each focus area includes clearly defined goals, strategies, and metrics that will measure progress. In addition, the plan identifies Priority Occupations and high-value credentials that reflect demand from the state's booming public and private sectors.

Now that the initial plan exists, the Coordinating Council for Workforce Development will review and revise it as needed on an annual basis. The Coordinating Council's Metrics Baseline Committee will spend the next year compiling applicable data to develop baselines for the metrics and recommendations for target values.



Empowering Tomorrow's Leaders

In May 2024, DEW launched the [Lt. Governor's Empowering Tomorrow's Leaders Initiative](#), which encourages teenagers to connect with part-time jobs in order to develop soft skills, learn responsibility, gain exposure to career pathways, and become more self-sufficient. The initiative's webpage houses employment resources for young people and their parents, including resume-building tips, information about soft skills, answers to parents' frequently

asked questions, and many more. As part of our agency's partnership with the Lt. Governor, I have had the privilege of traveling the state with her to visit employers and their teen employees. Media recaps of these trips made during the 2023 program year are available on the site and simultaneously inspire other employers to develop job opportunities for young people while motivating youth to find part-time and seasonal work.

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WAIVERS

Identify each waiver that the state has had in place for at least one program year and provide information regarding the state's progress toward achieving the goals and performance outcomes in ETA's letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state's waiver request (when applicable). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.

South Carolina has an approved waiver reducing the WIOA Youth Program out-of-school expenditure requirement from 75 percent to 50 percent for Program Years (PY) 2022 (04/01/2022 to 06/30/2025) and PY'23 (04/01/2023 to 06/30/2026) Youth grants. The state submitted the waiver in the third quarter of PY'22 and was notified of the decision in the fourth quarter. Guidance was promptly provided to the Local Workforce Development Areas (LWDAs), encouraging program directors to utilize this flexibility to:

- Expand access to employment and training services for in-school youth (ISY) in rural communities
- Increase engagement of and expand services to ISY with barriers to education and employment
- Increase collaboration with partner programs to assist ISY in foster care, vocational rehabilitation programs, and the juvenile justice system
- Increase use of work-based learning programs for career exploration and employment preparation

Through implementation of the waiver, South Carolina will:

- Increase the number of participants provided a WIOA Youth work experience, as defined by the WIOA regulations, by 10 percent
- Increase the number of WIOA Youth participants that receive a credential by 10 percent
- Increase WIOA Youth employment in the second quarter after exit by 10 percent

As of June 30, 2024, the state achieved the following outcomes:

	Baseline Before Waiver	Planned Outcomes	Actual Outcomes PY'22	Actual Outcomes PY'23
Number of ISY Enrollment in WIOA Youth Program	122 average PY'19 - PY'21	153	78	142
Number of WIOA Youth Provided a Work Experience	339 average PY'19 - PY'21	373	285	196
Number of WIOA Youth Achieved a Credential	722 average PY'19 - PY'21	794	477	405
Number of WIOA Youth Employed 2nd Quarter After Exit	1,216 average PY'19 - PY'21	1,338	914	798

EFFECTIVENESS IN SERVING EMPLOYERS

Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Serving Employers, or has any other metrics to assess employer engagement, describe the measure or metric as well.

South Carolina utilizes the Employer Penetration Rate and Repeat Business Rate to measure Effectiveness in Serving Employers. These measures are identified in State Instruction Letter (SIL) 17-09, Employer Service Performance Indicators and Employer Service Codes.

In comparison to PY'22, PY'23 saw decreases in Employer Information and Support Services, Engaged in Strategic Planning/Economic Development, Incumbent Worker Training Services, and Rapid Response/Business Downsizing Assistance. Significant increases were made in Workforce Recruitment Assistance, Accessing Untapped Labor Pools, Planning Layoff Responses with Training Services experiencing the largest increase of 124.58 percent. There were also notable increases in the number of establishments receiving Workforce Recruitment Assistance, Accessing Untapped Labor Pools, and Planning Layoff Responses.

A comparison of the number of establishments receiving employer services through SC Works from PY'20 through PY'23 is provided below:

Employer Service	Establishment Count PY'20	Establishment Count PY'21	Establishment Count PY'22	Establishment Count PY'23
Employer Information and Support Services	1,779	2,150	4,532	3,501
Workforce Recruitment Assistance	11,789	12,122	10,384	11,805
Engaged in Strategic Planning/Economic Development	35	152	406	342
Accessing Untapped Labor Pools	1,406	1,440	2,296	2,553
Training Services	333	438	240	539
Incumbent Worker Training Services	55	75	58	52
Rapid Response/Business Downsizing Assistance	277	172	201	162
Planning Layoff Response	88	43	54	61

The pilot measures selected by South Carolina are displayed below for the same program years:

Pilot Approach	Program Year 2020		Program Year 2021		Program Year 2022		Program Year 2023	
	Numerator/Denominator	Rate	Numerator/Denominator	Rate	Numerator/Denominator	Rate	Numerator/Denominator	Rate
Employer Penetration Rate	13,295/150,076	8.9%	13,542/164,146	8.2%	12,667/166,335	7.6%	12,659/177,661	7.1%
Repeat Business Customer Rate	8,395/37,798	22.2%	8,395/36,960	25.4%	9,128/28,737	31.8%	8,458/26,476	31.9%

PLANNED EVALUATIONS AND RESEARCH PROJECTS

Include brief descriptions of: current or planned evaluation and related research projects, including methodologies used; efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards; a list of completed evaluation and related reports and links to where they were made accessible to the public electronically; state efforts to provide data, survey responses, and timely site visits for federal evaluations; any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

SC WORKS CASE MANAGEMENT AND LABOR EXCHANGE FEASIBILITY STUDY

WIOA envisions a customer-centered workforce system that provides efficient access to a variety of education and training programs and services using a one-stop model. Partners are encouraged to use common intake applications, co-enrollment strategies, and referral procedures that make it easier for individuals to access the network of partners and services represented in the one-stop. Additionally, partners are encouraged to share data for service delivery and reporting purposes. Currently, SC Works partners use individual systems to manage customer service delivery, data, and reporting. The lack of connectivity between the systems diminishes the state's ability to create a seamless customer experience.

A responsibility of SWDB is to “develop strategies for aligning technology and data systems across SC Works partner programs”. To carry out this responsibility, SWDB approved the utilization of Governor's Reserve Funding to study the feasibility of implementing a single case management system to be used across the WIOA required partners. The study included a current state assessment, business capability model, market scan, options analysis, and high-level roadmap and recommendations.

The current state assessment included 15 interviews and eight workshops with multiple partners and stakeholders. During these interviews, partners expressed a desire to retain their existing program-specific case management solutions, shifting the focus of the study to an evaluation of options for modernizing the state's existing case management and labor exchange system to allow for interoperability with partner systems.

Key findings from the study included a desired future state that allows for the following:

- A case management/labor exchange system that connects and exchanges information with partner agencies.
- A centralized location to capture the full picture of an individual or business in the case management process.
- A user experience that is intuitive, consistent, and seamless.
- Automation of processes currently being executed manually.
- A better understanding of the efficacy of jobseeker support programs across case management and labor exchange systems.

The market scan identified off-the-shelf, platform, and custom case management and labor exchange solutions that are currently available in the marketplace, and provided a map of which states are using the various solutions. An options analysis compared the estimated cost and implementation timeframe for each solution.

DEW was provided a roadmap with clear next steps for system selection and implementation. In PY'24, a Request for Proposals will be published, starting the procurement process. During the time when potential vendors are submitting proposals, DEW will develop a change management strategy to guide system selection and implementation.



CUSTOMER SATISFACTION

Describe the state’s approach to customer satisfaction, which may include such information used for one-stop center certification, in accordance with 20 CFR 678.800. This description should include: the state’s methodologies; the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; the results and whether the results are generalizable to the entire population of customers; a description of any continuous improvement processes for incorporating the customer satisfaction feedback.

SIL 21-06, SC Works Certification Standards, outlines the criteria for evaluating one-stop centers and the one-stop delivery system. These criteria encompass customer satisfaction, physical and programmatic accessibility, and continuous improvement. The Jobseeker and Business Services Standards require the establishment of a local-level customer feedback system to assess satisfaction with the services provided and their outcomes. Customer satisfaction surveys serve as the primary method for gathering feedback from jobseekers and employers.

RESULTS OF JOBSEEKER AND BUSINESS/EMPLOYER SURVEYS

Jobseeker Survey Results PY’23

- 59,533 jobseekers received a feedback survey or other tool
- More than 5,700 jobseekers responded, yielding a 10 percent response rate
- Respondents reported a satisfaction rate of 80 percent

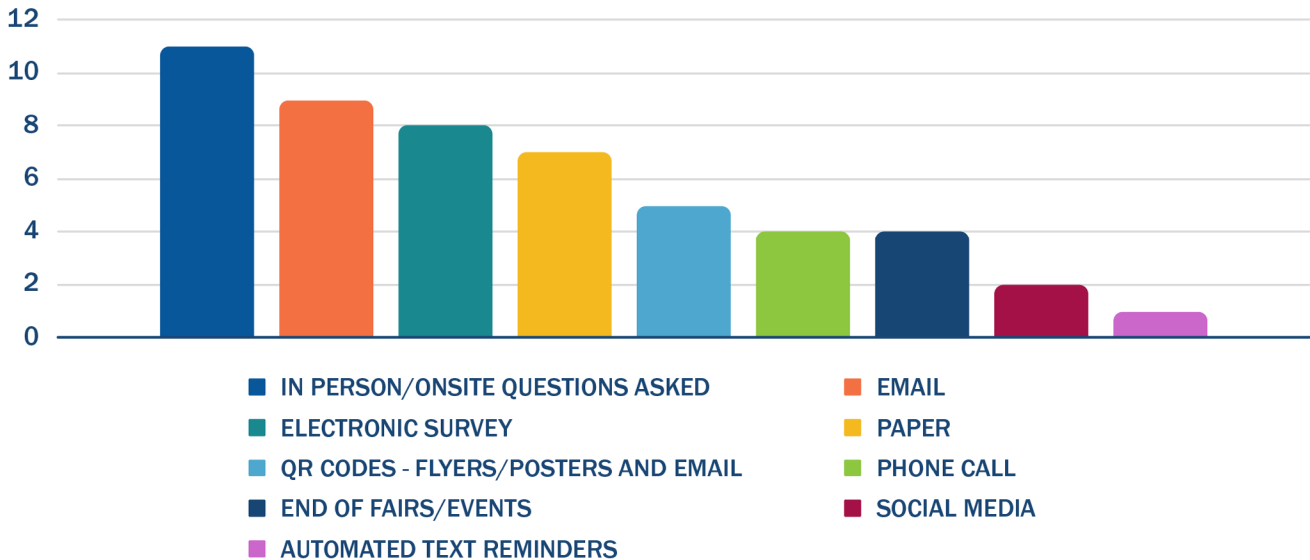
Business/Employer Survey Results PY’23

- 1,900 business/employer surveys were distributed
- 1,265 employers responded, yielding a 67 percent response rate
- Respondents reported a satisfaction rate of 92 percent

SURVEY METHODS

Local areas notably worked to receive outcomes this year. The methods used to collect feedback across the state included:

METHODS USED TO COLLECT FEEDBACK



All local areas reported that SC Works staff members were responsible for improving customer satisfaction activities. This included collecting survey feedback from in-person customers and improving post-service follow-up strategies. The staff also conducted targeted outreach campaigns utilizing various data streams, such as recently documented unemployment information and other SC Works Online System services. Additionally, local areas provided staff training and updated their policies and procedures.

EFFORTS TO INCREASE SURVEY PARTICIPATION

Although participation in the survey is completely voluntary, a majority of local areas reported proactive efforts to enhance accessibility, foster engagement, and ensure a user-friendly experience. They placed significant emphasis on the importance of survey completion.

Additionally, some local areas indicated they are either researching data analytic tools or are making strides in optimizing feedback analysis through effective platforms such as Google Sheets and Wufoo.

CONTINUOUS IMPROVEMENT

This year, LWDAs strongly emphasized proactively engaging with customers. In their process improvement initiatives, all local areas noted several key efforts, including:

- Enhanced reporting mechanisms for staff members, boards, and partners.
- Strengthened relationships between SC Works and its service providers.
- Targeted outreach campaigns, such as those focused on unemployment services and other recent offerings documented in the SC Works Online Services system.
- Improved post-service follow-up strategies.
- Refinement of policies and procedures for greater efficiency.
- Increased recognition of individual staff members based on feedback.
- Frontline staff inputting data as it is collected from in-person customers.
- These initiatives underscore a commitment to enhancing service delivery and fostering collaboration within the workforce development framework.

SWDB continues to focus on improving the quality of service provided by the SC Works system, increasing customer satisfaction rates and the use of the SC Works system by businesses and jobseekers. During PY'23, the Champions Workgroup, comprised of leadership and staff from the Employment Services and Workforce Development Divisions, was established to implement the recommendations identified in the findings from the SC Works Secret Shopper Pilot deployed in PY'22. Activity included updating the SC Works 101 Training, designed to improve customer experiences; distributing customer satisfaction guidance to local workforce development areas, which included standard questions for jobseeker and employer customer satisfaction surveys; refining customer visit reasons in the Virtual One-Stop (VOS) Greeter and offering in-person training to regional managers; and providing templates and guidance to ensure uniformity across the SC Works system.

SUCCESS STORIES: DAYNA AKERS



Dayna Akers, a former high-ranking manager at TICO Industries in Ridgeland, SC, and a veteran of the United States Marine Corps, found herself unexpectedly facing a significant life change. In January 2024, TICO laid off nearly 100 employees, leaving Ms. Akers without a job, with young children to care for and bills to pay. Serendipitously, she stumbled upon the WIOA program while attending a student career fair with one of her children. During the fair, Career Specialist Ashley Mirelez introduced Ms. Akers to the program's employment and training opportunities. Realizing that her unemployment benefits fell short of her previous TICO salary, Ms. Akers decided to attend the WIOA orientation on a Thursday. It was there that she discovered how the program could assist her, particularly its focus on swift employment placement.

With guidance from the Career Specialist, Ms. Akers saw an open position at DEW, housed in the same office as WIOA. Encouraged by the Career Specialist, she applied for the Local Veterans' Employment Representative (LVER) position, which involved assisting veterans in the community as a Veterans Business Consultant. Ms. Akers proved to be an ideal candidate for the role and was offered a position by DEW, securing stable employment.

Ms. Akers brings with her a wealth of experience and a deep commitment to serving the veteran community in her new role. Her journey from facing unemployment to finding a fulfilling position at DEW as a Veterans Business Consultant is truly a testament to her resilience and adaptability.

PROGRESS TOWARD ACHIEVING STATE'S VISION AND GOALS

Progress made in achieving that state's strategic vision and goals, as described in the state's Unified or Combined State Plan, for developing its workforce and meeting employer needs to support economic growth and economic self-sufficiency.

In PY'23, the state ensured completion of all its objectives and strategies outlined in the 2020-2023 WIOA Combined State Plan. The state plan lists five objectives and related strategies that address skill attainment, alignment and coordination, identification of industry needs, and outreach. The objectives and strategies are outlined below.

OBJECTIVES AND STRATEGIES

Objective 1:

Identify, invest in, and support educational and developmental strategies to better prepare and expand a skilled workforce for current and emerging jobs.

- **Strategy 1.1** – Increase participation in work-based learning activities, including registered apprenticeships by partnering with Apprenticeship Carolina.
- **Strategy 1.2** – Increase the formal assessment of soft skills and provision of soft skills training.
- **Strategy 1.3** – Increase resource investment in direct services for jobseekers through results oriented discretionary grants.

Objective 2:

Align resources, policies, and strategies among state, local, and regional systems to continuously improve outcomes for businesses, partners and individuals, including those with barriers to employment.

- **Strategy 2.1** – Increase co-enrollment across partner programs.
- **Strategy 2.2** – Develop and implement cross-partner staff training to enhance service delivery to businesses and jobseekers.
- **Strategy 2.3** – Streamline intake systems and referral processes.
- **Strategy 2.4** – Implement strategies that increase access to reliable transportation, affordable housing, and identification and vital records.
- **Strategy 2.5** – Increase the number of regional, industry-led, sector partnerships.

Objective 3:

Identify current and future workforce needs of South Carolina business and industry to support pathways in growth sectors.

- **Strategy 3.1** – Identify the challenges and opportunities in rural communities.
- **Strategy 3.2** – Create career pathway tools and templates.

Objective 4:

Engage jobseekers, employers, and other workforce partners through marketing and outreach and articulate a value proposition specific to each.

- **Strategy 4.1** – Share best practices across partner programs to increase awareness of partner services, promote a workforce of growth and continuous improvement, and encourage a system viewpoint.
- **Strategy 4.2** – Improve strategic outreach to employers.

PROGRESS TOWARD ACHIEVING STATE PLAN STRATEGIES

As of the end of PY'23, the state has fully implemented all of the strategies identified in the 2020-2023 WIOA State Plan. During the program year, the state focused on soft skills, cross-partner training and staff development, and streamlining service delivery.

Soft Skills

In PY'23, DEW partnered with WIN Learning to develop a South Carolina soft skills credential branded the SC Professional Skills Credential. The Professional Skills Certificate is awarded to jobseekers who demonstrate competency by successfully completing WIN Digital Literacy and Essential Soft Skills Assessments. During PY'23, jobseekers were awarded 174 Professional Skills Credentials.

Cross-Partner Trainings and Staff Development

To develop a cross-partner staff training delivery system, SWDB allocated funding in PY'23 for a Learning Management System (LMS) to provide a central location for SC Works system-wide trainings, with the capabilities to draft, facilitate, and access courses. Additionally, the LMS will provide tracking capabilities for mandatory trainings, the current system does not provide. More information on the Learning Management System is available under Activities Provided by State Funds.

Streamlining Service Delivery

In South Carolina, the six core WIOA programs are administered by four state agencies, each with their own case management system. These systems are not currently integrated, which presents service delivery, data collection, and reporting challenges. While the state has established expectations for co-enrollment and referrals, the lack of system integration prevents partner programs and participants from experiencing the full benefit of these efforts. The results of the Shared Case Management System Feasibility Study conducted by Gartner, Inc. that gathered and compiled system requirements across partner programs, evaluated options for achieving a more integrated case management system, and presented recommendations for consideration identified that the six core WIOA programs did not want a one-system case management system, but rather a system that easily integrated with their own system.

In PY'23 Phase II, implementation, involves developing the scope of work for the vendor/product solicitation. More information on the Shared Case Management System is available under Activities Provided by State Funds.

PLANNING AND DEVELOPMENT OF 2024-27 WIOA COMBINED STATE PLAN

In May 2023, The Statewide Education and Workforce Development Act (Act 67) was signed into law. Under this Act, the State is mandated to develop the Unified State Plan, a comprehensive education and workforce development plan for the entire State. In July, 2023, State partners met to begin crafting the 2024-2027 WIOA Combined State Plan alongside or parallel to the Unified State Plan (USP), to ensure alignment between the two plans. The 2024 WIOA State Plan adopted the goal and vision statements from the USP, as one way of ensuring the objectives and strategies align.

Representatives of the 12 programs included in the 2024 State Plan met multiple-times per week over a four-week period for working sessions. The sessions were a collaborative environment where partners took a dive deep into each topic area, discussing various aspects and potential solutions and strategies, developing a goal statement for each objective and the strategies that would be employed to achieve the goal. The 2024-2027 WIOA State Plan identified four focus areas, alignment and coordination, access to skills and credentials of value, removing barriers or obstacles to employment, and leveraging historic federal investments.

The 2024-2027 WIOA Combined State Plan was fully approved by the Department of Labor on June 17, 2024, taking effect July 1, 2024.

SECTOR STRATEGIES AND CAREER PATHWAYS

Progress made implementing Sector Strategies and Career Pathways. The discussion may include business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.

South Carolina has promoted a sector strategies model for several years, investing in subject matter expertise and technical assistance. This has allowed the state to build a framework for the implementation of industry-led sector partnerships to develop and cultivate talent pipelines into high-growth, high-demand career pathways. In 2019 and 2020, workforce areas established sector partnerships in manufacturing and healthcare. Unfortunately, the pandemic undercut most of the momentum at state and local levels. While South Carolina's economy has fully recovered from the pandemic-induced recession of 2020 and is experiencing near all-time highs in employment levels, workforce availability and skill attainment remain top concerns among employers.

As such, DEW determined that sector partnerships are a viable rapid response funded strategy for collaborating across education and workforce partners and with business and industry to identify and address workforce-related needs. During PY'22, the state allocated \$1,500,000 to reinvigorate and/or expand sector partnerships. Sector Partnerships grants were awarded to local workforce development boards for a period of 24 months to launch new sector partnerships and grow existing ones.

A summary of current activity funded through these grants is provided below:

- The Link Upstate Region has utilized Rapid Response Funded Sector Partnerships (RSP) Grant funds in order to revitalize the Upstate Manufacturing Network. The grant has allowed the Region to fund outreach efforts aimed at re-engaging the manufacturing community, as well as funding the position of a second convener to assist in the launch of the next two partnerships. Funds have been allocated to lay the groundwork for training programs and outreach efforts aimed at addressing industry-specific challenges, such as skill gaps and workforce retention.
- The Pee Dee Region has used RSP grant funds to advance Diversified Manufacturing within the area, as it has been identified as one of the top industries and businesses have lacked skilled workers to address the growing market. The grant is being used to bring together employers, economic development entities, educators, and workforce development agencies to collaborate (including small breakout groups) on addressing the skills gap. A convener was contracted for the region and is currently fulfilling the contracted obligations for services under the grant.

PERFORMANCE ACCOUNTABILITY

The state's performance accountability system, including: Any specific state performance measures or goals and progress towards meeting them; any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance; the state's common exit policy, including which ETA-funded partner programs are included in the state's common exit policy; negotiated performance levels for local areas for Titles I and III core programs for program years 2022-2023; the state's approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.

STATE SPECIFIC PERFORMANCE MEASURES AND OUTCOMES

South Carolina has three state-specific financial performance measures to ensure and promote fiscal responsibility: Obligation Rate, Fund Utilization Rate, and Participant Cost Rate.

Obligation Rate

South Carolina has three specific financial performance measures to ensure and promote fiscal responsibility. State Instruction Letter 21-07 requires that each LWDA obligate at least 80 percent of the program portion of its current PY/FY allocation for each of the Title I Funding streams – Adult, Dislocated Worker, and Youth, by June 30 of each program year. The charts are displayed in [Appendix A](#) represent LWDA obligation rates for PY'23. There were no LWDA's below the required rate for PY'23.

- **Adult Obligation Rate:** Nine areas exceeded the 97 percent state average and eight areas obligated 100 percent of their Adult PY'23/FY'24 allocation during the program year.
- **Dislocated Worker Obligation Rate:** Eight areas were above the 96 percent state average and five areas obligated 100 percent of their DW PY'23/FY'24 allocation during the program year.
- **Youth Obligation Rate:** Eight areas exceeded the state average of 97 percent and eight areas obligated 100 percent of their Youth PY'23/FY'24 allocation during the program year.

Fund Utilization Rate (FUR)

SWDB issued State Instruction Letter 17-05, Change 1, in response to WIOA Public Law 113-128, Section 116(b)(2)(B), requiring a minimum FUR of 70 percent for WIOA Title I programs. FUR is calculated by dividing total expenditures by total available funds. Total available funds include unexpended carry-in plus the current annual allocation. Both program and administration cost category funds are included in calculating the fund utilization rate. The charts in [Appendix B](#) reflect LWDA Adult, DW, and Youth FUR for PY'23. There were no LWDA's below the required rate for PY'23.

- **Adult Fund Utilization Rate:** Five areas were above the 85 percent state average.
- **Dislocated Worker Fund Utilization Rate:** Six areas exceeded the 81 percent state average.
- **Youth Fund Utilization Rate:** Four areas exceeded the 84 state average.

Participant Cost Rate (PCR)

SIL 17-04, Change 3, requires each local workforce development board to ensure that WIOA Adult and Dislocated Worker expenditures, including Rapid Response for additional assistance funds, meet a minimum participant cost rate of 30 percent. The participant cost rate is evaluated annually and is based on program expenditures of both carry-in and new funds. Effective July 1, 2023, the PCR calculation includes salaries, fringe benefits, and indirect costs of staff working directly with participants. The charts are displayed in [Appendix C](#) reflect LWDA participant cost rate for PY'23. There were no LWDA's below the required rate for PY'23.

- Four areas exceeded the 51.1 percent state average.

SUCCESS STORIES: SARAVIA WRIGHT



On April 24, 2024, the Santee Lynches DEW staff assisted with Graduate to Greatness event in Sumter, SC which offered job fair and community resources for high school seniors without a plan after graduation. The event was a great success. There were many different activities, presentations, and vendors that engaged the students. Valuable information was given to the students through workshops and seminars on employment topics, college access, and financial strategies. Students were also given the opportunity to interview with different employers and ask questions about the community partners that participated in the event.

During the event, we had the opportunity to talk to Ms. Saravia Wright. Saravia is a senior at Crestwood High School who completed training as a Certified Nursing Assistant and attended the event to better her future after high school. She was offered a full-time pharmacy technician position with McLeod Health and a nursing scholarship from them to continue her education, as well.

Ms. Saravia was so excited about this opportunity and the DEW staff of Santee Lynches congratulated her on her achievements so far. Saravia's journey from graduating senior to a pharmacy technician at McLeod Hospital, with her nursing school expenses covered, is an inspiring testament to both her dedication and McLeod's commitment to nurturing talent.

By investing in her education, McLeod Hospital not only empowers Saravia but also ensures that she'll contribute significantly to patient care and well-being. Her story serves as a beacon of hope for other aspiring nurses, showing that hard work and determination can lead to fulfilling careers.

DATA VALIDATION

South Carolina integrates data validation and data integrity efforts across the oversight, performance, and monitoring functions of each workforce program:

- Program managers conduct ongoing and scheduled data integrity procedures and reviews to maintain the integrity of the data submitted to USDOL.
- The performance and reporting team provide oversight of performance metrics and conducts training on various data elements and activity codes to ensure consistency and reliability of data.
- The monitoring team conducts reviews of sub-recipient reporting frameworks and cross-references the workforce programmatic.

South Carolina utilizes the Geographic Solutions Virtual One-Stop system (SC Works Online Services or SCWOS) for case management and labor exchange services. DEW works closely with the vendor to ensure that changes made by USDOL to the Participant Individual Record Layout (PIRL) are implemented to accurately track and assess program performance. DEW provides LWDA staff with randomized data sets each quarter to review for data integrity purposes. Sample sizes are based on LWDA policy. Staff also monitor and implement data changes and edit checks issued by the Workforce Integrated Performance System (WIPS) team. State staff have been able to provide LWDA's and state program managers with numerator and denominator information prior to quarterly and annual performance report submission for all four quarters of PY'23. This quality check ensures that accurate data is submitted to DOL.

COMMON EXIT POLICY

The state's common exit policy includes the following programs: Wagner-Peyser; Adult, Dislocated Worker, and Youth; Trade Adjustment Assistance; and National Dislocated Worker Grants. If an individual is co-enrolled in two or more of these programs, the individual will not exit from either program until after a 90-day period of no activity in both programs.

WIOA PRIMARY INDICATORS OF PERFORMANCE

WIOA Title I and III Actual Performance for PY'23

WIOA Title I

To pass performance, LWDA's must have an overall program score of at least 90 percent, an overall indicator score of at least 90 percent, and an individual indicator score of at least 50 percent. One LWDA failed to meet the overall indicator score for Credential Attainment and one area failed to meet the Youth Individual Indicator Score for Credential Rate. A detailed overview of WIOA Title I actual performance by LWDA is provided in [Appendix D](#).

WIOA TITLE III

DEW negotiated Wagner-Peyser (WP) performance goals with the Department of Labor. Since DEW is responsible for operating the WP

program, all local areas were expected to achieve the state goals for Program Years 2022 and 2023 and were successful. A detailed overview of WIOA Title III actual performance by LWDA is provided in [Appendix E](#).

WIOA TITLES I AND III NEGOTIATED LEVELS OF PERFORMANCE FOR PY'22 AND PY'23

South Carolina's Title I and III Negotiated Levels of performance for PY'22 and PY'23 are provided in [Appendix F](#).

ACTIVITIES PROVIDED BY STATE FUNDS

Activities provided with the funds reserved by the governor, which can be up to 15 percent of the state's allotment. In this section of the narrative, states may describe activities undertaken in whole or in part of their Governor's Reserve and how those activities have directly or indirectly impacted performance.

South Carolina's Workforce Development Board directs the investment of up to 10 percent of the Governor's Reserve funds. The Board invests in meaningful workforce development strategies that align with the state's vision of developing a skilled workforce and a responsive workforce system that meets the needs of business and industry. In PY'23, SWDB invested \$6.9M in statewide employment and training programs as well as investments in the infrastructure, technology, outreach, and efficiency of the workforce system.

WORKFORCE DEVELOPMENT MONTH

South Carolina designates September as Workforce Development Month (WDM) to raise awareness about opportunities and programs available for individuals and employers, celebrate the State's workforce development activities, and recognize the efforts of workforce staff and partner agencies. In PY'23, employers across the state participated in the SC@Work: Photo Contest, showcasing their employees at work. This initiative aims to celebrate hard work and dedication in South Carolina by highlighting "SC at Work."

To coincide with this month, the South Carolina Chamber has moved its Annual Workforce Development Symposium — sponsored by DEW and SWDB — to September. Local workforce development boards are asked to nominate one high-performing local workforce development professional from their area. Each nominee receives the Workforce Heroes Award from SWDB in recognition of their contributions.

SWDB allocated \$48,000 to promote the SC Works System during WDM, the symposium sponsorship fee, and awards.

SHARED CASE MANAGEMENT SYSTEM PROJECT PHASE II IMPLEMENTATION

In 2023, SWDB allocated \$250,000 to procure a vendor to conduct a feasibility study to evaluate options for integrating case management systems across WIOA Core Program partners. The study was completed in November 2023 and resulted in a phased plan to modernize the state's case management and labor exchange systems, with an emphasis on interoperability across agencies and programs. Phase II, implementation, involves developing the scope of work for the vendor/product solicitation. SWDB allocated an additional \$69,200 to support the preparation of the scope of work and functional requirements for the case management and labor exchange solicitation and market engagement. Phase II was completed in the fourth quarter, with Gartner Consulting, Inc. presenting the results of Phase II during the June SWDB quarterly meeting.

SC WORKS LEARNING MANAGEMENT SYSTEM

In support of ongoing staff training and professional development, SWDB allocated \$200,000 for the Learning Management System (LMS), which will provide a centralized location for training content accessible across the SC Works workforce system and includes the functionality for staff and managers to track completion of required training. A vendor was procured during the fourth quarter of PY'23. The Workforce Learning Manager will oversee the implementation of the LMS, working closely with SC Works Staff and partners to design and facilitate training courses.

INVESTMENTS FOR IN-DEMAND/INDIVIDUAL AND EMPLOYER TRAINING

Jobseekers often need training to reenter the workforce or advance along a career pathway, and employers need resources to provide upskilling and retraining opportunities for their existing workers. SWDB allocated an additional \$1,000,000 in training funding enabling the workforce system to provide incumbent worker training, occupational skills training, on the job training, and customized training strategies. Local areas were encouraged to align the utilization of training funds to build, retrain, or upskill a local workforce for high-demand occupations and industries, according to the needs of participants and employers and for in-demand training services that align with local area needs.

WORKFORCE INNOVATION FUNDING

LWDAs are encouraged to pilot new strategies for delivering workforce development resources in their local communities. Innovation Funding of \$3,000,000 was allocated that will be awarded to LWDAs on a competitive basis to implement or scale effective strategies in partnership with local "boots on the ground" organizations.

TARGETED OUTREACH/SC WORKS CENTER SIGNAGE REFRESH GRANT

Outreach is a key component of any workforce strategy. Additionally, the SC Works Certification Standards require SC Works centers to display clear, prominent, and unambiguous signage to effectively promote SC Works and ensure that customers can easily locate centers in their community. As such, SWDB has allocated \$449,700 to support state-level outreach and promotion of the SC Works system and workforce programs and refresh SC Works center signage. Local workforce areas were invited to request up to \$25,000 for center signage, based on a demonstrated need provided within the SC Works Center Signage grant application narrative. Grant awards were provided to eight local areas. The statewide outreach campaign is expected to launch in PY'24.

SC CAREER READINESS PROGRAM

WIOA statewide program funds were leveraged to launch the SC Career Readiness Program. The program provides access to career readiness courseware and assessments, including academic, digital skills, and soft skills required for a particular job and to facilitate effective job matching. Since initial implementation, 6,846 Work Ready credentials have been awarded. A breakdown of the credentials awarded is provided below:

- 1,236 Essential Soft Skills
- 644 Digital Literacy, and
- 174 SC Professional Skills

SUCCESS STORIES: MARK HARPER

After serving an eighteen-year sentence, Mark Harper faced the daunting challenge of reentering society and finding meaningful employment. Determined to turn his life around, Mr. Harper utilized his time in prison to educate himself, earning certifications in relevant skills such as Industrial Manufacturing, Food Service, Custodial Services and Platinum Credentials WIN Test.

Upon his release, Mr. Harper entered SC Works and was referred to the Workforce Consultant by the Workforce Specialist, Catherine Baker in January. The workforce consultant, Courtney Brown was determined to help Mr. Harper get more training to get back in to the workforce. Ms. Brown told him about the Back to Work Program that will help him prepare for employment. He attended the class and participated in the Back to Work session. Ms. Brown had a one-on-one job coaching with Mr. Harper and showed Mr. Harper how to apply to jobs online. Mr. Harper faced numerous rejections due to his criminal record. Undeterred, he continued to apply for jobs and network with organizations that supported second chances. His perseverance paid off when a Warehouse Manufacturing Company Pet Supply plus recognized his skills and potential, offering him a position as a Warehouse Team Member in February. Less than one month, Mr. Harper was offered a job.

With hard work and dedication, Mr. Harper excelled in his role, quickly proving himself as a valuable asset to the company. His positive attitude, strong work ethic, and willingness to learn earned him the respect of his colleagues and supervisors.

Today, Mr. Harper is not only a warehouse team member but is also an advocate for criminal justice reform and opportunities for formerly incarcerated individuals. His journey serves as a powerful example of resilience, redemption, and the transformative power of second chances.

This success story highlights the resilience and determination of individuals who have been in prison and showcases how they can overcome challenges to find meaningful employment and make a positive impact in their communities.

LAYOFF AVERSION, RAPID RESPONSE ACTIVITIES, AND DISLOCATED WORKER GRANTS

Rapid response activities and layoff aversion, which may include data on number of companies served and number of individuals served; discussion of strategies for linking Rapid Response recipients to American Job Centers and processes for intake or co-enrollment in the Trade Adjustment Assistance and the Dislocated Worker programs; discussion of layoff aversion strategies, including any metrics/outcomes developed and/or tracked by the state with respect to layoff aversion, such as return on investment or measures showing the economic benefits of Rapid Response and layoff aversion; discussion of how Rapid Response and layoff aversion activities are aligned with business engagement, sector strategy, and career pathway efforts, which may include a discussion of any systems, tools, networks, or approaches designed to identify companies in distress and strategies to deliver necessary solutions as early as possible, as well as outcomes of the use of such systems or tools; discussion of specific types of services or workshops provided to both companies and affected workers.

LAYOFF AVERSION

The state's layoff aversion strategy includes early identification of at-risk businesses, assessment of needs, and delivery of services to address risk factors accomplished through regular engagement by DEW and partner agency business consultants. Business engagement occurs at the local level, through the coordinated efforts of Integrated Business Services Teams (IBSTs). Representation on these teams varies by local area, but generally includes workforce, economic development, human services, and education partners. Several methods are used to assess the needs of a business or industry, which may include cold calling, participating in business roundtable events or industry partnership activities, participating in a company visit or tour, or conducting a formal competitiveness review of the business.

Competitiveness reviews are more commonly performed by the S.C. Manufacturing Extension Partnership (SCMEP) and are required for a business to receive Rapid Response funded Incumbent Worker Training. However, the state issued guidance expanding the entities that may perform a competitiveness review to include:

- Economic development agencies or organizations
- Chambers of commerce
- Industry or trade associations

Service Delivery to Avert a Layoff or Closure

There are several resources and services that may be available to an at-risk business through Title I, Title III, and partner programs, such as:

- Employee training,
- Connecting the business to short-term compensation programs, and loan programs,
- Linking the business to economic development activities,
- Conducting a supplier analysis,
- Assisting with the development of in-state business connections and networking, and
- Removing barriers that may be preventing efficient operations or stifling growth.

Employee Training

The state reserves a portion of the Title I Dislocated Worker allotment to support Rapid Response activities, including Rapid Response Incumbent Worker Training (IWT). Rapid Response IWT is limited to training that will avert a layoff or closure. Areas of training vary widely, depending on the needs of the business, from quality systems and lean principles to strategic planning, sales and marketing, and leadership. In PY'23, five at-risk businesses were awarded \$237,846 to provide training to their workers. The state has seen a sharp decline in the use of Rapid Response IWT since PY'20. This is due in large part to the strong recovery that South Carolina employers experienced following the pandemic.

RAPID RESPONSE ACTIVITIES

In the instances where a layoff or closure is inevitable, the focus shifts from averting the layoff to reducing the length of unemployment for affected workers. The state Rapid Response team works closely with local staff to coordinate and facilitate management meetings and group information sessions, and assists with reemployment services. During group information sessions, state and local staff provide information about reemployment services and Unemployment Insurance. It is through these sessions that affected workers are connected to the SC Works system. If a layoff is trade-impacted, Trade Adjustment Assistance staff are involved in the coordination and facilitation of Rapid Response activities.

In PY'23, the state Rapid Response team served 173 employers providing informational sessions and/or direct reemployment services to 7,508 individuals impacted by a layoff and/or closure.

TAA Reach Back Initiative

As of July 1, 2022, the termination provision (sunset) under Section 285(a) of the Trade Act of 1974, as amended, came into effect. This provision restricts the Department of Labor (DOL) from issuing new determinations or processing new petitions or requests for reconsideration until further notice. However, workers who were certified and separated from their trade-affected employment on or before June 30, 2022, may still be eligible for benefits and services. These workers should be served if they meet eligibility requirements, even if they have separated from other employment after leaving their trade-affected job.

In response to the sunset provision, TAA staff has worked diligently to develop innovative strategies for reaching and identifying eligible workers through our Reach Back campaign. The campaign was launched using a combination of outreach methods designed to connect with potentially eligible workers and ensure they have access to program benefits.

Outreach Methods:

Geofencing and Social Media: Ads targeting potentially eligible workers have been placed on Facebook and Instagram, allowing us to reach individuals through platforms they regularly use.

Calls, Emails, and Letters: Utilizing worker lists from trade-affected employers, we verify wage data using SCUBI to determine if wages have been reported for the most recent quarter. If no wages are found, TAA Workforce Consultants reach out with cold calls, followed by emails and letters, to engage and inform workers of their potential eligibility.

Printed Materials: Flyers specific to each of the twelve local workforce areas have been created and distributed. Regional Managers have placed these flyers in comprehensive centers and satellite offices throughout their regions. Additionally, Wagner Peyser staff have ensured flyers are available at key community touchpoints, such as libraries and community centers, to reach workers who may not visit American Job Centers (AJCs) or partner programs.

Website: A dedicated website can be accessed via QR code or URL displayed on TAA flyers. The website provides an overview of the TAA program and details on how to qualify. It features a clickable state map that allows workers to view trade-affected employers and applicable timeframes, helping them assess their potential eligibility based on past employment and separation dates.

Partnerships: Collaborative partnerships have been integral to the success of the Reach Back campaign. TAA has established partnerships with Reemployment Services and Eligibility Assessment (RESEA), Rapid Response, Unemployment Insurance (UI), Information Technology (IT), and the Workforce Innovation and Opportunity Act (WIOA).

Through these partnerships, we receive referrals and access lists of individuals who have recently separated or are projected to separate from employment. This information has been invaluable in identifying eligible workers, and these individuals have been proactive in enrolling in the program and using the benefits and services available to return to the workforce as quickly as possible.

Since the launch of the Reach Back campaign, we have enrolled 49 workers into the TAA program. These individuals have utilized the program's benefits to access reemployment services and training opportunities, allowing them to transition back into the workforce efficiently. The success of this campaign demonstrates the effectiveness of our outreach efforts and the commitment of TAA staff to serve workers impacted by trade.

DISLOCATED WORKER GRANTS

Any National Dislocated Worker Grants (DWGs) awarded to or within the state and how those funds are coordinated with state rapid response activities and dislocated worker programs, as well as how the DWGs fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.

Five LWDAs, including the state's most rural areas, formed a consortium and were awarded a CAREER DWG in PY'21. The grant's intent was to provide On-the-Job training for 280 Dislocated Workers clients; however, a grant modification to increase flexibility allowed the areas to serve individuals who were long-term unemployed and/or have significant barriers to employment, as well as to provide occupational classroom training through the Eligible Training Providers List.

The CAREER DWG grant has helped fund outreach initiatives in addition to direct treatment. Local governments have attempted various methods to improve outreach initiatives, such as distributing postcards and calling laid-off employees to inform them of available services. The group also produced a bilingual Rapid Response YouTube video.

The CAREER Grant provided funding for a total of 308 participant services through June 30, 2024. In addition to these 308 services, 97 percent of the CAREER DWG participants were co-enrolled across the board in WIOA Adult, Dislocated Worker, Youth and Wagner-Peyser, and the H1B Rural Healthcare Grant programs, and received additional wrap-around services to enhance the range of services to meet their individual needs. The grant ended August 19, 2024.

WAGNER-PEYSER ACT

Activities provided under the Wagner-Peyser Act Employment Service section 7(b) (e.g., services to groups with special needs or extra costs of exemplary models for delivering services).

RURAL OUTREACH INITIATIVES

SC@Work: Road Trips

SC@Work: Road Trips are a collaboration between DEW, SC Works, partner agencies, and state employers which occurred in the spring and fall of 2023. The goal of taking this show on the road is to reach jobseekers with barriers to employment, such as transportation, which prevent them from accessing regional workforce development services. The Career Coach provided career services to jobseekers and local businesses were on-hand to discuss employment opportunities. SC@Work: Road Trips are part of an ongoing rural initiative to make DEW and SC Works services accessible to jobseekers in rural and underserved areas.

These job fairs took place at 27 different locations across 17 counties, with 896 jobseekers in attendance and 713 follow-up interviews serving 503 employers and community partners.

SC@Work: Rural Connections

SC@Work: Rural Connections events are a continuation of our SC@Work: Road Trips and Phase two of our Rural Outreach Initiative. These events target jobseekers with barriers to employment, such as transportation, which prevent them from accessing regional workforce development services. These events can include festivals and community events. For instance, a jobseeker can attend this event and network directly with employers, submit applications and work on their resume in DEW's Career Coach, talk to community providers, and more. Instead of people in rural communities having to commute for 40 minutes to a job fair, we are bringing the job fairs right to their back door.

In PY'23, 265 events were held directly in rural communities serving 1,555 employers, with 8,203 jobseekers in attendance and 4,310 follow-up interviews.

Virtual Engagement Center (VEC)

First of its kind for Brazen. DEW offers virtual services through the VEC. Instead of coming to a brick-and-mortar location, the VEC is an online solution for jobseekers seeking SC Works Services. They can access by their computer or phone and speak live to a member of SC Works staff.

Career Coach

The SC Career Coach is a mobile extension of our SC Works centers. The mobile unit is equipped with ten workstations for jobseeker activities, on-site assistance, Wi-Fi, and printer capabilities, and is wheelchair accessible. The SC Career Coach responds to natural disasters and Rapid Response events, provides access to employment and training resources in rural communities that have limited access to the internet, and supports local workforce and community events. During PY'23, the Coach appeared at 173 events across the state, and provided services for 2,662 attendees including job search and application assistance, résumé writing, SC Works, and UI registration, and filing for UI benefits.

Connection Points

Connection Points are computer labs that provide information on how to file for unemployment insurance through DEW and career services offered through SC Works. More than 170 libraries, faith-based organizations, and nonprofits across the state connect the public with access to computers and resources for unemployment and reemployment services. Since PY'22, DEW has provided Connection Point Expansion Grants to eligible organizations to establish Connection Points in hard-to-serve communities, with priority given to the state's most rural counties. The state has experienced year-over-year growth of the Connection Point network and continues to seek new entrants as part of the agency's Rural Outreach Initiative.

Benedict College is the first four-year university in South Carolina to be named an SC Works Connection Point. The Connection Point is located in the Benedict Empowers Students and Transforms (B.E.S.T) Lives Center (BLC). The BLC is designed to help student jobseekers and community members who need support in building résumés, finding jobs, or seeking new opportunities that will lead to career advancement, and file for unemployment insurance through DEW.¹

¹[Benedict College Becomes the First Four Year College in South Carolina to Partner with SC Works as a Connection Point - B.E.S.T. Lives Center](#)

SUCCESS STORIES: TRAVIS BRUNSON

Travis Brunson joined A Father's Place in October 2023, as a father of four daughters, facing challenges related to underemployment, child support arrears, and a history of incarceration. During his time in the program, he suffered an on-the-job injury. Instead of letting it hold him back, he shifted his mindset and took proactive steps to improve his future. With the support of the Intervention Specialist staff at A Father's Place and the resources at the DEW Connection Point facility, Travis utilized the available computers to create an impressive résumé. Given his passion for electrical and machine work, he was referred to the Building Talent Foundation. Thanks to this connection and his determination, Travis secured full-time employment with American Electric. Not stopping there, he worked closely with the team at A Father's Place to further his skills and was awarded scholarships for both the electrician and welder programs. While maintaining full-time employment, Travis diligently attended his classes and graduated in June 2024. His journey exemplifies the transformative impact of A Father's Place and the DEW Connection Point, empowering him to build a stable and promising future for himself and his family.

EMPLOYMENT PREPARATION

Second Chance

DEW has utilized Title III Governor's Reserve funds since 2014 to support the Second Chance initiative, which helps returning citizens learn a skill and understand how to successfully search for a job. DEW provides a full-time employee, coaching, and materials to assist returning citizens in work-skills training. Ninety days prior to release, counselors teach employment and soft skills in class for one hour each day. During the last 30 days, participants work directly with a DEW counselor to register in the SC Works system, create a résumé, and apply for jobs online once released. In PY'23 DEW enrolled 126 new participants and all 126 completed the program. Since the program's inception in November 2014 through September 30, 2023, DEW has enrolled 2,651 participants with 2,128 completing the program.

Back to Work

In 2015, the agency began piloting the Back to Work program in Columbia, SC to help individuals experiencing homelessness enter the workforce through an intensive six-week employment boot camp. This program helps with transitioning to housing, as well as the necessary career guidance and soft skills training to maintain gainful employment and independence, creating a comprehensive approach for long-term success. The department works with multiple community and faith-based organizations across the state to help individuals prepare for and find employment. This program has been successful in helping individuals experiencing homelessness, substance-use disorders, or other significant barriers to employment gain self-sufficiency. In PY'23, the Back to Work program completed 18 classes in partnership with a local non-profit and 80 individuals graduated from the program.

CAREER EXPLORATION

Be Pro Be Proud

Be Pro Be Proud is a unique workforce development program designed to promote the great wages and benefits of skilled trade jobs across the state in hopes of bringing a new generation of skilled trade professionals to the workforce. The Be Pro Be Proud mobile workshop is equipped with hands-on simulators of a variety of skilled trades including welding, truck driving, and heavy equipment operation. Since its launch in the fall of 2020, the mobile workshop has visited multiple schools, career and technical education centers, and technical colleges statewide serving 40,637 students and 2,852 general visitors.

MATCHING JOBSEEKERS TO EMPLOYERS

Virtual Hiring Events

South Carolina continued its use of the Brazen Virtual Job Fair Platform to facilitate virtual career fairs and hiring events. The platform allows employers and SC Works staff to engage with jobseekers in a convenient environment, saving time and money, while removing geographic and other barriers. Within Brazen, jobseekers can discover and apply for opportunities, chat with employers, and visit employer and informational booths. Advance features provide expanded metrics of invitee-to-attendance rates, participant wait times, and interview counts. In PY'23, 91 virtual recruitment events were held across the state serving 501 employers, with 3,281 jobseekers in attendance and 1,394 follow-up interviews.

S.C. Department of Corrections Manning Correctional Facility Virtual Hiring Events

SCDC Manning Correctional Facility and DEW partners with employers to provide live mock interviews and hiring events through Brazen. Participants can log in to Brazen, use the webchat, and use the video chat with volunteers and employers.

REEMPLOYMENT EFFORTS

Weekly Job Match

DEW uses the claimant database to conduct weekly job matching by comparing company-posted job requirements with a claimant's experience. After matching, DEW sends messages to claimants in the geographical area with the right skill set suggesting that they apply with these employers. In PY'23, the state sent more than three million messages to claimants providing relevant job matches.

WRAP

The Workforce Re-employment Assistance Program (WRAP) is a program that provides claimants with job placement assistance and specific strategies to help them return to work quickly. Claimants that are not selected for the Reemployment Services and Eligibility Assessment (RESEA) program are selected to participate in the WRAP program. Claimants receive one-on-one job search assistance during

their beginning weeks of their unemployment as well as an Enhanced Referral to a preferred job order in SC Works.

Personalized Employer Plan (PEP)

The agency works with individual employers to develop a hiring plan by working with the employer to determine the best approach for recruiting and identifying appropriate employees for the jobs. These plans include the job match program, virtual job fairs, recall assistance, and enhanced referrals.

TECHNICAL ASSISTANCE

Any technical assistance needs of the state workforce system.

South Carolina regularly participates in regional and national forums (e.g., National Governors Association (NGA), National Association of State Workforce Agencies (NASWA), and National Skills Coalition (NSC)) to stay abreast of critical workforce issues and learn promising practices from other states. State staff participate in monthly technical assistance discussions with the Region 3 Project Officer. These meetings offer an opportunity to share state-specific highlights and obtain customized technical assistance. Due to these established networks for technical assistance, South Carolina does not have any current requests to include in its WIOA Annual Report.

PROMISING PRACTICES AND SUCCESS STORIES

Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state's evaluation and related research projects. The discussion should cover a broad range of at-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment, or other populations the state may wish to discuss.

SUCCESS STORIES: FROM RETIREMENT TO NEW OPPORTUNITIES

After 30 years of dedicated service as a dining room attendant at Elmira College in New York, Vernon faced a challenging transition. His mother, with whom he lived in New York, became ill, prompting Vernon to relocate permanently to Florence, South Carolina, at his sister's request. Despite his decades of hard work, Vernon was unable to receive retirement benefits due to age limitations, adding a new layer of uncertainty to his life. Additionally, he struggled with anxiety and learning disabilities, making the prospect of re-entering the workforce discouraging.

Determined not to let his challenges define him, Vernon sought support from Vocational Rehabilitation (VR). His Vocational Rehabilitation Counselor began helping him take small steps to address his anxiety and learning barriers. VR introduced Vernon to job readiness training at the Job Readiness Training Center (JRTC), where he quickly thrived. He demonstrated punctuality, dedication, and a willingness to learn. Vernon mastered the required tasks and developed a strong relationship with the staff, proving that his years of experience had endowed him with a strong work ethic and adaptability.

Thanks to the collaborative effort between Vernon, his VR counselor, Vocational Evaluator, Job Coach, and the JRTC staff, he was deemed career ready. He began actively pursuing employment opportunities that aligned with his skills and interests. Within a few weeks, he was given the opportunity to participate in a job tryout with a local food manufacturer in Florence.

SUCCESS STORIES: EVERY STUDENT HAS A STORY...

Justin came to SC Works in August 2023 feeling discouraged. After discussing his previous unsuccessful experience at Richland One Adult Education, he expressed that he needed only two classes—Probability & Statistics and Chemistry—to obtain his diploma but found them too challenging to complete online without assistance. We explored other options, including the GED, and he agreed to take the TABE test to assess whether the GED would be viable. Excited about the incentives for completing his diploma by June 2024, Justin moved forward.

After reviewing his records, I noted that he had earned two credits but dropped two classes. After taking his TABE test and reviewing his scores, he agreed to pursue his high school diploma. He completed the Probability & Statistics course within one month of enrollment, followed by Chemistry, completing his last class on October 13, 2023, reaching his goal of becoming a High School Graduate.

While enrolled in courses, Justin registered with WIOA and Goodwill Life Launch. One week after earning his diploma, he obtained his Forklift License and Welding 1 Certification in March 2024, utilizing the GED by 2024 Scholarship. Justin received his Welding 2 Certification and was one of the speakers at the graduation ceremony in May 2024.

WORKFORCE SYSTEM CHALLENGES

Any challenges the state workforce system faces, which may include policy, implementation, or other relevant challenges.

DECLINING FEDERAL FUNDING

South Carolina's WIOA allotment has declined 30.06 percent since PY'14. In PY'24, the decline in WIOA funding resulted in a loss of \$974,254 to the state and the formula impact resulted in a loss of \$1,151,872 in total to nine LWDA's. While this decline in funding is not unique to South Carolina, it puts a significant strain on the ability of LWDA's to deliver WIOA Title I services.

DEW has identified the following action items to address this historic decline in funding:

- Explore evaluation to identify baseline funding required to fully administer WIOA Title I
- Evaluate impact of funding on performance
- Research potential reauthorization flexibilities
- Communicate strategic partnerships
- Re-evaluate utilization of Governor's Reserve funding to determine availability of funding for allocation to LWDA's
- Provide continued technical assistance to LWDA's

FEDERAL INFRASTRUCTURE INVESTMENTS FOR WORKFORCE NOT FOLLOWING TRADITIONAL ALLOCATION PROCESS

South Carolina is projected to receive \$4.8B in federal infrastructure investments. Many of these investments can be used to support workforce development activities; however, the funding for such activity is directed to non-workforce agencies, creating the potential for duplication and silos.

To address this challenge, South Carolina will conduct an inventory of federal infrastructure investments and improve coordination and collaboration with partner agencies receiving these funds. Examples of existing collaboration include:

- DEW, Department of Transportation (DOT), and SC Energy Office serve on SC EV Interagency Working Group
- DEW, DOT, and SC Energy jointly offering webinar opportunity to South Carolina stakeholders to learn about EV activity
- DEW providing letters of support to SC Energy Office and SC Office of Resilience on energy related programs that include workforce development strategies
- DEW serving on Broadband Advisory Council
- DEW aligning WIOA State Plan to Digital Equity Plan and including Digital Opportunity Office in Workforce Development Symposium

IMPLEMENTATION OF NEW ESE MEASURE

On February 23, 2024, the U.S. Departments of Education and Labor published a final rule that defines the sixth performance indicator — effectiveness in serving employers — as Retention with the Same Employer in the second and fourth quarters following a participant's exit from a WIOA core program. While South Carolina has already taken steps to implement this measure, the state is concerned that the measure is evaluating a participant outcome rather than the system's effectiveness in serving an employer.

The S.C. Vocational Rehabilitation Department (SCVRD), which administers Title IV of WIOA, commented on the Notice of Proposed Rulemaking on October 19, 2022. SCVRD's full comments can be found [here](https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEN/2023/TEN%2024-23/TEN%2024-23.pdf)² and [here](https://www.federalregister.gov/documents/2024/02/23/2024-03278/workforce-innovation-and-opportunity-act-effectiveness-in-serving-employers-performance-indicator)³. These comments can also be found by copying these links into a browser: <https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEN/2023/TEN%2024-23/TEN%2024-23.pdf> and <https://www.federalregister.gov/documents/2024/02/23/2024-03278/workforce-innovation-and-opportunity-act-effectiveness-in-serving-employers-performance-indicator>. DEW did not individually submit comments but agrees with the comments provided by SCVRD.

²<https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEN/2023/TEN%2024-23/TEN%2024-23.pdf>

³<https://www.federalregister.gov/documents/2024/02/23/2024-03278/workforce-innovation-and-opportunity-act-effectiveness-in-serving-employers-performance-indicator>

SUCCESS STORIES: SPENCER McMANUS

Mr. McManus was referred to me on September 21, 2023, by a Workforce Specialist. He was enrolled as a participant in the Wagner-Peyser program on September 25, 2023. Mr. McManus was receiving unemployment benefits. He was seeking a full-time job in production or landscaping but faced barriers, such as an extensive gap in employment, an outdated resume, lack of interviewing skills, no transportation, and a criminal record. Additionally, he was mandated by a judge to attend twice-weekly classes at the Aiken Center for drugs and alcohol. Despite these challenges, Mr. McManus remained persistent, actively seeking employment while attending his classes.

Mr. McManus kept every appointment with me and actively participated in workshops and mock interviews. I also referred him to Vocational Rehabilitation, as he had been a client there before. Although he complied with all requirements, Vocational Rehabilitation did not enroll him, stating they needed additional paperwork from Social Security.

We applied for numerous jobs together, despite facing rejections. Each time Mr. McManus secured an interview, he would contact me for preparation assistance, and I would provide guidance over the phone. Additionally, I supplied him with interview clothing from our clothing closet. Ultimately, in his last week of unemployment, Mr. McManus secured a job at SHAW in Aiken as a custodian, earning \$15.75/hour on January 19, 2024.

What impressed me most about Mr. McManus was his eagerness to work and his determination to overcome barriers such as his criminal record. He successfully completed his classes at the Aiken Center, and his case was closed.

PAY-FOR-PERFORMANCE

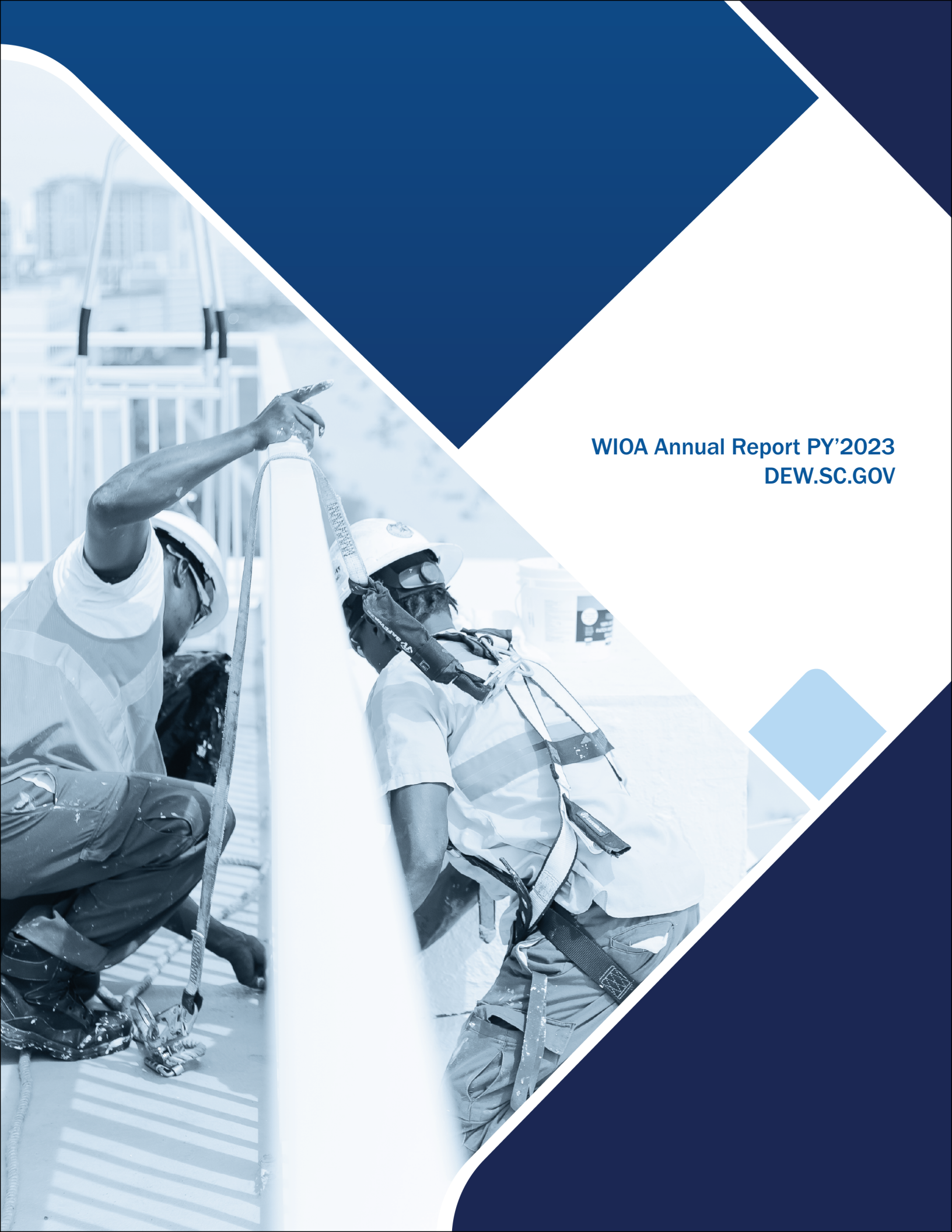
Any strategies/policies relating to Pay-for-Performance contracting, which may include examples from local areas.

South Carolina does not have a policy for Pay-for-Performance contracting and is not currently implementing traditional Pay-for-Performance strategies.

However, at the end of PY'23, SWDB approved a High-Performing Local Workforce Development Board Incentive, to incentivize performance, regionalism, and innovation. To be eligible, LWDBs must complete the following:

- Meet federal requirements, WIOA Primary Indicators of Performance, and State-Specific Performance Measures.
- Promote regionalism through the use of multi-areas strategies.
- Employ innovative practices aligning with one or more of the State Plan Goals/Objectives.

Incentives will be awarded to eligible LWDB's in PY'25.

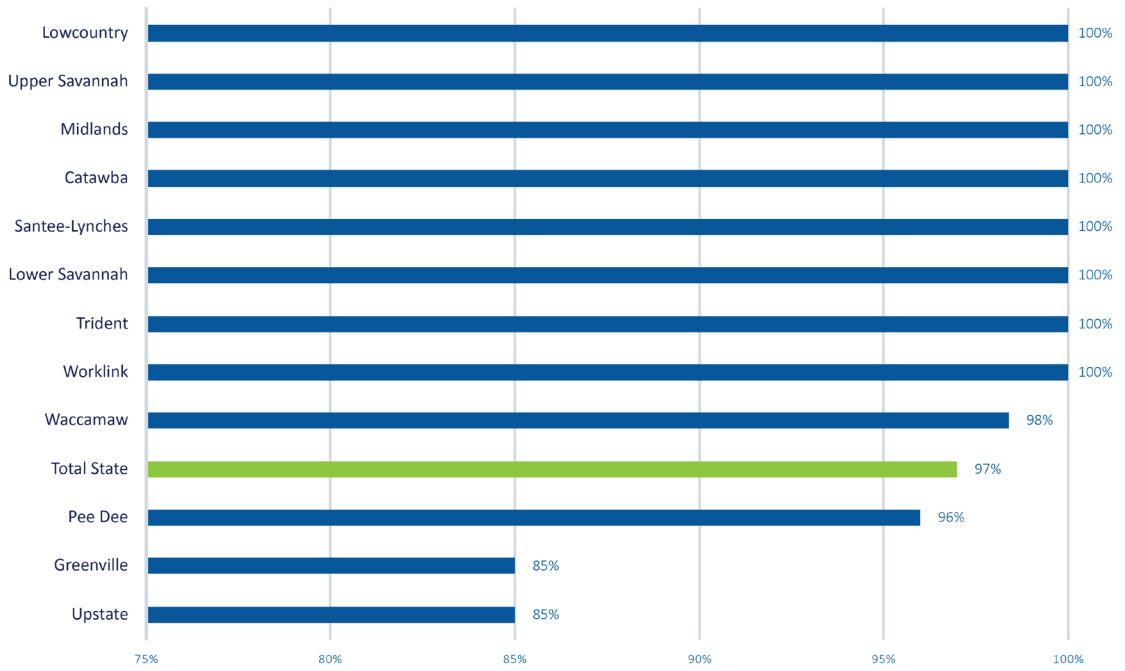


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PROGRAM FUND OBLIGATION RATE:

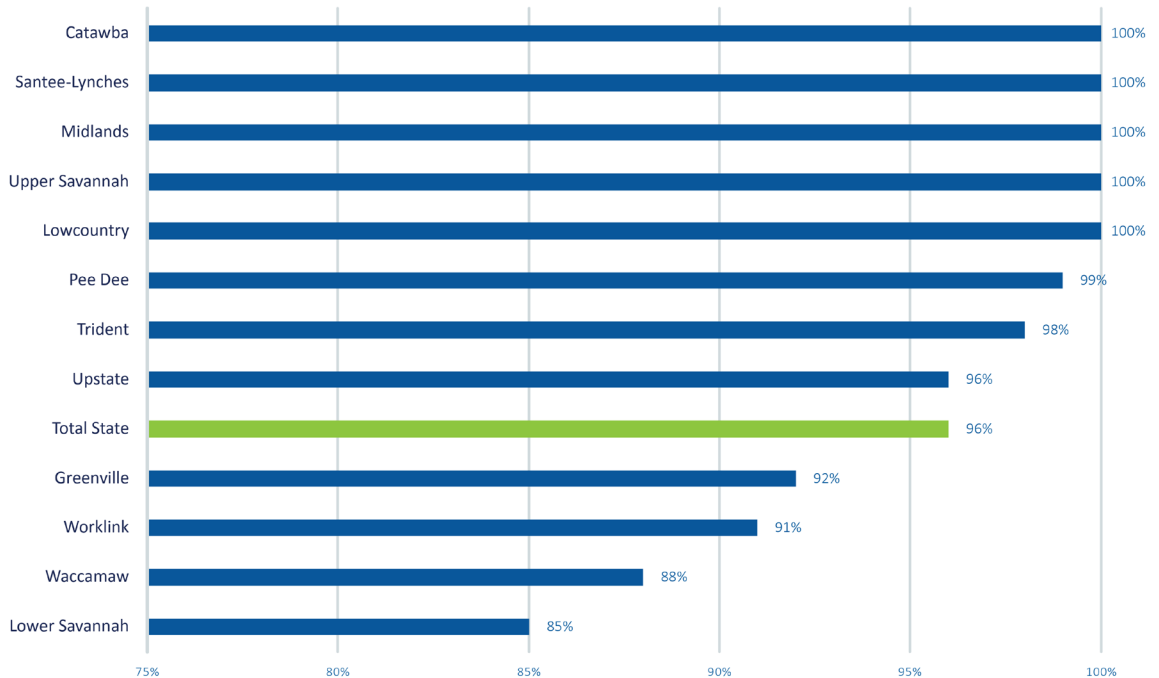
4.1

LWDA PY'23 ADULT PROGRAM FUND OBLIGATION RATE THRU 6/30/2024



4.2

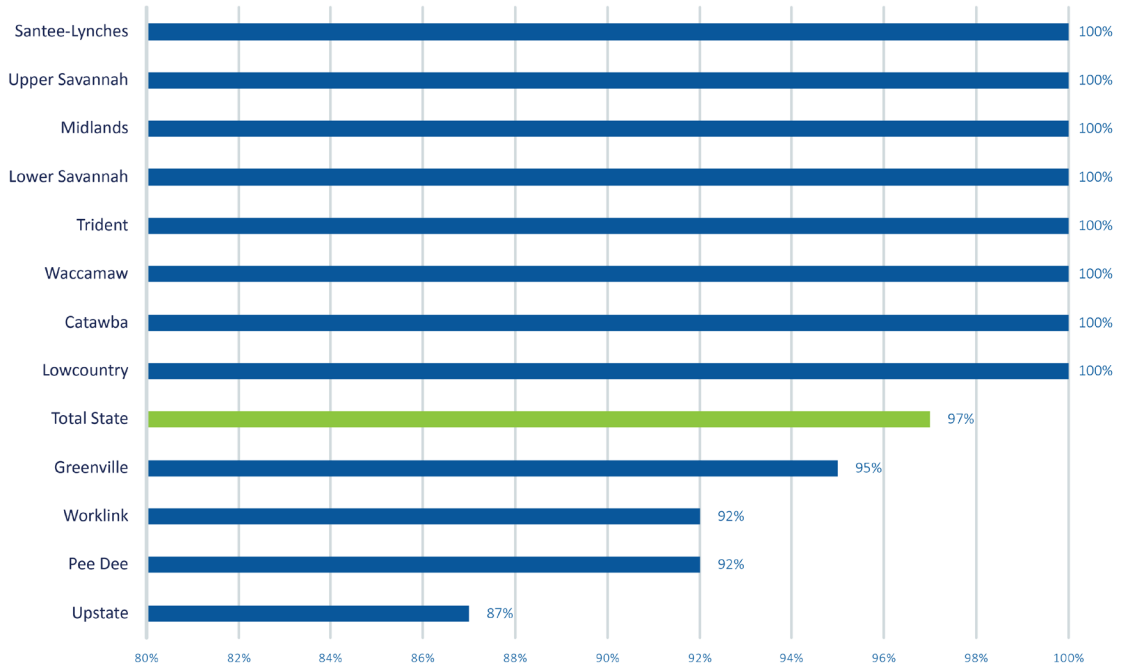
LWDA PY'23 DISLOCATED WORKER PROGRAM FUND OBLIGATION RATE THRU 6/30/2024



PROGRAM FUND OBLIGATION RATE:

4.3

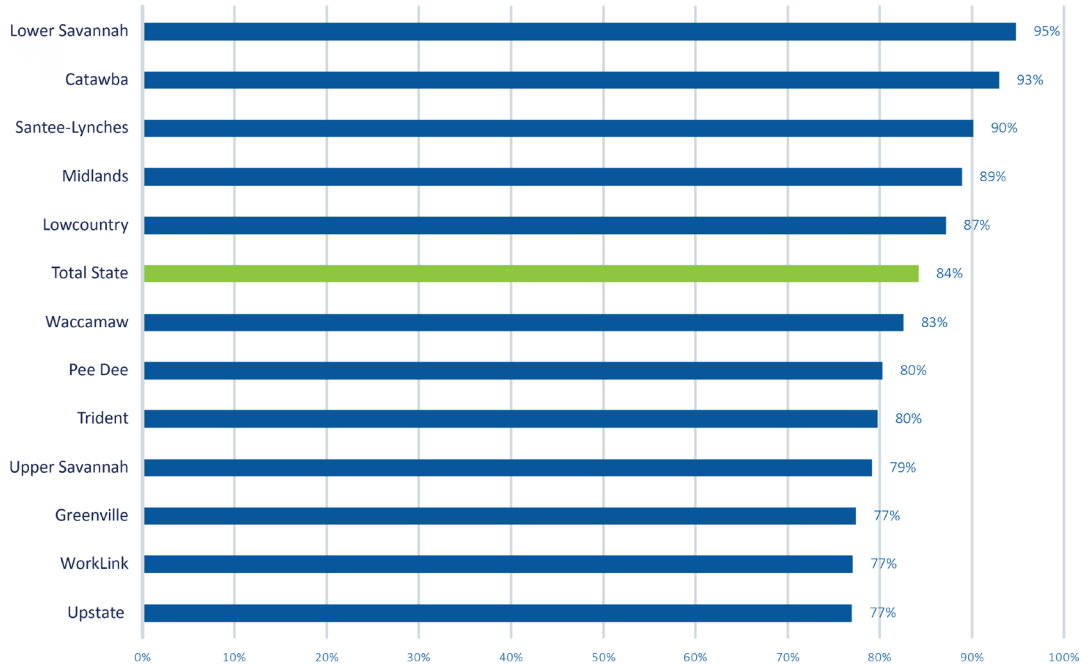
LWDA PY'23 YOUTH PROGRAM FUND OBLIGATION RATE THRU 6/30/2024



PROGRAM FUND UTILIZATION RATE (FUR):

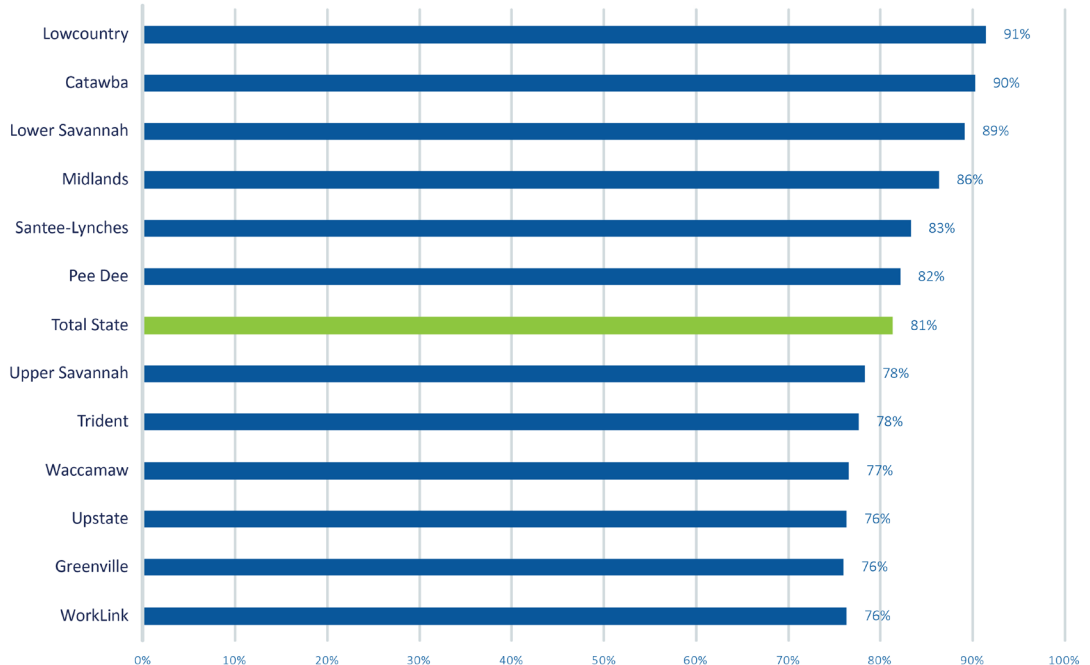
5.1

LWDA PY'23 ADULT PROGRAM FUND UTILIZATION RATE THRU 6/30/2024
(Includes Admin.)



5.2

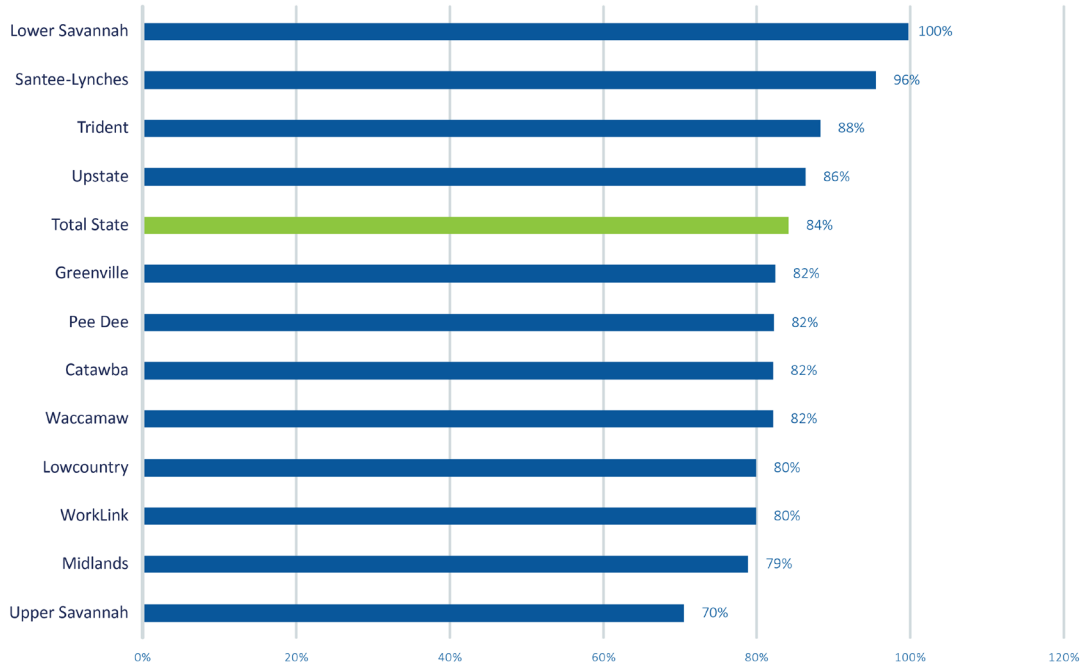
LWDA PY'23 DISLOCATED WORKER PROGRAM FUND UTILIZATION RATE THRU 6/30/2024
(Includes Admin.)



PROGRAM FUND UTILIZATION RATE (FUR):

5.3

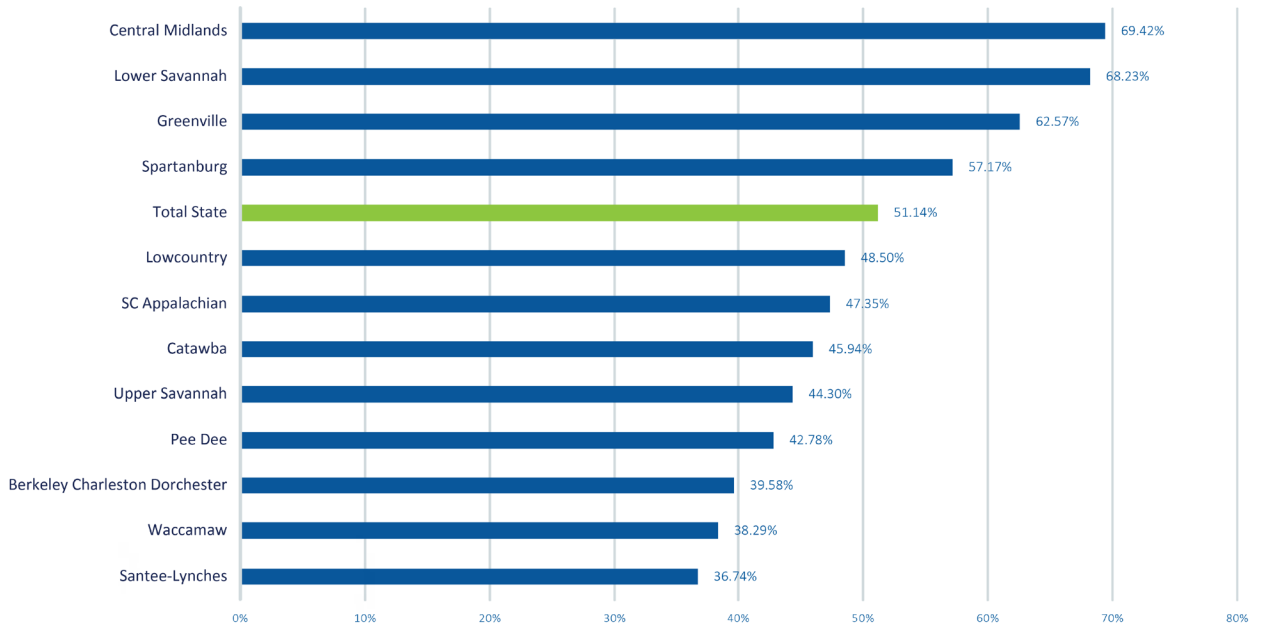
LWDA PY'23 YOUTH PROGRAM FUND UTILIZATION RATE THRU 6/30/2024
(Includes Admin.)



PARTICIPANT COST RATE (PCR):

6.1

PARTICIPANT COST RATE AS OF 6/30/2024



7.1 - WIOA TITLE I ADULT, DISLOCATED WORKER, AND YOUTH PROGRAM PERFORMANCE FOR PY'23:

WorkLink					Pee Dee				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	105.5%	101.6%	104.9%	104.0%	Employment Rate Q2	106.8%	114.3%	105.2%	108.8%
Employment Rate Q4	107.8%	107.9%	110.7%	108.8%	Employment Rate Q4	105.7%	114.9%	101.2%	107.3%
Median Earnings	145.4%	147.0%	120.8%	137.7%	Median Earnings	126.8%	143.2%	172.4%	147.5%
Credential Rate	117.6%	138.5%	73.9%	110.0%	Credential Rate	108.5%	108.8%	96.5%	104.6%
Measurable Skill Gains	137.7%	156.3%	124.8%	139.6%	Measurable Skill Gains	119.6%	125.7%	166.2%	137.2%
	122.8%	130.3%	107.0%			113.5%	121.4%	128.3%	

Upper Savannah					Lower Savannah				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	97.7%	105.7%	83.2%	95.5%	Employment Rate Q2	112.7%	123.3%	107.1%	114.4%
Employment Rate Q4	104.5%	102.2%	84.3%	97.0%	Employment Rate Q4	111.0%	117.4%	111.4%	113.3%
Median Earnings	123.1%	104.9%	123.1%	117.0%	Median Earnings	146.5%	178.9%	118.8%	148.1%
Credential Rate	79.6%	100.6%	63.1%	81.1%	Credential Rate	134.5%	117.2%	107.9%	119.9%
Measurable Skill Gains	149.8%	149.8%	157.8%	152.5%	Measurable Skill Gains	152.2%	173.3%	144.8%	156.8%
	110.9%	112.7%	102.3%			131.4%	142.0%	118.0%	

Upstate					Catawba				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	95.3%	99.9%	98.5%	97.9%	Employment Rate Q2	94.2%	95.2%	95.1%	94.8%
Employment Rate Q4	103.8%	102.3%	105.6%	103.9%	Employment Rate Q4	101.2%	107.9%	105.0%	104.7%
Median Earnings	116.0%	137.7%	114.8%	122.8%	Median Earnings	103.7%	114.3%	125.3%	114.4%
Credential Rate	111.1%	124.0%	103.3%	112.8%	Credential Rate	99.0%	86.0%	92.6%	92.5%
Measurable Skill Gains	141.5%	155.9%	165.9%	154.4%	Measurable Skill Gains	131.8%	112.2%	156.3%	133.4%
	113.5%	123.9%	117.6%			106.0%	103.1%	114.8%	

Greenville					Santee-Lynches				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	108.6%	110.7%	122.5%	113.9%	Employment Rate Q2	102.3%	114.0%	110.1%	108.8%
Employment Rate Q4	103.2%	118.0%	120.0%	113.7%	Employment Rate Q4	90.3%	93.9%	110.2%	98.1%
Median Earnings	120.2%	101.9%	87.7%	103.3%	Median Earnings	137.4%	98.6%	126.1%	120.7%
Credential Rate	126.6%	125.5%	46.9%	99.7%	Credential Rate	114.0%	132.5%	112.3%	119.6%
Measurable Skill Gains	138.8%	157.3%	141.7%	145.9%	Measurable Skill Gains	130.5%	179.2%	142.2%	150.7%
	119.5%	122.7%	103.8%			114.9%	123.6%	120.2%	

Midlands					Waccamaw				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	102.9%	105.7%	91.0%	99.9%	Employment Rate Q2	103.0%	118.3%	108.8%	110.1%
Employment Rate Q4	96.6%	102.4%	101.4%	100.1%	Employment Rate Q4	108.6%	102.6%	115.4%	108.8%
Median Earnings	121.5%	105.7%	127.6%	118.3%	Median Earnings	124.4%	67.7%	124.5%	105.5%
Credential Rate	118.0%	117.5%	102.6%	112.7%	Credential Rate	105.3%	130.1%	98.8%	111.4%
Measurable Skill Gains	109.6%	105.1%	124.1%	112.9%	Measurable Skill Gains	123.2%	185.2%	146.4%	151.6%
	109.7%	107.3%	109.3%			112.9%	120.8%	118.8%	

Trident					Lowcountry				
Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score	Indicator/Program	Title I Adult % of Goal	Title I DW % of Goal	Title I Youth % of Goal	Overall Indicator Score
Employment Rate Q2	115.9%	96.4%	109.3%	107.2%	Employment Rate Q2	102.5%	98.1%	117.8%	106.1%
Employment Rate Q4	114.4%	115.2%	107.0%	112.2%	Employment Rate Q4	103.1%	110.9%	111.7%	108.6%
Median Earnings	134.9%	159.6%	190.3%	161.6%	Median Earnings	122.6%	122.5%	112.0%	119.0%
Credential Rate	126.9%	60.9%	80.5%	89.4%	Credential Rate	109.9%	130.4%	126.3%	122.2%
Measurable Skill Gains	103.4%	122.6%	76.3%	100.8%	Measurable Skill Gains	142.0%	125.8%	114.1%	127.3%
	119.1%	111.0%	112.7%			116.0%	117.5%	116.4%	

The assessment reflects performance across programs and negotiated indicators. To pass performance an LWDA must:

- Have an Overall Program Score (across all indicators) of at least 90 percent
- Have an Overall Indicator Score (across Adult, Dislocated Worker, and Youth programs) of at least 90 percent
- Have an individual indicator percentage of at least 50 percent

Color Coding

PASS

FAIL

8.1 - WIOA TITLE III WAGNER-PEYSER (WP) PERFORMANCE GOALS:

	Program Year 2022			Program Year 2023		
	Employment Q2	Employment Q4	Median Earnings	Employment Q2	Employment Q4	Median Earnings
Negotiated Goal	61.5%	60.7%	\$4,984	61.5%	60.7%	\$4,984
Percent of Goal — State	118.7%	113.8%	142.0%	118.0%	117.5%	150.3%
Percent of Goal — WorkLink	118.7%	111.9%	135.8%	121.6%	121.1%	154.6%
Percent of Goal — Upper Savannah	123.1%	118.9%	139.2%	116.9%	119.9%	142.5%
Percent of Goal — Upstate	128.1%	124.2%	146.7%	122.1%	122.2%	158.3%
Percent of Goal — Greenville	117.6%	115.0%	160.6%	117.4%	116.5%	165.5%
Percent of Goal — Midlands	115.9%	110.7%	132.4%	120.2%	118.6%	148.9%
Percent of Goal — Trident	118.9%	108.9%	163.2%	115.4%	118.0%	173.2%
Percent of Goal — Pee Dee	116.6%	113.2%	135.0%	115.3%	115.8%	141.8%
Percent of Goal — Lower Savannah	116.4%	117.1%	136.4%	117.6%	115.0%	141.5%
Percent of Goal — Catawba	117.2%	105.9%	163.5%	119.0%	114.5%	156.6%
Percent of Goal — Santee-Lynches	113.3%	110.4%	125.7%	116.3%	111.4%	136.5%
Percent of Goal — Waccamaw	122.8%	116.0%	131.3%	123.4%	122.7%	132.3%
Percent of Goal — Lowcountry	112.8%	112.4%	134.7%	109.3%	111.5%	146.5%

WIOA TITLE I AND III NEGOTIATED LEVELS OF PERFORMANCE PY'23:

9.1

	Title I - Adult Program	
	Program Year: 2022	Program Year: 2023
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	77.8%	77.8%
Employment (Fourth Quarter After Exit)	74.0%	74.0%
Median Earnings (Second Quarter After Exit)	\$6,193	\$6,193
Credential Attainment Rate	65.0%	65.0%
Measurable Skill Gains	55.2%	55.2%

10.1

	Title I - Dislocated Worker Program	
	Program Year: 2022	Program Year: 2023
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	81.1%	81.1%
Employment (Fourth Quarter After Exit)	80.4%	80.4%
Median Earnings (Second Quarter After Exit)	\$7,935	\$7,935
Credential Attainment Rate	65.6%	65.6%
Measurable Skill Gains	57.1%	57.1%

11.1

	Title I - Youth Program	
	Program Year: 2022	Program Year: 2023
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	77.6%	77.6%
Employment (Fourth Quarter After Exit)	74.5%	74.5%
Median Earnings (Second Quarter After Exit)	\$3,622	\$3,622
Credential Attainment Rate	69.1%	69.1%
Measurable Skill Gains	52.8%	52.8%

12.1

	Title III - Wagner-Peyser Program	
	Program Year: 2022	Program Year: 2023
	Negotiated Level	Negotiated Level
Employment (Second Quarter After Exit)	61.5%	61.5%
Employment (Fourth Quarter After Exit)	60.7%	60.7%
Median Earnings (Second Quarter After Exit)	\$4,984	\$4,984